

INDUSTRY COVID-SAFE PLAN

FOR FITNESS FACILITIES

As per the information released by the Queensland Government on 25 May 2020 Industry COVID Safe Plans will be developed by industry for industry.

The purpose of the plans is to help businesses and organisations in your industry show capability to return to sport and community activity with measures in place to ensure the safety of all in attendance.

The Industry COVID-Safe Plan for Fitness Facilities provides a framework for the fitness industry, which includes gyms, fitness centres and health clubs.

Adherence to the Industry COVID-Safe Plan for Fitness Facilities is mandatory for business and organisations operating in the fitness industry from Stage 3 of Queensland's staged approach to easing restrictions.

Difference between the Industry Plan and Chief Health Officer's direction

Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.

Other documents and resources

Fitness Australia's Framework of Operations for Fitness Facilities

INTERACTION BETWEEN APPROVED INDUSTRY COVID SAFE PLANS

If there are multiple activities being undertaken at a venue/facility (for example – food services, sports, approved training courses, fitness or recreational), several approved industry plans may apply. If this is the case, the following will apply:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.
- Display the COVID Safe [Statement of Compliance](#) for the appropriate Plan in each area and implement the Plan's requirements.
- Where the activities cross over (for example amenities, entry/exits, carparks):
 - Where possible these areas of cross over will be minimised. Such as designating a particular entry, exit, amenities and carpark for each activity.
 - Where the cross over cannot be minimised, a decision will be made as to which plan takes priority in which common area and will be followed.

- For example, the entry, exit, carpark and amenities may be common to both activities and will be managed under the dining plan.
- In this case the entity responsible for the dining plan will ensure these areas are appropriately managed and the separate groups from the dining and sport activity will not intermingle.
- Where an existing approved COVID Safe Industry Plan covers all facets of the operations of the organisation, including regular seasonal fixtures and competitions (including finals), organisations should operate in compliance with this Plan.
- Any other events run outside of regular seasonal fixtures or competitions such as carnivals, gala days and State Championships, with more than 500 people (indoor events) or more than 1,000 people (outdoor events) in attendance and operating in compliance with an Approved COVID Safe Plan (industry, site-specific or professional sporting code plan) other than a COVID Safe Event Plan must notify the Public Health Unit of the event a minimum of 10 business days before the event via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp>.
- Where an **event** is outside of the scope or not solely covered by the Approved COVID Safe Plan, please refer to the [Industry Framework for COVID Safe Events](#), which provides further guidance on organising COVID Safe Events. The COVID Safe Event Plan or Checklist should refer to the relevant components of the Approved COVID Safe Plan, which may also be applicable to respective parts of the event. The planned event must be hosted in accordance with the following conditions:
 - **Indoor Events**
 - Events up to 500 people – can proceed by following the [COVID Safe Event Checklist](#), no further approval needed.
 - Events with 500 to 10,000 people – must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the local Public Health Unit.
 - Events of more than 10,000 people - must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the Chief Health Officer.
 - **Outdoor Events**
 - Events up to 1500 people – can proceed by following the [COVID Safe Event Checklist](#), no further approval needed.
 - Events with 1500 to 10,000 people – must develop a COVID Safe Event Plan and via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the local Public Health Unit.

- Events of more than 10,000 people - must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the Chief Health Officer.

Where a business is operating alongside of a not-for-profit community group, the business would normally take responsibility for managing the shared or common areas.

The approved Industry plans are located at <https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>.

Principles for Return to Play

The Industry COVID Safe Plans completed to date will remain largely unchanged, however any changes made from Stage 3 will be guided by the following Principles:

