



Penguin Parade – COVID Safe Event Plan

Issue Number:	6
Issue Date:	10 July 2021
Document Owner:	Operations Manager
Responsible Authority:	Chief Executive Officer
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PENGUIN PARADE – COVID SAFE EVENT PLAN

The Penguin Parade COVID Safe Event Plan is developed to confirm the Penguin Parade complies with the Public Events Framework (PEF) in terms of attendee limits and density requirements.

The objective of this document is to provide employees, volunteers and contractors with clear guidelines and expectations while working at the Penguin Parade. The advice within this document is in line with current Government guidelines and will be updated as advice changes.

The objective is to:

- Ensure a safe workplace is provided to Nature Parks employees, volunteers, and contractors.
- Facilitate accurate, timely and helpful communications to staff and key stakeholders.
- Adapt and modify the current operational set-up to cater for reduced visitor numbers due to physical distancing regulations for the foreseeable future.
- Provide a clean safe venue for our visitors to return.



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1. Density Requirements

The Penguin Parade is predominantly an outdoor attraction with a large walkthrough visitor centre that includes two café areas, one retail store, interpretive space, a theatre and toilets. On the 8th December, 2020 DH confirmed the Penguin Parade would be categorised as a non-seated outdoor entertainment facility. During the time we have operated under this framework, we have welcomed up to 1,329 guests to the Penguin Parade in a COVID Safe way.

The Penguin Parade venue capacity (Pre-COVID) is 3800 tickets. On nights of high-tide, capacity is further reduced to 3200 tickets due to the unavailability of the beach area. On the 9th of July, the Penguin Parade Visitors Centre will be open 7 days a week at a capacity of 1,369 people. This figure is 75% of seated capacity and includes the GRT Platform, Penguin Parade Visitor's Centre, Penguins Plus and the Stands (excluding the Sand / Beach areas, however these will be available during low tide).

The Boardwalks and Penguin Parade Visitors Centre will be opening on the 9th of July at a capacity of 1 person per 2 square metres or a total of 4,298 people. Broken down, the outdoor boardwalks will be at a capacity of 2,596 people and the indoor building will be at a capacity of 1,702 people.

Nature Parks will continue working with DELWP and the Victorian Tourism Industry Council to liaise with DH to provide the relevant detail to support businesses opening safely. We will follow all the detail provided by DH that is relevant to the Nature Parks' circumstances.

COVID Safe Marshals will be used to monitor patron numbers in the Visitor Centre to ensure that the Centre complies with required density quotients.

2. Higher COVID risk behaviours

The Penguin Parade does not feature any behaviours that presents a great COVID risk. Visitors are encouraged to minimise noise in order to maximise the conservation experience.

It is the responsibility of the rostered COVID-19 Incident Controller from the Phillip Island Nature Parks to keep up-to-date with current government guidelines and update documentation and leadership until the pandemic has been resolved.

Stand-down and recovery stage:

- Monitoring for further outbreaks.
- Ceasing restricted or pandemic activities no longer required.
- Evaluating and revising plans.

3. Record Keeping

Contact Tracing - To assist in capturing our visitors’ details for the purpose of contact tracing we have introduced the Victorian Government’s QR Code Registration Portal. These records help DH contact tracers in the event a positive case of coronavirus (COVID-19) is identified.

The Penguin Parade has a dedicated and trained COVID Check-in Marshal at the entrance of the building to assist and ensure all visitors, staff, contractors and delivery drivers sign in using the unique QR code.

The Shearwater Restaurant has a unique QR code for every guests who dines in this area and must sign in.

COVID Check-in Marshal (Meet and Greet Staff) are positioned at the entrance of the Penguin Parade to ensure guest details are captured and record keeping of every person that attends the venue is obtained. Staff explain to visitors how to scan the QR code, via a smartphone camera or QR code scanner app and help those who may be unfamiliar with QR code technology. If a visitor needs help, staff are reminded to remain COVID Safe.



If staff can’t register someone’s attendance via QR code, they write down their contact name (first and last names are required), phone number, time and date of visit on the paper based site manifest and email to reception@penguins.org.au at the end of the shift. This is retained for 28 days in accordance with Record Keeping for Contact Tracing Information for Business (coronavirus.vic.gov.au).

4. Communications

Public health messages are communicated on the Nature Parks website and at the Penguin Parade with signage, public announcements and floor stickers. Meet and Greet and Visitor Engagement Rangers communicate public health messages on arrival to visitors. Visitor Engagement Rangers read a provided script about physical distancing and encouraging of masks when visitors unable to do so, as part of the nightly talks delivered on each viewing area prior to penguin arrival time.

All Nature Parks venues and offices have:

- Posters reminding about physical distancing on every door to every office collaborative space. A Safety Focus bulletin covering this specific topic was issued to staff.
- Unique QR codes on all work stations to ensure staff check in when working at sites.



