



Blue Lotus Water Garden
2628 Warburton Highway, Yarra Junction

COVID SAFE PLAN

Version 2.0
(updated 10/12/2020)

Index

1. Venue & Business Description	Page 2
2. Objective	Page 2
3. Hospitality Contractor	Page 2
4. Social Distancing	Page 3-4
5. Face Masks	Page 4
6. Hygiene Practise	Page 5-6
7. Managing a Covid 19 Case	Page 7
8. Keeping Records	Page 8
9. Enclosed Spaces	Page 8
10. Workforce Bubbles	Page 9

Venue & Business Description

The Blue Lotus Water Garden (BLWG) is an outdoor seasonal garden attraction over 8 ha in size with over 5.5 ha of public space. The BLWG also contains a seasonal open-air café (run by independent contractors), a retail plant nursery, picnic facilities and a gift shop.

BLWG is a passive attraction where the majority of visitors stroll around the gardens using a 3km network of walking trails to view our plant-based displays, outdoor attractions and water gardens.

Objective

The BLWG wishes to maintain a Covid 19 free venue and a Covid 19 Safe workplace for all staff, customers and visitors.

We also aim to provide all our visitors with a wonderful and safe outdoor experience which includes plenty of space for social distancing, sunshine and fresh air.

This plan was prepared by Peter Cochrane (BLWG manager) in consultation with the owners of Blue Lotus Water Garden.

In preparing this plan, we have followed the health directions of the Victorian Chief Health Officer to the best of our abilities.

Hospitality Contractor

The Blue Lotus Water Garden has rented space and buildings within the venue to Country Fair Poffertjes Pty Ltd trading as Wiels Food for the operation of an outdoor seasonal café, kiosk and other catering services.

Country Fair Poffertjes Pty Ltd is responsible for any areas used, their staff and patrons in the conduct of their business within the grounds of the Blue Lotus Water Garden.

The areas and buildings used are outlined in our Catering Services Agreement which includes, but not limited to the Lily Pond Café, Lily Pavilion and Ice Cream Kiosk.

Country Fair Poffertjes Pty Ltd and the conduct of their business at the Blue Lotus Water Garden comes under the hospitality sector and they will follow this sectors restrictions.

Country Fair Poffertjes Pty Ltd has their own Covid Safe Plan which is available on request.



Social Distancing

Requirement:	BLWG Action:
<p><i>You must ensure workers and visitors are 1.5 metres apart as much as possible.</i></p>	<ul style="list-style-type: none"> • We will display signs to encourage visitors and staff to keep 1.5m apart in the following areas: front entrance, reception/foyer, ticket counter, toilets, gift shop and any other areas where queues may develop. • We will encourage visitors to respect social distancing before they attend the BLWG through our website and online ticketing platform. • We will install floor markings in reception/foyer and gift shop to help with social distancing. • We will erect signs to show patron limits at the entrance of enclosed areas and shelters where density quotient applies. • We will move or remove portable picnic seating in outdoor shelters to meet any density quotient and keep tables a minimum of 1.5m apart. • We will make our popular bridge walk trail one way only. • The BLWG is a small business with generally no more than 5 workers on site during most of the year. When the BLWG is open to the public, we have up to an additional 5 seasonal workers (excluding hospitality workers employed by Wiels Food). Due to the nature of the business, all staff are required onsite.
<p><i>You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:</i></p> <ol style="list-style-type: none"> 1. <i>There is no more than one worker per four square meters of enclosed workspace</i> 2. <i>There is no more than one member of the public per four square meters of publicly available space indoors</i> <p>NOTE: The Victorian Government changed the density quotient for most situations and businesses on the 7/12/2020.</p>	<ul style="list-style-type: none"> • All areas have been assessed to ensure signage reflects density quotients of no more than one worker per two square meters. • Ticket counter and nursery sales counter have been arranged to allow a minimum of 1.5m distance between each staff member. • We will erect signs to show patron limits at the entrance of enclosed publicly accessible buildings, outdoor shelters, toilets and horticultural structures based on the applicable 2 sq metre rule.