- **Contact** – full contact is permitted on the ‘field of play’ in line with pre-COVID contact activities. At all other times, participants, coaches, supervisors, officials, trainers, and spectators are to observe physical distancing requirements and undertake sound hygiene practices as detailed in this Plan.
- **Facility capacity** – the total number of people to attend an activity, training and competition at indoor venues is to be based on occupant density of one person per two square metres for venues of 200 square metres or less (up to a total of 50 people) and one person per four square metres for venues of 200 square metres or more. For outdoor venues, physical distancing off the field of play is required. Risks will be managed through mandatory record keeping, through group segmentation and buffer zones as appropriate. Individual organisations and facility managers will be responsible for implementing these requirements in line with the relevant approved Industry COVID Safe Plan.
- **Facility usage** – all elements of community sport, recreation and fitness facilities are accessible in line with relevant health guidelines and directives. This means facilities such as canteens, change rooms, bathrooms, storage rooms, bars will reopen and operating hours can also be amended. Industry Plans will detail how organisations will manage the use of ancillary facilities in relation to cleaning/sanitisation and flow of people within venues. All facility components will be operated in accordance with the relevant approved Industry COVID Safe Plan.
- **Events** – such as championships, markets, carnivals and gala days can recommence. Organisations must ensure the relevant approvals are in place based on the number of people attending as seen in the Roadmap.
- **Stadia** – strict physical distancing measures and hygiene practices will remain central to COVID Safe Site-Specific Plans, in line with Public Health Directions. Group segmentation and buffering measures will be used to reduce co-mingling. Public messaging will ensure that patrons are aware of all requirements during sporting events and concerts. COVID Safe Site-Specific Plans for stadia, where applicable, will address transport management for patrons travelling to and from venues, including alternatives to public transport.
- **Compliance with industry and stadia COVID Safe Plans** – all activity is to be conducted in accordance with relevant Industry and Stadia COVID Safe Plans and Public Health Directives. This includes organisations detailing how all persons at the activity/facility will be tracked, and traced, including spectators.

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Hygiene measures

ALL Fitness Services/ Facilities

Personal hand hygiene, cleaning and disinfecting is a public health recommendation to minimise the transmission of the virus. The virus can be transmitted from the environment to people when they touch infected items and then touch their mouth, nose and eyes. Frequent washing of hands with soap and water or an alcohol-based hand sanitiser, regular cleaning and disinfecting of surfaces and items handled by multiple people will reduce transmission of the virus in your workplace.

To achieve effective hygiene in the workplace use the following guidance.

Facilities must be compliant with the Safe Work Australia cleaning guidelines;

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19>

For gym/fitness members patrons

- Inform customers of hygiene standards that are expected when they use the fitness facility with signs at the entrance and throughout the facility and notices on your website and on social media. This should include:
 - washing their hands or use alcohol-based hand sanitiser upon arrival;
 - disinfectant wipe down of exercise equipment before and after use;
 - using a clean towel each time they attend their session or class;
 - bringing extra towels to lay on equipment benches and seats (consider any safety risks that may arise from this); and
 - require them to bring their own drink bottles to use instead of water fountains.
- Encourage contactless payment or sign-in where possible.
- Provide alcohol-based hand sanitiser in appropriate locations for patrons to use, such as entry and exit points to all active rooms.
- Provide an adequate supply of disinfectant wipes or disinfecting solutions and disposable paper towel for customers to wipe down exercise equipment before and after use. These must be readily available across the gym floor.
- Have equipment sanitizing materials in a location visible and easily accessible to the equipment.
- Provide bins lined with a plastic liner for disposal of wipes and used paper towel. Bins should be regularly emptied to ensure they are not overflowing.
- Close shared hydration stations which dispense water for drinking directly (water bubblers) and encourage members to bring their own water bottle.

Waste management procedures

Public health authorities and waste management services have advised that normal waste management procedures for worksites can be utilised with the addition of:

- Lining all bins with a plastic bin liner bag which ideally can be tied at the top.
- All disposable tissues, paper towel and cleaning materials are to be placed in a bin immediately after use and not left on surfaces.

- Regular emptying of bins inside the workplace to avoid overflow onto surfaces.
- When emptying bins, staff should wear gloves and dispose of the gloves into a bin after use. Face masks are not required.
- Bags of rubbish which contain materials used to clean, disinfect or tissues etc. are to be placed in a second plastic bag prior to placing in larger bins for removal as per usual waste management.

You may wish to consult with your regular waste management service to confirm their requirements.

On-going review and monitoring

Regularly monitor and review the implementation of hygiene measures to ensure they are being followed and remain effective.

For studios, group fitness rooms and classes (indoors & outside)

In addition to the above guidelines;

- Ensure sufficient time for equipment used in group fitness classes to be wiped down by members before the next class.
- Shared equipment should be limited as much as possible within a session, but as a minimum cleaned in between use by members and patrons.

As the facility undertakes risk identification, the business should keep records of the risk management process. The detail and extent of recording will depend on the size of workplace, it is useful to keep information on:

- the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process);
- how and when the control measures were implemented, monitored and reviewed
- who you consulted with;
- relevant training records; and
- any plans for changes.

