

## Organisation or Business Details

<b>Organisation or business name</b>	Alice Springs Desert Park
<b>Owner name or Site manager</b>	Estelle Marshall
<b>Phone number</b>	8951 8713
<b>Email address</b>	estelle.marshall@nt.gov.au
<b>Address</b>	LARAPINTA DRIVE FLYNN 0870
<b>Australian Business Number (ABN)</b>	82972424628

### Provide a short overview of what your business or organisation does :

Wildlife and Botanic Gardens. Includes guided tours, presentations, enclosures such as an indoor Nocturnal House and external bird aviaries and amphitheatre. Self guided walking trails. Entry building and indoor cinema with seating for 134 pax. Onsite concessionaires lease and operate a gift shop, cafe and function room - separate COVID Plan (trading as Latitude 23 Group Pty Ltd; Nidus).

## Introduction

Under the CHO direction are you required to capture customer details?	<b>Yes</b>
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## COVID Safety Supervisor

Have you nominated a COVID Safety Supervisor?	<b>Yes</b>
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Do they have the skills and knowledge to fulfil the role?	<b>Yes</b>
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### If the person has undertaken any training, please provide details below :

Australian Government, Department of Health - Infection Control Training - COVID-19.  
Certificate Number: 20201123-3515414-2458107  
Six other staff across the business hold the same training

## Collection of Customer Details

Are you already taking customer details for another purpose? e.g. a client sign in register	<b>Yes</b>
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## Workplace

Have you provided education on adhering to physical distancing to staff?	<b>Yes</b>
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Have you provided clear guidance on physical distancing to customers?	<b>Yes</b>
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Have you provided markings on the floor 1.5m apart in areas where people queue?	<b>Yes</b>
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Will physical distancing be managed as part of any delivery service or picking up goods?	<b>N/A</b>
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Have you planned measures to manage entry and exit points so that people do not group in these areas?	<b>Yes</b>
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Have you revised table or seating configuration so different groups of customers are not face to face?	<b>Yes</b>
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### List the measures you will use to manage physical distancing :

1. Pre-visit: Facebook messaging and Desert Park website - stay home if showing symptoms, wash hands frequently, follow physical distancing
2. Signage at entrance requesting physical distancing 1.5m, stay home if showing symptoms use the 'Territory Check In' app to provide contact details for tracing
3. Markings on floor in entry to ensure 1.5m distance, wash hands frequently
4. Presentations: Staff direct visitors to seating to ensure 1.5m physical distancing. All bench seating at presentations is forward facing. Staff communicate physical distance requirements throughout presentations.
5. Cinema: hand sanitiser on entry, signage to allow 3 seats between each family unit
6. Nocturnal House: physical distance signage on entrances
7. Regular emails to Desert Park to ensure procedure if unwell, follow correct hygiene procedures, identified COVID supervisors, COVID tracing procedures
8. In addition to the Director appointed 6 COVID supervisors across the work units

## Hygiene

Have you provided hand sanitiser or hand washing facilities to allow staff and customers to wash or sanitise their hands regularly?	Yes
Have you provided education on COVID-19 hygiene protocols and practices, including cleaning, to staff?	Yes
Have you provided information on COVID-19 hygiene protocols and practices to customers?	Yes
Have you identified all facilities, equipment and transport vehicles that require cleaning and sanitising?	Yes
Do you have adequate supplies of cleaning and disinfecting products?	Yes
Have you identified high touch surfaces and increased your regular cleaning schedule?	Yes
Have you considered ways to limit customer self-service?	Yes
Have you considered ways to minimise handling of shared items to avoid the risk of contamination?	Yes
<b>List the measures you will use to manage hygiene :</b>	
<ol style="list-style-type: none"><li>1. Signage at front entrance and throughout the Desert Park on hand washing, hygiene and coughing etiquette.</li><li>2. Cleaning contractors clean once a day of all public and staff areas including toilets, public areas, administration and high touch points.</li><li>3. Desert Park staff provide one daily clean across the Desert Park of high touch points in addition to cleaning contractor (phones, door handles, bench seats, toilets including flush buttons and taps).</li><li>4. Cleaning checklist used for cleaning contractor, guide, botany and zoology teams. Stored in an accessible location for checking.</li><li>5. Meeting rooms cleaned after each use (e.g. tables, door handles, hand rails and light switches)</li><li>4. PPE - masks (individually issued) and gloves available for staff</li><li>5. Refer to the Parks and Wildlife Division (Alice Springs Desert Park operates within the division) Standard Operating Procedure for Cleaning of Toilet facilities and Vehicle Cleaning and Sanitising Guideline.</li><li>6. 5 public toilets with hand washing facilities located around the Desert Park. Handwashing signage in place.</li><li>7. Hand sanitiser available in key areas across the Desert Park.</li><li>8. Entry ticketing desk cleaned every hour including EFTPOS machine, pens, till screens.</li><li>9. Staff meetings and emails to staff with correct hand washing and hygiene protocols</li><li>10. Encourage cashless transactions</li><li>11. Guided tours - Face to face periods limited to 15 minutes. Use of furniture (e.g. display tables, bench seats and exhibits) to enforce 1.5m physical distancing. Break lengthy guided tours into seated presentations to manage physical distancing. Guided tours held outside in a walking format, forward facing.</li><li>12. Shared items such as pens used for COVID tracing are displayed in two containers - clean and to be cleaned. After use staff wipe down with cleaning wipes as per WHO advice</li><li>13. ID cards presented at entry remain in the customers hand and only sighted by staff.</li></ol>	

## Signage

Do you have signage to remind customers about physical distancing?	Yes
Have you provided signage around the business to remind customers and employees to maintain hygiene practices?	Yes
Have you provided signage around the business to remind customers and employees to go home if the customer or employee is feeling unwell?	Yes
<b>Describe how many signs you have and the location of your signage :</b>	
Signage covering physical distancing, hygiene measures and stay home if unwell displayed at main entry building, Nocturnal House, Amphitheatre and staff amenities <a href="http://www.coronavirus.nt.gov.au">www.coronavirus.nt.gov.au</a> referred to regularly for updates and correct signage	

## Staff

Have you provided education or information about COVID-19 transmission and symptoms to staff and volunteers?	Yes
Do you have protocols for staff to not attend work if unwell?	Yes
Have you provided direction to staff to seek medical advice if they have symptoms of COVID-19?	Yes
<b>List the measures you will use to manage the health of your staff :</b>	
<ol style="list-style-type: none"><li>1. Department intranet has a dedicated section for COVID with information, directions, advice and contact details.</li><li>2. Parks and Wildlife Pandemic Plan (Desert Park is a business within this division) provided to staff includes protocols if staff are unwell or suspect they have contracted COVID-19.</li><li>3. Emails to all staff and meetings are used to ensure staff are aware of procedures and location of resources.</li><li>4. Signage in key staff areas reminding if unwell say home and seek medical advice.</li><li>5. Volunteers will be inducted with COVID-19 physical distancing an hygiene requirements as per Park Visitors.</li></ol>	