



Blue Lotus Water Garden
2628 Warburton Highway, Yarra Junction

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COVID SAFE PLAN

Version 4.0
(updated 26/12/2021)

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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.



Physical 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 and/or bollards in reception/foyer 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. • 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).
<p><i>You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:</i></p>	<ul style="list-style-type: none"> • All areas have been assessed to ensure signage reflects density quotients. • 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 any density quotient required.

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. 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
<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>	<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 8 years must carry a face mask with them and wear if INDOORS or they cannot physical distance. 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

<p>Required:</p>	<p>BLWG Action:</p>
<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 will clean & disinfect high touch indoor surfaces twice each day. Areas include toilets/bathrooms, gift shop, nursery counter and reception foyer. • The BLWG will also check & disinfect outdoor rubbish bins twice each day. • The BLWG will also clean & disinfect serving counters, cash registers, scanners, eftpos, phones, and other regularly touch equipment twice a day. • The BLWG has a contracted cleaner that does a major clean of all toilet buildings each morning. • The BLWG staff will also check outdoor picnic tables and BBQs daily and clean if soiled. • The BLWG will keep a daily cleaning log that can be viewed in reception foyer.
<p>Recommended:</p>	<p>BLWG Action:</p>
<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>	<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. • 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. • Sanitiser Stations are located throughout the garden, including at the main entry, bathrooms, and BBQs. Supplies of soap and sanitiser are monitored daily and restocked as required. • 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.

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"> • BLWG staff, contractors and volunteers will be required to follow COVID Safety Guidelines put out by the Victorian Government. • BLWG staff, contractors and volunteers have been instructed NOT to attend work if they have any symptoms of Covid 19 or have been deemed a close contact. They will be directed to take a PCR Covid19 test and isolate until cleared by a health professional. • The BLWG maintains a list of contact details for all BLWG staff, contractors and volunteers. The list is easy to access for quick contact tracing purposes. • All BLWG staff will be given information on financial assistance available to them by the Victorian and Australian Governments in the event they lose income due to isolation requirements because of having or needing to test for Covid19. • The BLWG manager or duty manager will notify all BLWG staff, contractors and volunteers by phone call or text message in the event of a confirmed Covid 19 case at the worksite. • The BLWG has directed staff not to allow any visitors into the venue if they suspect a person has symptoms of 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 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 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"> • Staff are required to sign a date and time book each shift and check in via Vic Gov QR code. • We have recorded the vaccination status of all BLWG staff and contractors in our Covid19 Vaccination Status Register. • The BLWG will keep a daily cleaning log that can be viewed in reception foyer. • All contractors or volunteers 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.

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 don't work in public facing roles. • Public facing seasonal staff have been divided into 2 teams with limited crossover between the two groups.

Covid19 Check In Marshals

Required:	BLWG Action
<p><i>Proof of Covid19 vaccination or exemption is required for people aged over 18 years to enter an outdoor tourist attraction.</i></p>	<p>COVIDSafe Marshals will be positioned in our carpark(s) during busy periods on weekends and public holidays. They will assist visitors to check in using the Services Vic QR Code and also check proof of Covid19 vaccination or exemption. Customers accessing only the retail plant nursery or gift shop (located outside of the entry point to the gardens) are not required to show proof of vaccination.</p> <p>On weekdays and at other less busy times our ticket staff (located at the entry point to the gardens) will act as CovidSafe Marshals and assist visitors to check in using the Services Vic QR Code and also check proof of Covid19 vaccination or exemption. Customers accessing only the retail plant nursery or gift shop (located outside of the entry point to the gardens) are not required to show proof of vaccination.</p>