Accessing hygiene supplies

All facilities should contact their cleaning supplier as a priority and ensure that they can supply the required type and amount of cleaning product.

Promoting physical distancing

From stage 3, in accordance with public health directions the number of people in an indoor space is limited to the base occupant density of;

- one person per two square metres for venues of 200 square metres or less (up to a total of 50 people), and
- one person per four square metres for venues of 200 square metres or more.

This will allow all persons to maintain a physical distance of 1.5 metres from any other person whilst exercising or using fitness facilities. Outdoor areas will see physical distancing requirements maintained.

To determine the maximum number of people allowed, in an indoor room at any one time, calculate the area of the enclosed (indoor) space (length multiplied by width in metres) and divide by four or two depending on venue size (see dot points above). The space that is calculated must be operation space and not include non-usable space.

The total number of people permitted in an indoor facility must be displayed at entry, communicated to all staff and be enforced.

To achieve physical distancing the following applies;

For gym floor and change rooms

Limit the number of staff and customers within the general gym floor, specific workout areas and change rooms by:

- restricting the number of customers allowed in specified areas;
- asking customers to leave the premises once they have completed their workout session.

Direct staff and customers to observe physical distancing to the extent possible and:

- put signs around the gym floor (including areas such as customer change rooms) and create wall or floor markings to identify 1.5 metres distance. Staff could wear a badge as a visual reminder to each other and customers of physical distancing requirements;
- encourage staff to use other methods such as mobile phone or radio to communicate rather than face to face interaction e.g. staff on the gym floor who want to talk to reception; and
- if available within the gym use a speaker system to periodically remind customers about physical distancing.

The layout of the gym floor and specific workout areas should be reviewed to enable customers and staff to keep at least 1.5 metres apart while exercising. This can be achieved by:

- increasing spacing between fitness equipment. If this is not possible, consider disabling access to certain pieces of equipment to enable customers to maintain 1.5 metres between each other– e.g. restrict access to every second treadmill or bike ;
- where popular fixed equipment cannot be moved and is in close proximity to other popular equipment, signs and staff should advise and enforce the use of only one piece of equipment at a time.

- creating specific pathways for entering and exiting areas using floor or wall markings;
- where possible encourage members to move uniformly (e.g. move in the same direction) throughout the fitness facility to reduce random movement on the gym floor;
- where available, utilise any outdoor space by relocating more readily moved equipment outside where weather permits, and it is safe to do so – e.g. stretching mats; and
- spreading out more popular equipment throughout the premises to better utilise less frequently used areas, where safe to do so – e.g. can treadmills lined up side by side be relocated.

If changing the physical layout of gym floor and specific workout areas, the revised layout must allow for staff and customers to enter, exit and move about both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.

For studios, group fitness rooms and classes (indoors & outside)

As per the above occupant density and physical distancing requirements outlined under “Promoting physical distancing” section.

This may limit the number of people in a fitness room, which could be achieved by:

- staggering class/session times and allowing for a minimum of 10 minutes between classes so there is no overlap between customers arriving and leaving;
- restricting the number of persons allowed per group fitness class based on the size of the room and the nature of the fitness activity; and
- asking customers to leave the premises once they have completed their session or class.

Direct staff and customers to observe physical distancing to the extent possible which could be achieved by:

- using signage on walls to remind people of physical distancing;
- using marks on floors and walls to identify 1.5 metres distance;
- staff could wear a badge as a visual reminder to each other and customers of physical distancing requirements;
- ensure class participants are adequately spread out around the room – e.g. use floor markings to indicate areas/zones for each person to set up in or use; and
- staff using other methods such as mobile phone or radio to communicate rather than face to face interaction e.g. group fitness instructors who want to talk to reception.

To enable class participants and staff observe physical distancing to the extent possible while exercising consider the following measures:

- increasing spacing between fitness equipment such as exercise bikes;
- creating specific pathways for entering and exiting the group fitness rooms, using floor or wall markings; and
- where appropriate, utilising available outdoor space for classes where weather permits and it is safe to do so.

If changing the physical layout of studios or group fitness rooms, the revised layout must allow for staff and customers to enter, exit and move about both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.

