



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 developed as part of the Victorian Government Staying Safe and Staying Open. This plan is based on the [6 Principles of Covid Safe Workplaces](#) from the Victorian Government. This plan is reviewed and modified accordingly to any changes by the Victorian Government.

Business Name:

Southern Cross Tours and Travel

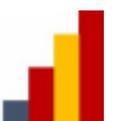
Business Size:

1 employee

Operator Contact person

Chris Cromwell Business & Finance Manager

chris@southerncrosstoursandtravel.com.au





Total Number of drivers and vehicles:

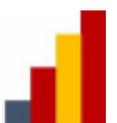
2 Drivers and 3 Vehicles

Operator Locations:

- Office - Shop 28b, 134 Condon Street, Bendigo, Vic, 3550
- Registered address: 5 Mary Street, Castlemaine, Vic 3450
- Depot: 184 Duke Street, Castlemaine, Vic, 3450

1. Ensure Physical Distancing

- At the entry and exit points of the tour vehicles encourage participants to queue 1.5 metres apart. As participants are embarking from various schools, hotels, motels or points of interest, no markings are able to be put on the floor by ourselves. ([Poster 1.5 social distance sign](#))
- Ensure staff and passengers are aware of the maximum capacity of persons on vehicles.
 - Ensure any changes to seating or access are clearly communicated to passengers when boarding, and/or visually shown by the placement of signs indicating where passengers should sit, leaving seats between their family/friend/traveling group. ([Poster - SCTT sanitise & seats](#))
 - As we are predominantly booking chartered groups e.g. school, football club, they create their own community bubble, on and off the vehicles, therefore seating allocation is not required.
 - If we were to be transporting (non related) individual or family groups, for a tour at the time of booking, we will ensure adequate seat vacancies are taken into account.
 - As this advice is subject to Government guidance and requirements, ensure that relevant public health orders are checked frequently in the event that this guidance is altered
 - No vehicles have face to face seating arrangements.
- Display the covid-19 safety plan checklist so that it's visible for all to see ([refer to attached - Signs & symptoms](#))
- increasing the time doors are left open during passenger loading to compensate for additional physical distancing requirements.
- Ensure the direct seats behind the driver has the reserved sign and no passengers sit directly behind the driver. Also allowing additional space between passengers by using alternate seating/rows to minimise interactions between passengers. ([refer to attached - reserved](#))
- Loading passengers from front and back where appropriate to minimise crowding.
- Asking passengers to handle their own luggage or items unless they physically require



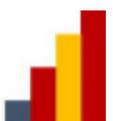


assistance.

- If passengers load their own luggage then spread loading over as many bays as possible to avoid crowding during loading and retrieval, as directed by the Driver
- Drivers who must handle passenger items should ensure they wear disposable gloves (and dispose of them after handling in the bins provided) or use hand sanitizer with 60% or higher alcohol content before and after loading or moving passenger items and after glove removal.
 - designating areas outside the bus for luggage drop off, allowing driver to load luggage without direct interactions with passengers
- Drivers and staff should avoid direct contact with passengers where possible, no hand shaking and maintain social distancing.
- Covid marshals are not required at this stage of our business. As most groups are their own 'community bubble' and the driver steps off the bus to welcome passengers and ensure physical distancing, sanitising, leaving seating rows if required, or any other communication if necessary. If circumstances change, then this will be put in place with an additional staff member.

