



## Introduction

Coronavirus (COVID-19) is a respiratory illness caused by a new virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads rapidly from person to person.

Travel restrictions and rapid public health responses have contained the spread of the virus in Australia so far. Australian [Government Department of Health states](#) “we are managing the COVID-19 outbreak in Australia as a health emergency.” 8 August 2020

The World Health Organisation (WHO) has declared a Public Health Emergency of International Concern (March 2020) due to an emerging pandemic of coronavirus disease 2019 caused by a newly identified virus, SARS-CoV-2.

## Important principles

Our response is guided by the *Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19)* and the pandemic response plans of other jurisdictions.

These principles guide us to ensure our response is:

- Flexible and proportionate, and can be scaled up or down as required
- Reliant on existing health systems and health system governance where possible
- Inclusive of all Australian’s and acts to reduce any form of xenophobia in the response
- Focused on protecting vulnerable people, including those with underlying health conditions, compromised immune systems, the elderly, Anangu (local people of Uluru areas), Aboriginal and Torres Strait Islanders, and those from culturally and linguistically diverse communities
- Integrated with the efforts of the Commonwealth, other states and territories and relevant public agencies and sectors to make best use of common systems, plans and processes.

Southern Cross Tours and Travel Pty Ltd is part of a global Community and support and operate as per the recommendations and instructions from The World Health Organisation (WHO), Australian, Federal, State and Local requests and guidelines.

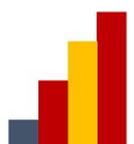
Through this Emergency Response Plan, we aim to Minimise the risks associated with this Global outbreak at all levels as per Governmental strategies, whether they be Physical, Emotional Spiritual or Financial.

This emergency response plan has been initiated as part of our risk management policy and procedure and Complies with Australian Risk management Guidelines.

## Scope

This plan covers

- Risk of infection Assessments
- Risk Mitigation
  - o When confirming with passengers/visitors:
  - o Staff
  - o Vehicle/Trip, including Customers (Passengers)
  - o Social Distancing:
  - o Payment
  - o Communication





- Risk Monitoring
- Activity Planning and attendance

It takes into account medical and Governmental advice to help determine the appropriate course of action. It is an active plan that is reviewed and updated in line with the relevant Government Departments, as required.

### Risk Matrix and Manageability Program

As per our Risk Matrix and Manageability Program, (see details below) our overall Risk Assessment currently is:

- Overall unmitigated risk ranking is moderate.
- This has been determined as a possible probability with a medium impact.
- This is determined as a level 3 Manageability risk and is considered to be moderately to highly manageable.

#### 1. Risk of infection Assessment

Each customer is to read and review the Risk of infection assessment produced by the Victorian government and complete the SCTT Coronavirus Precaution Form prior to touring.

**Self-assessment for risk of coronavirus (COVID-19)**

**Have you been in, or transited through, mainland China or Iran in the past 14 days, returned from South Korea on/after 5 March, or returned from Italy on/after 11 March?**

- YES** - Do not attend work and self-quarantine for 14 days after leaving that country
- NO** - Proceed to next question

**Have you been in CLOSE contact with a confirmed case of COVID-19?**  
CLOSE contact is defined as:  
- spending more than 15 minutes face-to-face with a person who is a confirmed case, in the 24 hours before they showed symptoms or once they showed symptoms  
- sharing a closed space for more than two hours with a person who is a confirmed case, in the 24 hours before they showed symptoms or once they showed symptoms.

- YES** - Self-quarantine for 14 days from the last day of contact with the confirmed case
- NO** - Proceed to next question

**Have you been in CASUAL contact with a confirmed case of COVID-19?**  
CASUAL contact is defined as:  
- spending less than 15 minutes face-to-face in any setting with a person who is a confirmed case AND they had symptoms at the time  
- sharing a closed space for less than two hours with a person who is a confirmed case AND they had symptoms at the time.