Open gym-based Personal Training

Direct personal trainers and clients to observe physical distancing to the extent possible during personal training sessions. To achieve the best outcomes for physical distancing:

- tailor sessions to include only exercises that limit physical contact between the trainer and the client/s including setup and use of equipment;
- limit the number of clients per session. Where there are multiple clients, ensure adequate spacing is maintained and provide each client with their own disinfected exercise equipment;
- where weather permits and it is safe to do so, utilise outdoor spaces at the gym or fitness centre where available.

Unsupervised gym floor

During unstaffed times in addition to the above the following must be in place:

- Contact tracing must be available to track individual's usage during unsupervised periods (refer to Tracking and Tracing Participants section for further detail).
- Clear messaging for social/physical distancing and hygiene standards, including cleaning requirements which need to be followed by members / patrons.
- Reporting function for members / patrons to notify management that breaches of physical distancing and/or hygiene protocols.
- Sanctioning policy in place for members / patrons that breach physical distancing or hygiene protocols.
- Cleaning/hygiene products must be available to members / patrons for them to undertake necessary cleaning of equipment and high touch points before and after use, in line with clearly communicated hygiene standards and cleaning protocols.

Staff gatherings and training

Postpone or cancel non-essential gatherings, meetings or training.

If gatherings, meetings or training are essential:

- use non face-to-face options to conduct – e.g. electronic communication such as tele and video conferencing;
- if a non face-to-face option is not possible, ensure face-to-face time is limited, that is make sure the gathering, meeting or training goes for no longer than it needs to;
- hold the gathering, meeting or training in spaces that enables physical distancing to be observed.– e.g. outdoors or in large conference rooms;

- limit the number of attendees in a gathering, meeting or training. This may require, for example, multiple training sessions to be held; and
- ensure adequate ventilation if held indoors.

Events

If you are planning to hold an event, an Event Organiser should identify whether there is an Approved COVID Safe Industry, Site-Specific or Professional Sporting Code Plan (Approved COVID Safe Plan) is applicable to your event in whole or in part:

- COVID Safe Industry Plan for specific industries, such as community sports, live music and hotels
- COVID Safe Site-Specific Plan for the venue in which the event is being held, such as a stadium or convention centre
- COVID Safe Professional Sporting Code Plan for professional sporting events.

Where an existing approved COVID Safe Industry Plan covers all facets of the operations of the organisation, including regular seasonal fixtures and competitions (including finals), organisations should operate in compliance with the approved COVID Safe Industry Plan.

Any other events run outside of regular seasonal fixtures or competitions such as carnivals, gala days and State Championships, with more than 500 people (indoor events) or more than 1,000 people (outdoor events) in attendance and operating in compliance with an Approved COVID Safe Plan other than a COVID Safe Event Plan must notify the Public Health Unit of the event a minimum of 10 business days before the event via the COVID Safe Event Plan Submission Portal

<https://healthserviceportal.health.qld.gov.au/hdsp>.

The following information needs to be provided to the Public Health Unit:

- Business name of the company/organisation which is holding the event
- Trading name of the company/organisation which is holding the event
- Key contact person(s) that can answer queries regarding the event (before/during/after)
 - Position in organisation
 - Phone number(s)
 - Email
 - Postal address
- Name of the event
- Date(s) the event will be held
- Duration of the event (start and finish times)
- Location of the event (if multiple locations, each location, start/finish times for each)

- Which Approved COVID Safe Plan(s) they are intending to operate under
- Estimated/known number of people attending the event (including staff)
- Overview of activities that will be occurring at the event. E.g. sport competition, food stalls, merchandising, entertainment, rides, fireworks, etc.

Where an **event** is outside of the scope or not solely covered by the Approved COVID Safe Plan, please refer to the [Industry Framework for COVID Safe Events](#), which provides further guidance on organising COVID Safe Events. The COVID Safe Event Plan or Checklist should refer to the relevant components of Approved COVID Safe, which may also be applicable to respective parts of the event. The planned event must be hosted in accordance with the following conditions:

Indoor Events

- Events up to 500 people – can proceed by following the [COVID Safe Event Checklist](#), no further approval needed.
- Events with 500 to 10,000 people – must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the local Public Health Unit.
- Events of more than 10,000 people - must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the Chief Health Officer.

*Indoor events can allow up to 100% of seated capacity when patrons are in ticketed, allocated seating.