2. Wear Masks and PPE

- Face Masks or appropriate face covering are required to be worn before boarding and for the duration of their trip.
- Ensuring drivers have an adequate face covering, stock of masks to protect themselves.
- Ensuring drivers have an adequate stock of face masks for passengers that don't have any coverings or aren't adequate.
- Ensuring that a medical exemption is held by those now wearing a covering.
- Providing guidance to passengers on appropriate fitting of masks with posters, signs. ([refer to attached - face masks](#))
- Ensuring that drivers are trained in appropriate fitting, handling and disposal of masks.
- Driver are told the following:
 - When to use PPE, how to dispose of, frequency of changing, wearing gloves for particular work, washing hands with soap and water or hand sanitizer(containing 60% alcohol content), when wearing a mask avoid touching your face as you could contaminate with germs from hands.
- Exemptions for wearing face masks, for full and current details click [here](#), main ones affecting our business:
 - The person who is a student while onsite at a primary school or outside school hours





care, under 12 years of age, medical reasons.

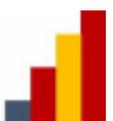
3. Good hand hygiene and sanitizing

3.1. Hygiene

- Drivers are trained and advised to wash their hands or sanitise regularly, particularly after going to the toilet, eating, refuelling, handling luggage or assisting passengers onboard.
- Drivers are provided with hand sanitizer containing a minimum of 60% alcohol based bottle and wipes, tissues, rubbish bag for waste, ppe including gloves, and face masks.
- Rubbish bins provided to dispose of PPE, tissues, sanitiser wipes, gloves and general waste
- Passengers are encouraged to use sanitiser before boarding coach (which is separate from the drivers)
- Signs are placed on the coach to promote the use of hand sanitisers ([Poster - SCTT hand Sanitiser sign](#))
- Where possible drivers leave windows open to take advantage of fresh air, leaving doors open when safe to do so when stopped and use of air conditioning, not on recirculation.
- Driver not to share items with passengers where possible.
- Removed high touch items from our coaches to minimise contamination, where possible, additional cleaning regime to armrests and seat belts in between tours.
- Our drivers are assigned with one coach for each tour and then are cleaned thoroughly for the next use.
- Supplies are checked at the end of each shift and reported to Chris Cromwell if more supplies are required. (currently this is a conversation, but soon to be through the Driver Post inspection checklist)

3.2 Health and well being of Workers

- All staff will carry out good hygiene practices to protect themselves and passengers from the spread of illness.
- Self declaration of being healthy and symptom free is currently being established with our updated pre-inspection checklist. Management have the right to screen for temperature and recommend going to the doctors and home, if there is cause the staff member is unwell and not safe to perform their required duties.
- 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 with disposable tissues, and use alcohol-based hand





- sanitiser.
- If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
 - Avoid when possible touching your eyes, nose or mouth.
 - Encourage staff to continue/begin healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848.
 - All staff members are informed to stay at home if unwell, report coronavirus (COVID-19) like symptoms (such as sore throat, runny or blocked nose, coughing or sneezing) to Chris Cromwell and follow current government guidance to determine if testing for coronavirus (COVID-19) is required.
 - They are able to return to work, once tested and cleared (if required) or cleared from the doctor to return to work.
 - As this advice is subject to Government guidance and requirements, ensure that relevant public health orders are checked frequently in the event that this guidance is altered.
 - If drivers become unwell during the course of the day, they are to call Chris Cromwell, the office or Jennie Nowell.
 - Depending on the nature of illness, if suspected of Covid, they are to isolate from the passengers
 - If not Covid related, a replacement vehicle and driver will be arranged for the tour
 - If suspected of Covid, Senior Managers will inform and seek advice from DHHS, TSV and WorkSafe Victoria and provide follow instructions.
 - Deep clean and disinfect all internal and external surfaces wearing gloves and masks and disposing of all equipment/ppe in bin, tied up and disposed of appropriately. The coach is out of order and locked until this is complete and approved for operation by Chris Cromwell. ([Reference: Deep Clean industry standard](#) - Driver to isolate and return to work, only when cleared by the doctor and after a COVID test result is known
 - Monitor, review and revise any work practices to minimise any associated or further risks
 - Provide all staff ongoing support, value and connection to the workplace and each other..
 - Regular calls from Management to each other and staff
 - Provide resources (wellbeing podcasts) tools and tips to stay mentally and physically healthy.
 - Motivating to walk each day and keep positive.