- YES** - Go about your normal business, but monitor yourself for 14 days for the most common symptoms of COVID-19\*
- NO** - Proceed to next question

**Are you ill in hospital with pneumonia?**

- YES** - The hospital will arrange testing and appropriate care
- NO** - Proceed to next question

**Are you experiencing fever or respiratory symptoms?**

- YES** - Testing is not recommended for you at the current time unless you have returned from overseas in the past 14 days
- NO** - Proceed to next question

**You do not need to self-quarantine or be tested for COVID-19**  
If you are unwell with any other illness your doctor will assess and manage you in the normal way.

**Additional information for healthcare workers and residential care workers**  
In addition to the above steps, the following information applies to healthcare workers and residential care workers who have direct contact with patients or residents.  
**If you have an influenza-like illness**, which is a fever above 37.5 and symptoms of an acute respiratory infection (shortness of breath, cough, coryza and/or sore throat):  
- do not go to work  
- ring the COVID-19, 24-hour hotline 1800 675 398, or a GP or emergency department, to arrange for testing and appropriate care.  
If you test negative you can return to work when well, at the direction of your treating doctor.  
A healthcare worker who has worn appropriate personal protective equipment while treating a patient does not become a close contact as a result of that care. They may be a casual contact as a result of that care so should monitor themselves for 14 days.  
\*The most common symptoms of COVID-19 are fever, cough, shortness of breath, muscle pain and fatigue.

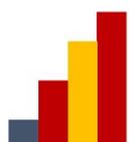
**Flowchart Summary:**  
- If you have a fever or respiratory symptoms: Ring the COVID-19 24-hour hotline 1800 675 398, or a GP or emergency department, to arrange for testing and appropriate care.  
- If you test positive: You will receive care at home or in hospital depending on the severity of your illness.  
- If you test negative: If you were in self-quarantine continue to self-quarantine for the remainder of the 14 days. If you are a casual contact, continue to monitor yourself for the remainder of the 14 days.

#### 2. Risk mitigation

All customers and staff are to follow the currently recommended procedures to minimise the risk of Covid 19 infection issues by the relevant state or Territory. Current recommendations are below:

**How to stay healthy while travelling**

- Regularly wash your hands
- Use hand sanitiser
- Avoid touching your face, mouth and nose
- Cover your sneeze or cough with your arm
- Only wear a mask if you feel unwell
- Stay home if you feel unwell!





## Ways to reduce your risk of coronavirus - Procedures for all SCTT staff

Adapted from [NT Govt](#) – Covid Drivers of Public Transport **Last updated:** 28 July 2020

### Hygiene Practices -

*All staff have been trained in the Covid Safety Plan*

#### When confirming with passengers/visitors:

- Encourage participants to bring their own hand sanitiser on tours and transfers
- Advise participants when they book and when they arrive at a tour to not participate if they are unwell with symptoms such as sore throat, runny or blocked nose.
- Tour event details, locations, times and dates, including collecting contact details for all passengers (including names, phone numbers and an appropriate address)
- Information to participants on the COVID-19 safety plan arrangements

#### All SCTT Drivers & Staff at all times:

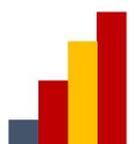
- All staff will carry out good hygiene practices to protect themselves and passengers from the spread of illness.
- Good personal hand hygiene and cough/sneeze hygiene:
  - wash your hands frequently with soap and water, before and after eating, and after going to the toilet and
  - cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser.
  - If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
  - Try not to touch your eyes, nose or mouth.
- Continue/begin healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848.
- You do not need to wear a mask if you are healthy.
- Any staff member who is unwell with symptoms such as sore throat, runny or blocked nose, coughing or sneezing should not attend work, (symptoms, see details below) contact your doctor and stay home.