Outdoor Events

- Events up to 1500 people – can proceed by following the [COVID Safe Event Checklist](#), no further approval needed.
- Events with 1500 to 10,000 people – must develop a COVID Safe Event Plan and via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the local Public Health Unit.
- Events of more than 10,000 people - must develop a COVID Safe Event Plan and submit via the COVID Safe Event Plan Submission Portal <https://healthserviceportal.health.qld.gov.au/hdsp> for approval by the Chief Health Officer.

Essential people at an activity/facility and others (i.e. spectators).

Deliveries, contractors and visitors attending the workplace

- Non-essential visits to the workplace should be minimised.
- Minimise the number of staff attending to deliveries and contractors.

- Delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of physical distancing requirements while on site.
- Ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser is readily available for staff after physically handling deliveries.
- Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with staff wherever possible.
- Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.
- Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures. For instance, a confirmation email or a photo of the loaded or unloaded goods may be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature, ideally use your own pen or ask that the pen or utensil is cleaned or sanitised before use.
- Maintain an accurate attendance record of all individuals that are present on site (members, staff, casuals, cleaners, contractors etc.)

Tracking and tracing participants

Contact tracing is critical.

It is strongly recommended every venue encourages its patrons to download the **COVIDSafe app** link: <https://www.health.gov.au/resources/apps-and-tools/COVIDsafe-app>

The COVIDSafe app is not mandatory.

The COVIDSafe app is not an alternative to collecting and retaining contact information.

Contact information must be kept for patrons, contractors, and staff. This information must include:

- full name
- phone number
- email (or residential address where the person does not have an email account)
- date and time of entry
- exit time or estimated period, where feasible.

If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.

Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however **must** ensure collection and storage is privacy compliant. For further information please see:

<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>.

The information should be securely stored, not used for any other purpose, and destroyed after 56 days.

Period of patronage

Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.

Venues should display signage encouraging patrons to sign out.

Collection of contact tracing information involving schools

- Where schools are attending the program and/or venue, the Provider will not need to collect the contact information of the children attending as part of a school attendance. The Provider will be required to confirm that the school is maintaining records of which children have attended.
- The Provider will need to collect the contact details for all the adults attending with the school children including teachers, teacher aides, and parents etc.
- The Provider will also need to collect the information for a point of contact at the school who can provide the details of the school children attending if required.

Child Minding and Crèche

Childminding and crèche can remain operational with hygiene and base occupant density protocols in place.

Facilities operating food or beverage services

Organisations that previously provided food and beverage services must complete a COVID Safe Checklist for dining and drinking or adopt the Retail Food Services Industry COVID Safe Plan or Hotel, Clubs, Nightclubs Industry COVID Safe Plan.

Managing a suspected COVID case, and confirmed COVID case

Public health authorities advise all people to stay at home if they are unwell or display any symptoms of COVID-19 infection. People are advised to seek medical advice and testing for COVID-19 if they suspect they have the infection.

For fitness facilities, it is recommended that the 'Stay at home if unwell' message is communicated to all staff and members via signage, newsletters and staff meetings.

For Staff

Staff should be informed:

- they must not attend work if they have symptoms of COVID-19 (cough, fever, sore throat, shortness of breath and fatigue), or suspect they may have been infected with COVID-19 (this includes close contact with another person diagnosed with COVID-19);
- of the business's leave policy for COVID-19 related absences; and
- how and to whom they communicate a COVID-19 sickness absence.

For Members

All members should be advised that they must not attend the fitness facility if they are unwell, have symptoms of COVID-19, suspect they may have been infected with COVID-19 (including close contact with a person diagnosed with COVID-19), travelled internationally in the previous 14 days, travelled from a declared COVID-19 hotspot in the previous 14 days

(<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>) or been advised by health authorities to self-isolate. This message should be regularly communicated to members via newsletters and signage.

A member who is observed to be reasonably displaying symptoms (for example persistent coughing) of COVID-19 in a fitness facility should be politely asked to leave the site. Fitness facility members who are vulnerable to a serious COVID-19 infection should discuss with their doctor what activities it is safe for them to resume once restrictions are eased. The onus is on the member to determine their capacity to safely resume fitness activities and attendance at fitness facilities.

To support public health authorities with contact tracing all fitness facilities must:

- maintain a Register of Attendance (sign-in/sign out) either digitally or manually of all persons on their site
- establish protocols for providing government authorities with member access logs and permitted contact details for the purposes of contact-tracing with confirmed or suspected cases of COVID-19

A confirmed case of COVID-19 in a facility must result in the immediate notification of health authorities, closure of the facility and a deep clean of the facility as directed by health authorities. Member and patron tracking information must be provided to health authorities for contact tracing.

