

The background features a large, abstract graphic composed of several concentric, semi-circular bands. The left side of the graphic is dominated by a thick blue band, while the right side features a thick green band. These are separated by thinner, lighter-colored bands, creating a sense of depth and movement. The overall shape is roughly circular but open on the right side.

Ready, Safe, Reopen



## Six Key Covid Safe Principles

- Physical distancing
- Face covering
- Good hygiene
- Record keeping
- Avoiding interaction in enclosed spaces
- Workforce bubbles



## Templates Vs Details

- Physical distancing - tick
- Cleaning Protocols – tick
- Record keeping – tick



Every Business Is  
Different



How Will This  
Work For You



Keeping Your  
Team Safe

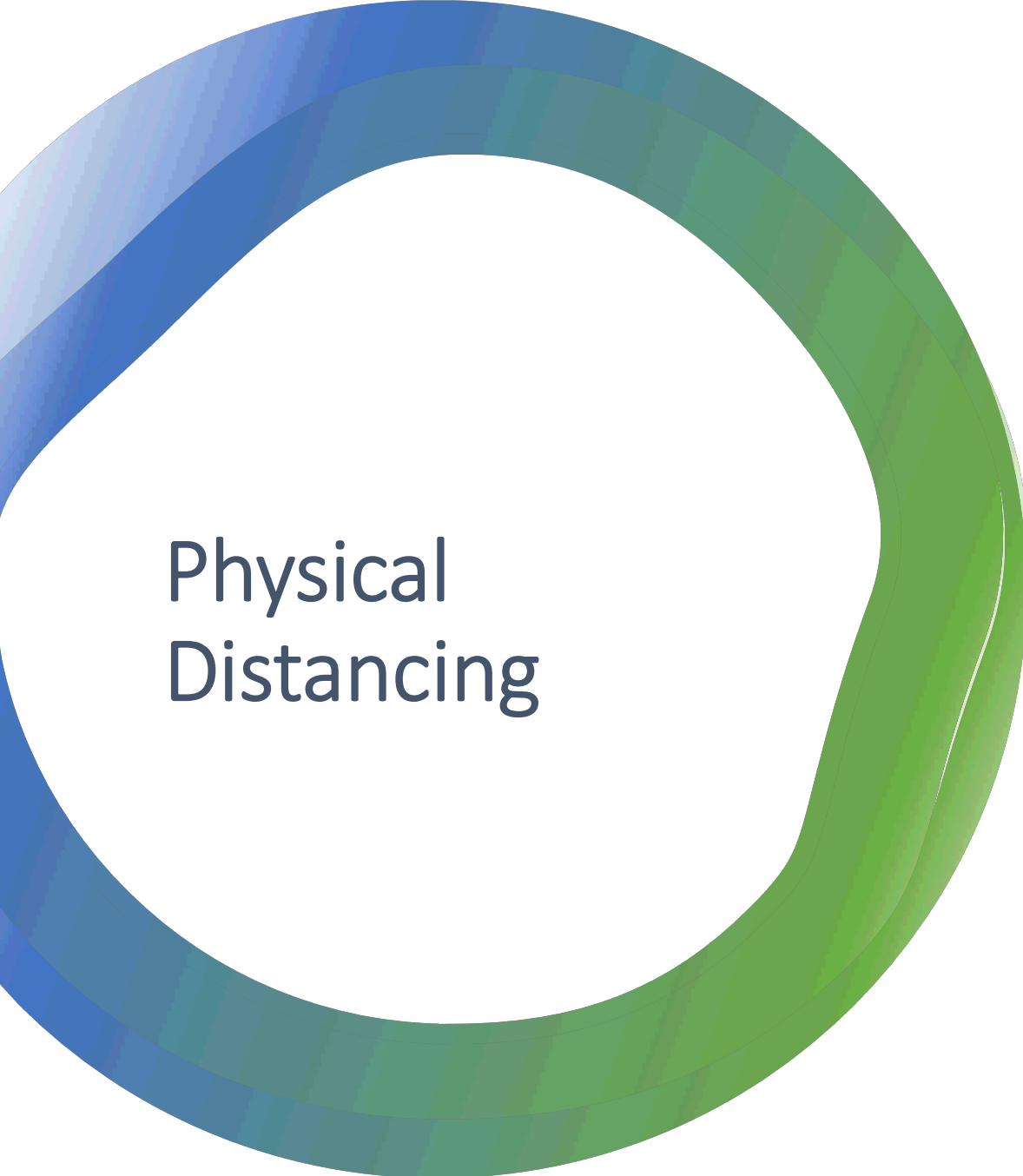
Your team is

- You
- Staff
- Contractors



Staff Health

- Pre-work health check
- PPE
- Shared facilities



# Physical Distancing

- Available space
- Area occupancy





Good Hygiene

- Maximise cleanliness
- Minimise risk

A large, stylized circular graphic on the left side of the slide. It features a thick, multi-layered ring with a color gradient transitioning from blue on the left to green on the right. The center of the ring is a solid white circle.

Cleaning

- Pre-opening
- Ongoing



# Contact Tracing

- Staff
- Guests
- Contractors



# The Customer Journey



Arrival – Check In

What does your arrival look like?

- A front door
- A reception desk
- Directing guests
- Shared items



Communal Areas

- Identify them
- How to make them safe



Guest Rooms

- Declutter
- What could be a risk



# Guest Protocols

- What do you expect of them





What Is Your  
Policy

- What will you do if...



# Communications

- Pre booking
- Booking
- Arrival
- Stay



## Useful Links

- Templates  
<https://www.coronavirus.vic.gov.au/covidsafe-plan>  
<https://qualitytourismaustralia.com/home/covid19clean/>  
<https://www.attec.net.au/covidreadyprogram>
- Accommodation Restart Guidelines, and other industry relevant info.  
<https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-accommodation-and-food-services>
- YRT weekly update, useful to send to guests and put a link on your website  
<https://mailchi.mp/yarrarangestourism/whats-on-in-melbournes-yarra-valley-dandenong-ranges-1028362?e=ab2730ac18>
- Procurement Australia  
more information to come in your industry newsletter
- Website comms examples  
<https://ovolohotels.com/care-and-cleanliness/>  
<https://www.yeringcottages.com.au/cms/contact-us/travel-information-covid-19-update/>  
<https://www.sloaneclub.co.uk/> interesting links on the home page
- Free platform using QR code technology for guest contact tracing. Has been used by a number of hospitality venues. Should not replace any existing accommodation guest record keeping but may be useful  
<https://www.mondocheckin.com/registration>