#### Vehicle/Trip:

- Ensure the direct seats behind the driver has the reserved sign and no passenger sits directly behind the driver.
- Instruct all passengers to sanitize their hands as they get into the vehicle. (Sanitser provided at the entrance of the vehicle, or their own)
- Ensure the driver has their own hand sanitizer, wash hands often with soap and water, use alcohol-based hand sanitiser between hand washes and after opening and closing doors, moving luggage
- Ensure individuals/family or groups have a seat between any other individual/ family or group.
- Drivers & all staff should avoid direct contact with passengers where possible. Don't shake hands.
- Display the Covid-19 Safety Plan checklist sign & the 1.5 physical distance sign that is visible to all passengers/visitors
- Place signage around tour vehicles / vessels to remind staff and passengers to maintain hygiene practices
- When handling any passengers bags, ensure you are wearing disposable gloves provided. Remove and dispose of them, once that activity is complete in the correct safe manner as shown during training.
- In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), clean surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised.

#### Physical Distancing:

- At the entry and exit points of the tour vehicles / vessels or buildings encourage participants to queue 1.5 metres apart, as these are various hotels, motels or points of interest, no markings are able to be put on the floor by ourselves.





- Ensure staff and passengers are aware of the maximum capacity of persons on vehicles / vessels that will allow for people and groups to maintain physical distancing. This will need to be managed at the time of booking.
- No vehicles have face to face seating arrangements.
- Place signage around the tour vehicle / vessel to discourage participants crowding together in any one area
- Encourage tour groups to remain 1.5 metres apart when moving around a vessel or on guided tour
- If there are times where participants need to be closer than 1.5 metres apart, ensure the time spent in close contact is minimised with particular focus on minimising face-to-face close contact, which should be less than 15 minutes face to face.
- A minimum distance of 1.5 metres should be maintained at all times between you and any other people who are not part of your close circle of household or family contacts.  
This means you should not come closer than 1.5m (for more than 15 minutes) to other people such as workmates or those who you may encounter in any place outside of your home, other than those who you are already regularly, and necessarily in contact with to perform your work duties, such as a work partner with whom you travel regularly in a vehicle.  
Physical distancing remains one of the most important measures that we all can take to suppress and control the COVID-19 pandemic.
- Refer to SafeWork Australia for more information on physical distancing.

**Cleaning:**

The following is the required cleaning regime for all tours and transfers.

- All areas that a passenger may encounter with their hands are to be wiped with disinfectant spray on completion of each tour or transfer (e.g: handrails, seat belts buckles and clips, arm rests, window ledges, external luggage bin handles)
- Air conditioning systems are now to be sprayed 2 times each day with antibacterial disinfectant spray (such as Glen 20).
- All vehicles to be fully swept, cleaned, hard surfaces including dashboard to be wiped and rubbish bin emptied after each trip.
- All vehicles will have disinfectant hand sanitizer at the front entry door and each passenger will be instructed to use upon entry to our vehicles.
- Please check your cleaning supplies regularly and allow time for refills etc - don't ring when you run out.

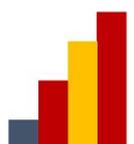
**Payments:**

- Promote cashless payments. However, if cash is exchanged, hands should be washed with soap and water, or use a hand sanitiser after handling money.
- All payment transactions are to be conducted by the office, eliminating the need for any payment transactions occurring during the tour/shift.

**Communication:**

- It is important to communicate your COVID-19 safety steps with staff and participants. Provide updates on social media or via booking emails and provide signage and information at your business. Encourage all your staff, and participants to follow these guidelines in their daily life to keep our community safe.
- Encourage all staff and tour participants to download the [COVIDSafe app](#).
- The app assists health officials to contact you if you have been in close contact with another user of the app who has tested positive to the virus.

SCTT will provide the necessary resources including disinfectant/ cleaning products, sanitizer, rubbish bins, tissues or other items as deemed necessary

**3.**

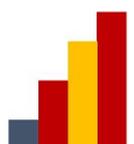


#### **4. Risk Monitoring**

SCTT Staff and managers will monitor relevant medical updates via Government Agencies, State and Territory legislations changes and adapt this policy accordingly.