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- Consistent theme in all correspondence reminding workers & guests to practice physical distancing.
- Correspondence issued reminding staff to coordinate staggered breaks.
- Zoom, MS Teams, Outlook Calendar, intranet and phones are used to enable work planning and instruction.
- Field based staff and teams coordinating tasks outdoors are maintaining ample physical distancing.
- Regular reminders about physical distancing are provided to guests/staff. All managers and supervisors are nominated to enforce and monitor alongside COVID Marshals as required.

All COVID-19 internal and external communications must be approved by the DELWP communications team before distribution. This must be sent to DELWP for approval prior to distribution.

The Department of Health and Human Services is the control agency for Pandemics. All information needs to be in line with their messaging to ensure consistent and up to date messaging. It is important to ensure information is in line with state and federal governments to ensure consistency and one source, one message.

Information sources are listed below:

Source	Website
Coronavirus (COVID-19) Victoria	https://www.coronavirus.vic.gov.au/
Department of Health and Human Services	https://www.dhhs.vic.gov.au/coronavirus
CHO Health Alerts	https://www2.health.vic.gov.au/newsletters
Australian Department of Health	https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-casenumbers- Health alerts, situations and case numbers
Department of Premier and Cabinet (Victoria)	https://www.premier.vic.gov.au
Safe Work Australia	https://www.safeworkaustralia.gov.au/covid-19-information-workplaces

5. Crowd Management

The Penguin Parade has a staged entry and exit process, with staff positioned throughout the experience to ensure ‘potential congestion points’ are managed. The front doors are opened 2 hours prior to sunset and visitors arrive from this time until sunset.

The below has been implemented at the Penguin Parade:

- COVID Check-in Marshals (Meet and Greet staff) positioned at the entry to ensure guest check-in and staggered entry into the building can be managed.



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- Admissions staff positioned at the turnstiles / entry to boardwalks to manage guest ticketing and staggered entry onto the boardwalks.
- Barriers are in place to funnel visitors into lines as they approach the turnstiles to encourage physical distancing.
- Perspex barriers installed on the counters in admissions, retail and food and beverage.
- Floor spacing stickers have been installed to remind visitors to maintain 1.5m between each guest.
- Guests encouraged to purchase tickets online (outdoor signage before entering)
- All transactions will be cashless and be contact free.
- Penny presses have been modified to accept debit / credit card.
- Hand sanitiser is available for staff and visitors at all counters and service points.
- Staff are positioned at critical gathering points throughout all experiences to encourage physical distancing and visitors flow through the site as planned.
- Covid Marshalls positioned throughout the experience to managed distinctive areas (Stands, Boardwalks & Visitor Center)

Ticketing – We recommend visitors buy/purchase tickets online, however ticket sales are available onsite (cashless transactions). All visitors to the building are required to scan in via the QR-Code or listed in the daily manifest. The tour desk is set up just inside the front doors. This is fitted with a Perspex screen to ensure staff have checked that guests have either scanned in or record their personal details on the daily manifest (if unable to do so electronically). A hand sanitising station is beside the tour desk to allow all visitors to sanitise prior to entry. Tickets are scanned at the turnstiles for crowd management.

Restaurant – The Shearwater Restaurant offers an a la carte menu from 4pm until penguin arrival time and café offering until close. Increased cleaning of surfaces and tables have been spaced to allow for social distancing.

Café – The Café is open on the 10th and 11th of July between 10am and 4pm and then closed during the day moving forward. Increased cleaning of surfaces and tables have been spaced to allow for social distancing.

Coffee Cart – The coffee cart is closed until further notice.

Toilets – Toilets are open to the public in the Penguin Parade visitor centre, bus park and beach toilets. Ground Services have a cleaner rostered on each night to ensure regular cleaning.

Cleaning - Ground Services have a cleaner rostered on each night. From 5pm the focus for this cleaner will be toilets and high touch points. It is expected that all staff will be spot cleaning and equipment cleaning in their work area. Especially items that come into regular contact. Cleaning will be conducted as per the Nature Parks Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006.



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Retail – The main retail store is open nightly. Perspex screens have been installed on counters, and direction arrows and 1.5m markers placed on the floor. All transactions are contactless. Additional PPE and sanitiser is available for staff as or if required. Several displays have been removed to allow for social distancing. The specialty store is closed.

Security – Security staff will be rostered each night. They will be onsite nightly and conduct patrols across the entire site.

Buggy and Wheelchairs – The buggy and wheelchairs are available for visitor use as per normal process. It is recommended that visitors sit in the back seat. Cleaning of seats, handles and other touch points must be undertaken after every visitor use.