Recommended:	BLWG Action:
<i>You should provide training to workers on physical distancing expectations while working and socialising.</i>	<ul style="list-style-type: none"> The BLWG will advise and inform all staff on social distancing, hygiene and safety protocols in our Covid Safety Guidelines. We will also provide staff with relevant guidelines from the Victorian government.
<i>Reduce workers levels in accordance with industry directions.</i>	<ul style="list-style-type: none"> We have limited the number of workers onsite in accordance with any restrictions.
<i>Limit number of patrons in accordance with industry directions.</i>	<ul style="list-style-type: none"> We have limited the number of patrons to 1500 people per day spread over 7 hours. The gardens and facilities (excluding carparks and private areas) covers more than 5.5 ha. This allows for a minimum of 36 sqm per person, if all people were onsite at one time.
<i>Have no carpooling.</i>	<ul style="list-style-type: none"> We will insist that staff don't carpool with any other staff they don't live with.

Face Masks

Required:	BLWG Action
<p><i>You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own.</i></p> <p>NOTE: The Victorian Government changed the mandatory use of face masks on the 7/12/2020.</p>	<ul style="list-style-type: none"> COVID19 safe advice is available on our website to communicate important changes to the BLWG operation. We will display current information at our entrance on face mask requirements including all people over 12 years must carry a face mask with them and wear it if they cannot socially distance unless a legal exemption applies. Disposable masks will be available for staff and visitors if they require one.
Recommended	BLWG Action
<p><i>You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.</i></p> <p><i>You should install screens or barriers in the workspace for additional protection where relevant.</i></p>	<ul style="list-style-type: none"> All BLWG staff will be provided information on the correct use of PPE. The BLWG manager will also provide verbal instruction to staff on correct use and disposal of PPE. The BLWG has installed screens at the ticket counter.

Hygiene practise

Required:	BLWG Action:
<p><i>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.</i></p>	<ul style="list-style-type: none"> • The BLWG has contracted cleaners that clean & disinfect high touch indoor surfaces each day prior to patrons being allowed onsite. This includes bathrooms, doorknobs, rubbish bins and grab rails. • The BLWG contracted cleaners will also clean & disinfect public BBQs and rubbish bins each day prior to patrons being allowed onsite. • The BLWG staff will also clean & disinfect serving counters, cash registers, scanners, eftpos, phones, and other regularly touch equipment numerous times a day. • The BLWG staff will also disinfect high touch indoor surfaces in bathrooms, doorknobs and grab rails prior to close each day. • The BLWG staff will also clean & disinfect outdoor picnic tables twice weekly. These outdoor facilities will also be inspected during busy days and re-cleaned if required. • Public rubbish bins and BBQs will also be inspected during busy days and cleaned or emptied if required.
Recommended:	BLWG Action:
<p><i>Clean surfaces with appropriate cleaning products, including detergent and disinfectant</i></p> <p><i>Clean between shifts</i></p> <p><i>You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.</i></p> <p><i>You should display a cleaning log in shared spaces.</i></p>	<ul style="list-style-type: none"> • The BLWG will use a range of suitable cleaners and disinfectants that will kill pathogens including SARS-CoV-2 virus. All products used must also be safe for humans, wildlife and don't cause environmental damage. • The BLWG will encourage contact-less payment via online ticketing and eftpos. • Staff have been encouraged to bring all items required for meals including cutlery, coffee cups etc. Disposable items are available for staff to use. • Staff are encouraged to take their breaks outdoors. Staff break times are staggered to ensure physical distancing and minimise contact. • Soap dispensers and sanitiser stations are installed in all hand washing locations.

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| | <ul style="list-style-type: none">• Sanitiser Stations are located throughout the garden, including at the main entry, bathrooms, BBQs, playground and large public picnic shelters.• Sanitiser and other cleaning products are located in multiple locations for easy access for daily refill.• BLWG staff will ensure bins are available and rubbish from bathrooms removed frequently.• Supplies of soap and sanitiser are monitored frequently and restocked as required by staff.• A daily cleaning log will be kept by our contacted cleaners and available for view on request. |
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Managing a positive or suspected case of Covid 19