If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, a person in control of the business or undertaking must notify Workplace Health and Safety Queensland that the case has been confirmed. Businesses should keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

Facilities will have in place a hold or block on individuals' memberships and access for members that have been diagnosed with COVID-19 to prevent entry into the facility (individuals would be breaking health directed quarantine in these scenarios).

Conditions of entry

Managing the flow of people within a facility or venue (i.e. singular entry and exit points)

- Facilities should create specific pathways for entering and exiting areas using floor or wall markings, including;
 - Facility entry & exit
 - Movement between areas (open gym to group fitness room etc.)
 - Movement in and out of bathrooms & changerooms
 - Where achievable, facilities should implement a one way system (different entry to exit).
- Facilities must control foot traffic either by using different entry/exit points into rooms or a least have markings/barriers in place to mitigate cross over of traffic (e.g. keep to the left hand side of entry or hallway).
- Ten minutes allocated after each class for instructor to conduct additional cleaning before next class.
 - group classes should be allocated a 1 hour booking but classes would only be 50 minutes, with ten minutes allocated for patrons to exit the facility.
- Patrons should be asked not to arrive at the facility early and would be required to wait outside until their scheduled time.

Minimum requirements for the display of instructional or directional signage

- Instructional signage should be placed at all entry and exit points of both the venue and each individual room.
- Signage should also be placed in open areas where patrons are participating in non-structure exercise (open gym floor etc.).
- Signage must be instructional and in a prominent place to maintain conscious awareness for members, patrons & staff.
- Fitness Australia fitness business members have access to a suite of digital assets they can utilise to communicate these messages

Conditions and processes for which businesses are able to refuse service / entry

Each business must have a policy in place that has been clearly communicated to all members, in which any non-compliance with the requirements outlined in this document will result in removal from the facility or session. These policies should also be displayed at the entry of the venue.

Should a member or patron be diagnosed with COVID-19 a system must be in place to prevent the individual from accessing the facility during their health directed quarantine. This may be achieved by:

- Suspending the individual's membership
- Restricting card/swipe access to facilities during quarantine
- Having a note on the individual's file to prevent entry

Exclusion Signage

Notice to all patrons, contractors or staff to not enter the venue if they:

- are unwell
- have been in close contact with a known active case of COVID-19
- have COVID-19 symptoms
- have travelled overseas in the previous 14 days
- have been to a declared COVID-19 hotspot in the previous 14 days.

The list of declared COVID-19 hotspots may be found at

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>.

Conditions of entry signage may be displayed.

Administration

All businesses should adopt, where achievable, a contactless process for all administration activities e.g.

- Having members and patrons join or pay for sessions online or via other contactless systems;
- Encourage in-person payments via card payment and limit cash;
- Reception staff must have access to hygiene material such as hand sanitizer.

Communal facilities and spaces

From stage 3, the opening and use of communal showers is permitted. Cleaning measures are to be consistent with [Work Health and Safety during COVID-19: Guide to Keeping your workplace safe, clean and healthy](#).

Managing egress and emergency evacuation

If changing the physical layout, the revised layout must allow for staff and customers to enter, exit and move about both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable

Support available to the industry to review their emergency procedures

- Safe Work Australia
- Fitness Australia.

Staff practices

Steps that businesses should take to ensure that staff and volunteers are kept safe whilst on site (i.e. limiting physical interaction)

At each stage of the risk management plan, or as they evolve or change. Employers should include communication, consultation, instruction, training and supervision of workers and their representatives (e.g. HSRs, union representatives) as outlined in the Queensland Safe Work guide pages 1-3 (https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf)

Managing psychosocial risks

A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Information on managing psychosocial risks for staff can be found on the Queensland Safe Work guide: page 8 (https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf)

Resource: complete the [Safe Work Australia physical distancing checklist](#).

Support available to staff in your industry who may be affected by COVID, including where to seek further assistance

During the COVID-19 pandemic employers have a duty of care to the health and wellbeing of their staff and the community whilst operating their businesses. The impact of COVID-19 on the Australian community will evolve and change over time and with that the requirements for how the fitness industry will operate.