Beach Doors and Stand Setup – When the beach or sand areas are in use (low tide), the doors will open 2 hours before sunset.

Stands and Boardwalks – The boardwalks operate in a clockwise direction. Staff ensure visitors only attend the viewing area they are ticketed for. Visitor Engagement Rangers will read a script about physical distancing and recommendation of masks as part of nightly talks to visitors prior to penguin arrival time.

There are 6 separate viewing areas which include the East Stand, West Stand, Penguins Plus Platform, Underground, Guided Ranger Platform and the Ultimate Tour Beach. Visitor Engagement Rangers will provide guidance and direction to guests as they sit in each area.

6. COVID Marshal

It is the responsibility of the rostered COVID-19 Incident Controller from the Phillip Island Nature Parks to keep up-to-date with current government guidelines and update documentation and management.

The majority of Nature Parks tourism operations staff are first aid trained and are all responsible to be COVID Marshals. At the start of each shift the Site Supervisor briefs staff on COVID requirements for the night, including any changes or areas of focus. The Nature Parks COVID-19 Incident Control and Chief Warden are on call and available to respond or provide advice 24/7.

All guest facing staff (including Ground Services & Food and Beverage teams) have completed the Department of Health COVID-19 Infectious Control Training module.

COVID Marshalls are to ensure the following:

- Promote a positive culture and encourage COVID Safe practices
- Monitor compliance as per COVID Safe workplan and report non-compliance



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- Consult with COVID-19 Incident Controller about COVID-19 issues or measures
- Notify management and Incident Controller about systemic behaviours or workplace practices that are not compliant.

Any COVID-19 incidents or near misses are also captured in our risk management system – RiskCloud.

7. Cleaning and Hygiene

Cleaning of all areas is in line with Safe Work Australia guidelines. A Nature Parks COVID-19 Cleaning Guideline document has been developed and must be referenced for all cleaning tasks (PRO-OHS-006). Increased cleaning frequency continues with regular scheduled cleaning of frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes all areas including equipment, computers, door handles, handrails, tables, counter tops, sinks and keyboards.

Cleaning staff have completed the online Government infection control training.

Rapid response cleaning kits including PPE and cleaning products has been created to respond to a suspected or confirmed case of coronavirus.

8. Contractors

All contractors are required to complete an induction program before starting works at the Nature Parks, this includes COVID Safe modules.

The Penguin Parade has two contractors that work nightly.

Food and Beverage comply with this event plan and align with the hospitality guidance in the current Public Events Framework (PEF)- They only accept contactless payment and physical distancing messaging stickers are placed on the floor in queuing area.

Security comply with this event plan.

9. Staff training and PPE

Staff are provided with approved PPE. Nature Parks have supplied reusable face masks for each employee and food and beverage contractors that is approved/authorised to be in a Nature Parks workplace. Additional surgical face masks are available at the meet and greet areas and in the first aid room. Multiple 'Safety Focus' bulletins have been emailed to staff and placed on safety notice boards to demonstrate the correct process for wearing a mask.



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All office-based staff have been issued with their own keyboard, mouse and headsets to minimise shared equipment and are required to clean the work area before and after use. Staff that use desktops are required to clean the work area before and after use.

10. Positive Case Management

If a positive COVID-19 case is reported to a staff member the Nature Parks procedure PRO-OHS-007 Workplace guidance for managing a positive case must be followed.