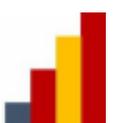
3.3 Cleaning and Sanitising

- The following is the required cleaning regime for all tours and transfers. The driver is responsible for cleaning at the end of each tour. The driver will record this on the Post Inspection driver app (in the process of being completed).
- 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)
- For local tours the toilets in the vehicles are closed off ([Poster - loo closed](#))
- For extended tours regular stops are made, however, if they are used, the driver is required to do a full clean of all surfaces in the toilet/bathroom area as well as 'dumping the loo' in the appropriate areas and ensuring that gloves are worn and disposed of correctly and surfaces are cleaned.
- 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.
- If on extended touring and 2 up driver is required, all drivers surfaces are cleaned and disinfected, when transferring from one driver to the other.
- 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.
- All chemicals/products being used for coronavirus (COVID-19) cleaning/disinfection are listed in the [Therapeutic Goods Administration \(TGA\) database](#)
- Cleaning supplies and ppe are supplied and replaced each month, by the driver, unless required beforehand through notification to Chris Cromwell. (This is being included in our Post Inspection checklist)
- Cleaning supply stocks are kept at our Registered address and supplied to the vehicles as stated above.

4. Keep records and act quickly if workers become unwell

4.1. Record Keeping

- Coach Manager is used for maintaining records of all drivers using each bus, their contact information, dates, times and routes taken.
- The Coach Manager Drivers app Pre -Inspection checklist (in the process of being completed) has a self declaration of Covid screening questions, such as - if they are symptom free, haven't returned from overseas in the last 14 days, or share a house with someone who has, haven't





been in contact with a confirmed case of coronavirus case and have not been directed to isolate.

- Coach Manager enables us to keep a record of passengers' attendance, or through the chartered groups records.
- Post Inspection checklist (in the process of being finalised) records the confirmation of the cleaning of coaches when and by whom

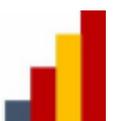
4.2 Training

Bus operators establish risk-based training by:

- Management provide information, instruction, training, communication and, wherever possible, supervision on how the risks of coronavirus (COVID-19) are to be managed when transporting passengers (including high risk passengers) and ensuring all processes and procedures are applied by the operators/drivers
- Follow the SCTT Emergency Management Plan in notifying Management who will then notifying DHHS, WorkSafe Victoria, TSV, health and safety representatives as well as managers, drivers/operators, passengers (if applicable), and other close contacts in the event of a confirmed positive COVID-19 case
- All training and information provided is suitable for the technical understanding of the audience, and in an appropriate language for the audience if English is a second language.

Inform, instruct, train and communicate with drivers by:

- All staff are to participate in the SCTT Covid Safe Training for keeping both ourselves, passengers and families safe. This is to maintain a safe workplace and safe work practices. Anyone refusing to participate will be unable to participate in the workplace, unless it is due to medical grounds.
- This information, instruction, training, and communication to drivers on coronavirus (COVID-19) in appropriate formats and languages which are easy to understand
- This information, instruction, training and related communication covers:
 - [signs and symptoms](#) of coronavirus (COVID-19), with Self declaration of Covid sings/symptoms free prior to starting work (Pre-Inspection checklist, to be completed shortly)
 - [risks](#) for [workplace exposure](#) of self and others
 - [hand hygiene](#) including between services
 - [cough](#) and sneeze etiquette
 - [Wearing masks correctly](#) and [putting on](#) and taking off PPE
 - [cleaning](#) and disinfecting vehicles and office and recording in the Post-Inspection





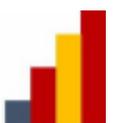
checklist (as soon as complete)

- steps they should take if they become [unwell with coronavirus](#) (COVID-19) like symptoms, prior arriving to work
- steps to take if the symptoms occurred during the course of work for themselves or a passenger, [getting tested](#).
- communication to passengers from SCTT of Covid messages (posters and on their confirmation notifications) and the verbal requirements from the drivers
- [physical distancing](#) expectations while working and socialising.
- As we are not a high risk setting, we will continue to be mindful of any staff, drivers, passengers that may be within the Covid Vulnerable Workers category according to the [Federal Department of Health](#). If required, we will conduct a vulnerable worker's risk assessment following guidance provided by [SafeWork Australia](#) where appropriate.

