

# Accommodation | COVID-19 Safety Plan template

Resources and guidance on how to complete a COVID-19 Safety Plan for caravan parks and camping grounds, hotels, backpackers, hostels and dormitory-style accommodation.

Follow the steps below to ensure your business, staff and customers stay COVID Safe.

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- 1 **Keep your business COVID Safe** 
- 2 **Developing your COVID-19 Safety Plan** 
- 3 **How to complete the COVID-19 Safety Plan** 
- 4 **Keep your COVID-19 Safety Plan up to date** 

Effective 24 December 2021

## Business details

### Business name

NOAH'S on the beach

### Business location (town, suburb or postcode)

If your business has multiple premises, complete a Safety Plan for each location.

Newcastle East

### Select your business type

Hotels accommodation backpackers hostels dormitories

## Wellbeing of staff and customers

**Advise staff and visitors who are unwell with COVID-19 symptoms to immediately get tested and place themselves in isolation until they have received their results.**

**Consider how guests could be isolated while awaiting their results, if they are sharing accommodation with others.**

**Explain how you will do this**

Signage throughout the hotel including our conditions of entry advise staff and any other persons that they must not enter the hotel if they are ill and they must be tested and isolate until they receive results. Our staff have been trained to enforce this at the hotel and request that these persons go home and do not return to the hotel until they have a negative test result.

If guests are unable to go home we would accommodate them in a secondary room if this was available and they were sharing with others. They would have room service to their room door and their room would not be serviced however we would supply fresh linen and supplies as required to the room door.

**Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning.**

**Explain how you will do this**

All staff undertake COVID 19 safety training as part of their induction at the hotel. Signage is throughout the hotel reminding the team of physical distancing, that masks must be worn and of hand hygiene. Managers update and remind their team and we also communicate with our team via Employment Hero regularly on this.

**Consider having processes in place for guests to declare the following, up to 48 hours in advance of their booking:**

- **They are currently free of symptoms of COVID-19**
- **They will notify the accommodation provider if they develop symptoms of COVID-19 prior to departure or whilst a guest**
- **They have not been diagnosed as a COVID-19 case or identified as a close contact of someone diagnosed with COVID-19 in the previous 7 days.**

**Explain how you will do this**

We have a vaccination policy where only fully vaccinated persons can enter the hotel. All guests are given a survey to complete pre registration or on registration where they confirm they are currently free of symptoms of COVID-19

- They will notify the accommodation provider if they develop symptoms of COVID-19 prior to departure or whilst a guest
- They have not been diagnosed as a COVID-19 case or identified as a close contact of someone diagnosed with COVID-19 in the previous 7 days.

**Consider providing flexible cancellation or booking policies so that customers may cancel for COVID-19 related reasons prior to travel (such as if they develop symptoms or are awaiting COVID-19 test results).**

**Explain how you will do this**

We have flexible cancellation policies and assess each cancellation on a case by case basis.

## Physical distancing

**Support 1.5m physical distancing where possible, including:**

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

**Explain how you will do this**

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. Any seating in the foyer and hallway is spaced.

**Avoid congestion of people in specific areas where possible.**

**Explain how you will do this**

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. Check-ins for groups are spaced where possible. Guests are asked to pre-check in digitally to ensure there is minimal congestion at Reception.

**Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick-up and drop-off zones**

**Explain how you will do this**

We have signage in any areas where gatherings may occur and monitor and manage when required.

**Ventilation**



Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> (<https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance>) and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

**Explain how you will do this**

We reviewed the COVID-19 guidance on ventilation with our A/C maintenance provider Grosvener Engineering prior to completing our safety plans.

**Use outdoor settings wherever possible.**

**Explain how you will do this**

We have no outdoor space at the hotel

**In indoor areas, increase natural ventilation by opening windows and doors where possible.**

**Explain how you will do this**

All our guest rooms have large sliding glass doors that open on to a balcony which are opened when we clean rooms. In other areas of the hotel where glass doors can be left open we do this when possible.

**In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

**Explain how you will do this**

All ground floor ducted air conditioners are connected to a large outside fresh air fan that introduces filtered fresh air to the ground floor when the A/C system operates. It is interlocked with the A/C system so when an A/C is turned on the fresh air fan is given a signal to start and operate.

There is no mechanical fresh air system that serves the accommodation rooms however they have large glass sliding doors that open to a balcony. The heating and cooling in the room is managed by the guest and the room doors are opened each day when cleaning to circulate fresh air into the rooms.

**Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).**

**Explain how you will do this**

Grosvener Engineering carry out monthly servicing to the air conditioning system. Filters are regularly cleaned in the guest rooms and throughout the hotel.

**Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.**

**Explain how you will do this**

We engaged NEWMECH SERVICES PTY LIMITED to optimise our indoor ventilation and this is regularly reviewed by Grosvener Engineering.

## Hygiene and cleaning

**Face masks must be worn by staff and customers aged over 12 in indoor areas, unless exempt.**

**Explain how you will do this**

Signage is displayed at entries to the hotel and throughout the hotel to ensure staff and customers wear a face mask as required by the current health orders. This is monitored by our management team and staff and anyone who does not comply will be asked to leave the hotel or show us their exemption.

**Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.**

**Explain how you will do this**

We have hand sanitiser in key areas of the hotel and encourage its use and the washing of hands throughout the hotel.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

**Explain how you will do this**

Our bathrooms are regularly cleaned throughout the day and checked to ensure they are adequately supplied

**Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.**

**Explain how you will do this**

Our counter areas are sanitised regularly 24 hours a day and all touch points are sanitised twice a day throughout the hotel, including all door handles, rails, lift buttons etc We have cleaners on site everyday and every area of the hotel is fully cleaned at least daily. We use grade 5 appropriate disinfectant for sanitisation.

## **Record keeping**



**Consider having a NSW Government QR code available so that workers and customers can check in using the Service NSW app, to support contact tracing if a person with COVID-19 visits the premises.**

**Explain how you will do this**

All of our guests, patrons, contractors, suppliers and staff check in using the Service NSW QR code, if they have difficulty our team will input their details into the service NSW website directly.

**Review the 'guidance for businesses with a worker who tests positive for COVID-19' available at <https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case> (<https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case>), and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.**

**Explain how you will do this**

We have protocols in place for when a worker tests positive in the workplace. The hotel is cleaned and sanitised each day however a deep clean will be undertaken where the staff member has worked. We undertake a risk assessment and categorise the contact classification of all contacts. Affected workers will be asked to leave and be tested and isolate until they receive their results according to the current requirements of NSW Health Advice for close and casual contacts. We then advise our team that there was a positive case on site on a particular day, that contacts have been advised and all other team members should monitor for symptoms even minor and go and get tested and then isolate if they have any. For multiple cases we would contact Hunter New England Health Covid Venues team for support and guidance.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50 if a worker has tested positive. Visit <https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>  (<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>) for more information.

**Explain how you will do this**

We will follow advice from NSW Health and advise SafeWork NSW 131050 if a worker has tested positive.

Now that you have finished, select the print button to print the plan or save as a PDF.

Last updated: 17 December 2021