Employers are advised to:

- maintain effective, two-way communication with their staff;
- consider the impact of decisions they make in relation to COVID-19, on the physical and mental health of their staff;
- consider innovative solutions so that their workplace can remain safely operational and staff can remain in their roles as far as possible; and
- plan ahead and be flexible to accommodate the changing nature of the pandemic.

Training

Industry and workplace-specific training and that must be undertaken for both staff and volunteers

COVID-19 infection control training - <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Organisations must outline the requirements for training of the workforce including all staff and volunteers and communicate these requirements to workforce and their representatives.

Training may consist of the following requirements:

- Mandatory training as outlined by the Queensland Government such as staff in industries requiring a COVID Safe checklist provided by [TAFE Queensland](#).
- Any training that has been approved or outlined by Queensland Health.
- Any training as outlined by a Peak Body or State Level Organisation specifically relevant to the activity.

Further information and advice is available for organisations, in the Return to Play guide provided on the [Return to Play website](#). The guide will continue to be updated by the Department of Housing and Public Works (Sport and Recreation).

[Active Queenslanders Industry Alliance](#) has developed a COVID Safety Officer course [available online](#), free of charge.

Consultation

Consultation has been undertaken with Fitness Australia – National Peak Association for Fitness Industry

Industry consultation

Fitness Australia’s framework of operations for fitness facilities under COVID restrictions - The framework aligns with public health and Safe Work Australia recommendations for workplaces. It has been developed by Fitness Australia through consultation with industry nationally and internationally (IHRSA, UK Active and Exercise New Zealand). Further to this, Fitness Australia has also utilised resources from both the Department of Health and World Health Organisation to ensure that the guidelines within the framework reflect both national and international standards of practice.

The framework has also been endorsed by industry leaders across the sector and Occupational and Environmental Physician Dr Andrea James MBBS FAFOE (RACP) FRACGP GDOEH.

Facilities encouraged to complete the Fitness Australia Member COVID Safe Plan Checklist to contextualise guidelines and best practice specific to their facility.

COVID-SAFE PLAN Checklist

Checklist for businesses to follow

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- Read resources developed for the industry including [Return to Play Guide](#)

 - Read/complete the Safe Work Australia COVID [resource kit](#) to the industry

 - Check the Queensland Government's COVID-19 website at <https://www.covid19.qld.gov.au/> to confirm your industry has a COVID Safe Plan in place. Otherwise abide by the specific restrictions outlined in the roadmap regarding the number of people, the type of activity, the travel allowed.

 - Assess supply needs (particularly sanitisation) and explore options for sourcing additional supplies required.

Workforce and training

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- Review the Roadmap for easing Restrictions [Framework for COVID Safe Businesses](#) to ensure that Workplace Health and Safety requirements are been met.

 - Consult with workers/volunteers and their representatives on COVID-19 measures and provide adequate information and education, including changes to tasks and practices and appropriate cleaning and disinfection practices.

 - Provide personal protective equipment (PPE) where necessary and in accordance with the relevant State and National guidelines. For more information view the [Workplace Health and Safety Queensland guide](#).

 - Ensure completion of any required training – including any that is mandated by Government such as staff in industries requiring a COVID Safe Checklist. Training programs will be free to access online through [TAFE Queensland](#).

 - Postpone or cancel non-essential face-to-face gatherings, meetings and training. Consider teleconferencing/online meeting capabilities.

 - Implement measures to maximise the distancing between volunteers/workers and participants to the extent it is safe and practical. Review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing.

 - Modify processes to limit workers having to be in close contact, as much as possible. For example: assign volunteers/workers to specific areas to minimise the need to go into other spaces.

 - Established sports medicine/first aid protocols that limit exposure (refer to Sports Medicine Australia Support during COVID-19).

 - Ensure any psychosocial risks are managed with processes implemented to manage stress from COVID-19 as outlined in the [Workplace Health and Safety Queensland guide](#).

Communication

Update or develop communications plan with existing channels such as email, text message, and social media to share timely and accurate information with internal and external stakeholder groups.

Ensure staff have been informed and trained about the conditions/restrictions of re-starting

Ensure members and staff have been informed they are not to attend if they:

- are unwell
- have been in close contact with a known active case of COVID-19
- have travelled overseas in the previous 14 days
- have been to a declared COVID-19 hotspot in the previous 14 days

The list of declared COVID-19 hotspots may be found at www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19.

Conditions of entry signage may be displayed.