4.3 Responding to a suspected or confirmed coronavirus case

To assist DHHS with contact tracing records by:

- Following the guidance provided by DHHS and Safework Australia available from the links at the end of this document.
- Our business continuity plan, if an outbreak and the potential closure of the workplace occurs
 - Follow the directions and protocols of the State Government.
 - Work from home, taking relevant equipment home if required.
 - Contact any bookings during the expected closure period and organise postponing the tour
 - Provide refunds where required
 - Continue with the components of the business that can be done given the current circumstances
- Following protocols for managing suspected or confirmed coronavirus case/s that included our business and for all staff/managers work collaboratively with DHHS with the contact tracing through our records and comply with all directions issued.
- Conducting risk assessments, as per DHHS and SafeWork Australia cleaning and closure requirements.
- Ensuring passenger, driver and operator attendance records are maintained for a period of 1 year and made available, on request from DHHS, SafeWork Australia or a relevant authority.
- Encourage all staff to download COVIDSafe app as this helps officials also contact you if you





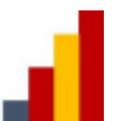
have been in contact with another user of the app who has tested positive to the virus.

Prepare to manage a confirmed case by:

- Follow coronavirus [case management guide](#) provided by SafeWork Australia.
- If we have been informed that a confirmed case has been identified as having contact with or within our business, Chris Cromwell or Jennie Nowell will contact DHHS, TSV and SafeWork and will follow the direction given.
 - Determine who and what areas of the bus or site may have been impacted by a suspected or confirmed case of Covid-19.
 - Isolating the exposed individuals and preventing further access to affected areas.
 - Cleaning the area following advice provided by DHHS and SafeWork Australia documents and/or engaging a suitable qualified commercial cleaning company to carry out a deep clean of identified areas.

Notify workforce and passengers of a suspected or confirmed case by:

- Ensuring communication to all drivers/workers. If a passenger/s are feeling unwell or show symptoms of coronavirus, and they report they are unwell, the driver will contact **Chris Cromwell** and a record will be kept for 28 days from notification.
 - Notification to be updated once covid-19 test results are obtained.
 - Outcome of test results will be notified to relevant authorities if appropriate, eg DHHS, Worksafe Victoria, TSV.
- A driver who becomes unwell will report to **Chris Cromwell** who will record this for 28 days.
 - Notification to be updated once covid-19 test results are obtained.
 - Outcome of test results will be notified to relevant authorities if appropriate, eg DHHS, Worksafe Victoria, TSV.
- Ensuring relevant public health orders are checked frequently in the event that this guidance is altered.
- Ensuring the procedure and communication process for responding to a suspected or confirmed case aligns with DHHS requirements.
- **Chris Cromwell**, under guidance from DHHS, to inform affected drivers and passengers of their potential exposure, and provide clear actions and guidance including any need to self-isolate, to be tested for Covid-19 and to monitor for symptoms.
- SCTT will provide support and information to those affected regarding necessary





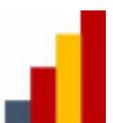
actions and details of appropriate health care providers and support service.