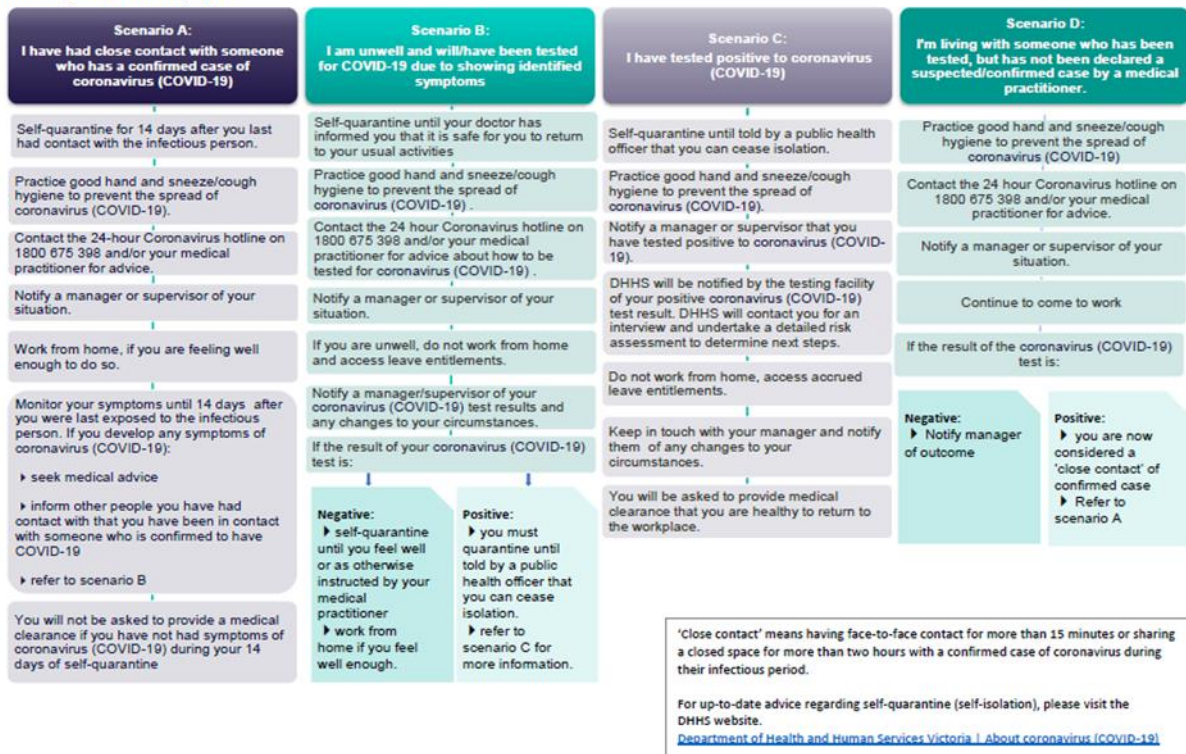
Signs have been put up in all staff toilets and lunchrooms about the symptoms of COVID-19. Workers who are sick are directed to stay at home and if displaying symptoms of coronavirus are directed to see a doctor. A scenario workflow has been developed to process suspected or confirmed cases of coronavirus. This will assist in contact tracing, isolation, and communication if a staff member is impacted.

Should a guest present with symptoms, signs at all entry points request they do not attend and where appropriate, staff will request guests leave the premises. Should staff require an isolation area, a First Aid room is available with appropriate PPE, however in most circumstances we request guests immediately leave the premises, isolate and get tested as per DH requirements.



Scenario Guidance – Coronavirus (COVID-19) Workflow & Correspondence
 Version 2 – updated 13 July 2020

Scenario guidance for employees



11. Ventilation

Heat and cooling airflow has been optimised at the Penguin Parade Visitor Centre. Heating and cooling is set to fresh air mode where possible, not recirculate. The front and rear auto doors are set to 'open' mode during entering and exiting of the Penguin Parade.

The boardwalk and stands are outside areas which is low risk for transmission.

Staff working in offices are encouraged to open windows and doors where possible to provide fresh air flow through work areas.

12. Face Masks

Nature Parks staff that conduct 'guest facing,' roles or are exposed to the public, must wear a face-mask.

Nature Parks have supplied reusable face masks for each employee and food and beverage contractors that is approved/authorised to be in a Nature Parks workplace.



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- Everyone must carry a mask when they leave home.
- We support our team members who choose to continue wearing a mask while working.
- Masks must be carried on your person and positions that cannot maintain physical distancing are recommended to wear a mask.

13. Handwashing and hygiene

Hygiene is managed to the standards recommended by Safe Work Australia.

Key elements will be:

- Hand washing facilities is available to everyone at all venues.
- Hand sanitiser is available at key locations for staff and visitors.
- Physical contact is discouraged.
- Cash handling has ceased. Electronic touch free transactions only.
- Hygiene messages is communicated through posters, signage, and verbally at appropriate locations (e.g. toilets, staff rooms, admissions areas)
- Social distancing indicators within the visitor queuing area.
- Sanitiser and usage signage available in visitor spaces.
- Sanitisers located at all site entries and all food areas.
- Limit number of people in enclosed spaces, including retail.
- Additional cleaning staff for disinfection of public area touch areas.

14. Staff Training and Information

Staff will continue to receive regular updates via staff meetings, daily briefings, email, 'Safety Focus' bulletins, COVID-19 intranet page and Yammar.

15. Further Information

Additional information on this document can be sought from:

Nature Parks Chief Warden ☎ 0427 070 268 ✉ ohs@penguins.org.au

Related documents

Legislation/Regulations	OH&S Act 2004 and OH&S Regulations 2017
Policies	Occupational Health and Safety Policy POL-OPS-001



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Procedures	Nature Parks Influenza Pandemic Plan Nature Parks Recovery Plan Scenario Guidance – Coronavirus Workflow Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006
Forms	Incident, Injury, Near Miss and Hazard Form DOC-OHS-034

Document reviewed by:

- Acting Chief Executive Officer
- General Manager Tourism Operations
- Operations Manager
- Occupational Health and Safety Coordinator