Required:	BLWG Action:
<p><i>You must support workers to get tested and stay home even if they only have mild symptoms.</i></p> <p><i>You must develop a business contingency plan to manage any outbreaks. This includes:</i></p> <ol style="list-style-type: none"> <i>1. Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results</i> <i>2. Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period</i> <i>3. Having a plan in place to clean the worksite (or part) in the event of a positive case</i> <i>4. Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts</i> <i>5. Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace</i> <i>6. Having a plan in the event that you have been instructed to close by DHHS</i> <i>7. Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work</i> 	<ul style="list-style-type: none"> • Staff will be required to follow our COVID Safety Guidelines. These guidelines include hygiene protocols, site health check prior to starting shift, PPE use and highlight the importance of staying home should an employee show symptoms or have been in close contact with a suspected or know case. The guidelines also cover what a staff member should do if they become unwell at work. The guidelines also cover what financial support is available if the staff member is waiting for Covid 19 test results or has been diagnosed with Covid 19. • The BLWG has directed staff not to allow any visitors into the venue if they suspect a person has symptoms of Covid 19 that cannot be attributed to environmental factors or the person declares they are suffering with another chronic illness such as asthma. If this happens, the person will be questioned further about their health and given a temperature check. The visitor will not be allowed to enter the venue if their temperature is above 37.5 or staff are concerned the visitor may have Covid 19. • The BLWG has developed a Covid 19 Contingency Plan that covers the responsibilities and actions taken by staff, managers, and owners in the event of a worker or visitor being a suspected or confirmed case of Covid 19. The C19CP plan includes: <ol style="list-style-type: none"> 1. Responding to a worker or visitor that notifies the BLWG they are a positive or suspected case. Requiring the worker or visitor to get tested, stay home and isolate. Not attend the work site until cleared by DHHS or medical practitioner. 2. How the BLWG will notify all close contacts if the person was onsite while infectious. 3. How we will organise deep cleaning of any areas of the venue that the infectious person has attended. 4. Who is responsible for notifying DHHS and in the event of being notified of a suspected or confirmed case. And who is responsible for conducting the risk assessment and providing close contact details to DHHS. 5. Who is responsible for notifying Worksafe Victoria in the event of being notified of a confirmed case. 6. How we close the BLWG and notify staff, contractors and visitors in the event DHHS directs the BLWG to close. 7. How we open the BLWG and notify staff, contractors and visitors once DHHS clears the BLWG to re-open.

Keeping Records

Required:	BLWG Action
<p><i>You must keep records of all people who enter the workplace for contact tracing.</i></p>	<ul style="list-style-type: none"> • All staff are required to sign a date and time book each shift. • All delivery drivers, contract workers and any non-paying visitors onsite for more than 15 minutes will be asked to check in via Vic Gov QR code or leave name and number in our manual register. • All ticketed visitors will be asked to check in via Vic Gov QR code or leave name and number in the manual register. • BY entering the BLWG, all visitors must agree to our Conditions of Entry which is displayed in our foyer and available to view on our website. • All online bookings must also agree to our Terms & Conditions which includes a Covid 19 Health Declaration.

Enclosed Spaces

Recommended:	BLWG Action
<p><i>You should reduce the amount of time workers are spending in enclosed spaces</i></p>	<ul style="list-style-type: none"> • The numbers of staff required to work inside have been reduced to a minimum and meet density quotients. • Almost all BLWG staff work either outdoors or in a well-ventilated building. • Foyer area (ticket counter) has large openings on two sides with excellent air flow and large overhead fans. • All air conditioning systems capable of increased external airflow have been configured to maximise airflow. • Staff have been advised to open windows and doors to enhance fresh air flow if working in an enclosed structure. • An outdoor, well-ventilated lunch-break area has been established. • Doors and windows to bathrooms and gift shop will be kept open (if possible) to ensure maximum air flow.

Workforce Bubbles

Required:	BLWG Action
<p><i>Limit or cease the number of workers working across multiple work sites.</i></p> <p><i>Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.</i></p>	<ul style="list-style-type: none"> • The BLWG has only one worksite. • The BLWG maintains digital records of all workers who have disclosed that they are working for different employers across more than one work premises.
Recommended:	BLWG Action
<p><i>You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.</i></p>	<ul style="list-style-type: none"> • Garden and horticultural workers generally work solitary and have limited contact with other workers. • Any crossover of sales and ticket staff between shifts is kept to a minimum.

LET'S ALL HAVE A COVID SAFE SUMMER AT THE BLUE LOTUS WATER GARDEN

Safety requirements are now in place



Don't forget your face covering!



www.dhhs.vic.gov.au/coronavirus
1800 675 398 - 24 hours, 7 days

 Health and Human Services

Safety requirements are now in place