Respond to confirmed coronavirus cases by:

- Notifying DHHS, Worksafe Victoria, and TSV immediately if a confirmed positive test result from a driver or passenger.
 - **The following information to be reported:**
 - The driver id
 - Passenger list
 - The date the driver was infected
 - Where the driver believes he may have been infected
 - Any other contact tracing information
- Ensuring relevant public health orders are checked frequently in the event that this guidance is altered.
- Ensuring the procedure and communication process for responding to a suspected or confirmed case aligns with DHHS requirements.
- Chris Cromwell , under guidance from DHHS, to inform affected drivers and passengers of their potential exposure, and provide clear actions and guidance including any need to self-isolate, to be tested for Covid-19 and to monitor for symptoms.
- Providing support and information to those affected regarding necessary actions and details of appropriate health care providers and support service.

Evaluate hazards and establish adequate cleaning regime by:

- Employ The Bendigo Cleaning Company to clean, disinfect and sanitise
- Obtain procedures from Bendigo Cleaning Company
- Confirm the disinfectant used is on the TGA list of virucidal products
- Use products with ‘anti viral’ or ‘anti-bacterial’ on the label. Products should have the following on the label:
 - Contain bleach, alcohol or hydrogen peroxide, if possible
 - Contain anti viral or anti-bacterial product if the above not available.





- Obtaining sign-off from The Bendigo Cleaning Company to provide to DHHS.
- Coach can be back on the road once relevant cleaning has been completed, isolation of Driver completed and with permission from the DHHS.

5. Avoid interactions in enclosed spaces

Minimise potential for spreading infection by:

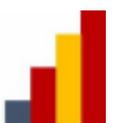
- Ensuring buses are vacated and cleaned before the next driver takes control.
- The following is the required cleaning regime for all tours and transfers. The driver is responsible for cleaning at the end of each tour. The driver will record this on the Post Inspection checklist (driver app, to be completed)
- 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.

Minimise the opportunity for passengers to mingle by:

- Have the appropriate size vehicle for the charter groups.
- increasing the number of buses in operation to reduce the total number of passengers waiting to be picked up
- providing clear indicators of where and how to queue to provide adequate space for waiting passengers ([Poster](#) facing the outside window near the entrance of physical distance 1.5)

Reduce opportunities for passenger interaction by:

- increasing the number of buses in operation to reduce the total number of passengers on each vehicle
- Drivers will tell the passengers to leave additional seats empty between passengers not traveling together. The posters, (as indicated above) also reminds passengers when entering the bus. The Driver has the reserved seating sign they can place on any seats if required.
- Ensure that relevant public health orders are checked frequently in the event that this guidance is altered





Minimise contact between driver and passenger by:

- The driver to ensure the direct seats behind them have the reserved sign and no passenger sits directly behind them.
- Allow both front and rear door boarding to to minimise interactions with driver, where possible
- loading passengers onto the bus filling the back seats first and filling towards the front of the bus to minimise crowding for seats, where possible
- disembarking passengers from the front of the bus first
- ensuring drivers do not enter buildings when collecting passengers unless absolutely necessary

6. Create workforce Bubbles

Minimise transmission in the workforce & maximising physical distancing:

- Our fleet and team is currently very small, most drivers are working on their own and may meet at the depot with one other person in one day. The vehicle they are driving, is what they'd have for the day or extended tour.
- If there is a crossover at the depot or vehicle this is recorded through Coach Manager
- Job information is sent to the driver via email from Coach Manager (and soon to be through the Driver App of Coach Manager), so they don't need to go to the office.
- The office has one staff member working within that space and when someone else enters, appropriate ppe and social distancing is in place. The Managers may work from time to time in their and Covid Safe practices are adhered too.
- Through Coach Manager and GDrive our systems allow drivers to access office support, rostering, etc remotely.
- Records will be maintained of drivers who live with each other, or travel together, and ensure that they attend the same shift to minimize cross contamination between workgroups.
- As there are no shared facilities or common areas in the Depot for our drivers, they go directly to the vehicle allocated. Any breaks are taken on the road. This will be reviewed and modified if/and when our circumstances change with staff or facilities, in line with the current Government requirements.