Ensure decision making and implementation of decisions is clear within your organisation in the lead up to and during the return to activity.

Ensure everyone within your organisation (including paid staff and volunteers) understands their role.

A nominated COVID Safety Coordinator is in place to oversee delivery of your return to activity plan.

Physical distancing

Place signs at entry points to instruct participants and visitors not to enter the venue/facility if they are unwell or have COVID-19 symptoms. The sign should state that your organisation has the right to refuse service and must insist that anyone with these symptoms leaves the premises.

Use signage and communicate separate entry and exit points and separate participation space areas to minimise contact and maintain the required physical distancing.

Implement measures to restrict numbers on the premises, ensuring these comply with the Industry COVID Safe Plan or the current stage of roadmap.

Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.

Consider using physical barriers (where practical) in high volume interaction areas to promote physical distancing.

Promote contactless payments or ordering and payment online.

Suitably display signage stating the maximum occupancy allowed, considering the different densities allowed for indoor and outdoor areas as outlined in this Plan.

Ensure adequate policies and/or procedures in place to manage and monitor the number of patrons in attendance at the venue/premise at any time so as not to exceed

the maximum occupancy allowed under this Plan, considering the different densities allowed for indoor and outdoor areas.

Keeping people healthy

- Contact information must be kept for patrons, contractors and staff and must include full name, phone number, email (or residential address where the person does not have an email account), date and time of entry and exit time or estimated period, where feasible. The information should be securely stored, not used for any other purpose and destroyed after 56 days
 - Where possible, avoid changing participants between groups so as to limit exposure.
 - Promote BYO water bottle to limit water bubbler/tap use.
 - Direct members, staff, contractors and visitors to stay at home if they are sick, and to go home if they become unwell.
 - Put signs and posters up to remind people of the risk of COVID-19.
 - Consider the requirements of vulnerable groups (i.e. people with disabilities, Indigenous people and the elderly).
 - Know the protocols for notifying health authorities of issues or suspected COVID-19 cases.
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Wellbeing of Workers

- Review the Roadmap for easing Restrictions [Framework for COVID Safe Businesses](#) to ensure that Workplace Health and Safety requirements are been met.
 - Implement measures to maximise the distancing between staff and members to the extent it is safe and practical. Review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing.
 - Modify processes to limit staff and members having to be in close contact, as much as possible.
 - Limit non-essential face-to-face gatherings, meetings and training. Consider teleconferencing/online meeting capabilities.
 - Consult with staff and their representatives on COVID-19 measures and provide adequate information and education, including changes to tasks and practices and appropriate cleaning and disinfection practices.
 - Provide personal protective equipment (PPE) where necessary and in accordance with the relevant State and National guidelines. For more information view the [Workplace Health and Safety Queensland guide](#).
 - Ensure completion of any required training – including any that is mandated by the Queensland Government such as staff in industries requiring a COVID Safe Checklist. Training programs will be free to access online through [TAFE Queensland](#).
 - Ensure any psychosocial risks are managed with processes implemented to manage stress from COVID-19 as outlined in the [Workplace Health and Safety Queensland guide](#).
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Hygiene and cleaning

- Read and implement Safe Work Australia's hygiene guidelines
<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19>
- Instruct everyone to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.
- Provide hand washing facilities including clean running water, liquid soap, and paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.
- Reduce the sharing of equipment and tools and establish cleaning protocols or restrict use of shared equipment (e.g. balls).
- Establish a process for the cleaning of equipment such as weights.
- Clear signage in change rooms and showers indicating patrons must adhere to physical distancing and hygiene standards.
- Where practical - limit use of communal facilities such as change-rooms and, showers and ensure there is the appropriate number of people according to the restriction stages.
- Implement cleaning protocols for communal facilities as per Work Health and Safety during COVID-19: Guide to Keeping your workplace safe, clean and healthy. Found at https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf
- Clean frequently touched areas and surfaces at least hourly (during staffed hours) with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks). Surfaces used by clients, such as equipment, must also be cleaned between clients.
- During unstaffed hours cleaning/hygiene products must be available to members/patrons for them to undertake necessary cleaning of equipment and high touch points before and after use, in line with clearly communication hygiene standards and cleaning products.

Deliveries, contractors and visitors attending the premises

- Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

Review and monitor

- Regularly review your systems of operation to ensure they are consistent with current directions and advice provided by health authorities.
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