#### **Nominated Contact Person**

Primary contact for COVID-19 related queries is Karl Walter Tours, Logistics and Risk Manager available on 0408 608 858 or [karl@southerncrosstoursandtravel.com.au](mailto:karl@southerncrosstoursandtravel.com.au)





**References:**

Please visit the [Australian Government Department of Health \(COVID-19\) health alert](#) and [NT Govt – Covid Drivers of Public Transport](#), [Victorian Department of Health and Human Services COVID-19 hub](#) each day to make sure you have the latest version of the guidelines for health services

You can also visit our [Facebook](#) and [Twitter](#) pages or call us if you still have questions about coronavirus.

This document has been prepared and the risks assessed using the above resources within our Risk Matrix and Manageability Program.

**Risk Matrix**

**Risk Ranking Definitions**

RANKING	DEFINITION
<b>SEVERE</b>	Risk that has a severe negative effect on objectives that cannot be endured. Urgent management attention required to reduce probability and impact. If the risk cannot be mitigated then it may invalidate the relevant objective or venture.
<b>MAJOR</b>	Risk that has major negative effect on objectives. Management attention required to reduce probability and impact. If the risk cannot be mitigated then it may have serious implications in relation to the objectives.
<b>MODERATE</b>	Risk that has a moderate negative effect on objectives that can be managed. Management attention should be applied to reduce the probability and impact. However, for those risks with a "Very High Impact", "Rare Probability" rating, a robust fall-back/contingency plan may suffice, plus early warning mechanisms to detect any increase in likelihood so that appropriate management action can be taken.
<b>MINOR</b>	Risk that has a minor negative effect on objectives. Risks with a "Low Impact", "Possible Probability" rating may require some mitigation to reduce probability, if this can be done cost effectively, to minimise the chance of risk occurrence and, hence, of any impact occurring. Likewise, risks with a "High Impact", "Rare Probability" rating may require some mitigation to reduce impact, but also only if this can be done cost effectively.

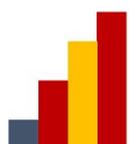
<b>PROBABILITY</b>	Probable (4)	4 Moderate	8 Major	12 Severe	16 Severe
	Possible (3)	3 Minor	6 Moderate	9 Major	12 Severe
	Unlikely (2)	2 Minor	4 Moderate	6 Moderate	8 Major
	Rare (1)	1 Minor	2 Minor	3 Minor	4 Moderate
		Low (1)	Medium (2)	High (3)	Very High (4)
		<b>IMPACT</b>			

**Manageability Graph**

<b>MITIGATIONS</b>	MULTIPLE PROBABILITY AND IMPACT MITIGATIONS	1	2	3	4	4
	ONE OR MORE PROBABILITY AND IMPACT MITIGATIONS	1	2	3	3	4
	PROBABILITY AND SOME IMPACT MITIGATIONS	1	2	2	3	3
	PROBABILITY OR SOME IMPACT MITIGATIONS	1	1	2	2	2
	NO MITIGATIONS	0	0	0	0	0
		PAST	IMMINENT	NEAR FUTURE	MIDDLE DISTANT	DISTANT FUTURE
		<b>RISK OCCURRENCE TIMELINE</b>				

**MANAGEABILITY**

0 = NONE
1 = VERY LOW
2 = LOW
3 = MODERATE
4 = HIGH





Coronavirus (COVID-19)

# COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
<b>Fever</b> 	Common	Rare	Common
<b>Cough</b> 	Common	Common	Common
<b>Sore Throat</b> 	Sometimes	Common	Common
<b>Shortness of Breath</b> 	Sometimes	No	No
<b>Fatigue</b> 	Sometimes	Sometimes	Common
<b>Aches &amp; Pains</b> 	Sometimes	No	Common
<b>Headaches</b> 	Sometimes	Common	Common
<b>Runny or Stuffy Nose</b> 	Sometimes	Common	Sometimes
<b>Diarrhea</b> 	Rare	No	Sometimes, especially for children
<b>Sneezing</b> 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](http://health.gov.au)



Australian Government

