

# COVID SAFE CENTRES

FREQUENTLY ASKED QUESTIONS

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The Office of Sport is committed to maintaining COVID Safe Sport and Recreation Centres, implementing a comprehensive COVID-19 Safety Plan at each facility to protect our visitors, staff and the community.

The Frequently Asked Questions will help address key information to assist you and your group before, during and after your stay.

We will continue to update this document as the situation evolves. Please contact [bookings@sport.nsw.gov.au](mailto:bookings@sport.nsw.gov.au) should you have any additional questions.

## Centre Opening Information

### **Are all of the Sport and Recreation Centres Open?**

We are gradually reopening facilities across all of our Sport and Recreation Centres, in line with easing of restrictions.

For the most up to date information relating to each Centre, see our [COVID-19 webpage](#).

## COVID Safe Practices

### **Are the Office of Sport registered as a COVID Safe Business?**

Yes – all Sport and Recreation Centres have been registered as a COVID Safe Business. Whilst this is not a legal requirement for the Centres, we have chosen to undertake this process to give our clients piece of mind that we meet the NSW Health COVID Safe requirements.

### **Do the Sport and Recreation Centres have COVID-19 Safety Plans in place?**

Yes – the Office of Sport has been working closely with NSW Health and the sport and active recreation sector to develop COVID-19 Safety Plans across all of the facilities that it operates.

The Office of Sport has protocols that apply across all of its facilities and operational COVID-19 Safety Plans for each Sport and Recreation Centre.

A summary of the key protocols and principles is available on the [COVID Safe Centres webpage](#).

### **How is the centre maintaining physical distancing?**

We have increased our signage across the sites and have updated our operational procedures to help visitors maintain a safe distance throughout their stay.

Groups will be provided the details of these measures during your site inductions.

Our sites are adhering to the latest NSW Health regulations around maximum capacity per indoor and outdoor spaces. Measures you may notice include safe capacities on entrances to spaces, floor stickers in areas you may queue and signage to remind everyone to maintain physical distancing.

Accommodation allocations will be based on these restrictions and in the dining room you will notice a few changes in our table allocations.

**What extra cleaning measures are in place at centres?**

Our Centres are cleaned by professional cleaning suppliers who adhere to COVID Safe practices.

We have factored in greater time between check out and check in of groups to allow for thorough cleaning of all accommodation and facilities.

Additional cleaning is occurring in high use and shared spaces, with the ability to undertake a deep clean at short notice if required.

Should you have any concerns about cleaning and hygiene throughout your stay, please don't hesitate to address this with our Centre staff.

**What extra hygiene measures are in place?**

We have increased hand washing and sanitising stations across our sites and have updated our operational procedures to encourage more frequent handwashing.

In addition to this, our cleaning teams are focusing on detailed cleaning with a strong focus on high contact areas across our sites.

Whilst we have additional hand sanitisation across the site, we encourage all groups to bring some hand sanitiser with them to use in between activities and to encourage their groups to maintain good hand hygiene practices throughout their stay.

**How will the Sport and Recreation Centres limit people who aren't from my group from accessing the site?**

The majority of our Sport and Recreation Centres have a common entry and exit point, which limits access to the site.

Staff monitor access to the site through sign in procedures and are always on the lookout for unauthorised access to the centre.

Should you become aware of any issues throughout your stay, please notify our staff immediately.

**What else is the Office of Sport is doing to keep its visitors COVID Safe?**

The Office of Sport is closely monitoring the COVID-19 situation and remains in close contact with NSW Health.

We will work closely with all groups to ensure they remain up to date in the lead up to and during their booking.

Our staff have undertaken additional training and briefing on COVID Safe protocols and we have staff onsite 24/7 to assist with any issues that may arise during your stay.

## Before Arrival

### **What do I need to know before I arrive?**

As the situation is continually evolving, we will remain in contact in the lead up to your group's booking, providing information specific to the Centre you are attending.

### **What precautions does our group need to take prior to arrival?**

Please ensure all members of your group are well and not exhibiting any COVID-like symptoms.

Please ensure you are monitoring hotspots and public health orders and ensuring you are complying with the [latest health advice](#).

If you are a school group, please ensure that parents/carers are aware that if their child exhibits COVID- like symptoms whilst on camp they will need to be picked up immediately from camp.

### **What happens if COVID-19 restrictions change and my booking is unable to go ahead?**

We continue to closely monitor the situation and acknowledge that a change in restrictions may impact bookings at our Sport and Recreation Centres.

Should further restrictions be implemented, affected bookings will be contacted directed to discuss alternative arrangements. If suitable, this could include solutions such as postponement of the booking, reducing the size of the booking in line with gathering restrictions, or moving the booking to an alternative Sport and Recreation Centre.

### **Do I need to bring any additional equipment for my booking?**

Please bring your own pillow, linen and sleeping bag if you are staying overnight at our Centres.

Whilst we have implemented additional hand sanitisation centres across all centres, we would encourage you to bring a small bottle to ensure you can maintain good hand hygiene throughout your stay.

### **Will drop-off and arrival look different to before COVID-19?**

In an effort to minimise the number of people on site as well as support contact tracing if needed, our sites have changed their drop-off / sign-in procedures.

You will be advised of this procedure prior to your arrival.

### **Does my group need to have a COVID-19 Safety Plan?**

Depending on the size of your group and the nature of your activities, you may be required to have a COVID-19 Safety Plan.

The NSW Government has developed a suite of COVID-19 Safety Plan templates, including one for community sport activities for gatherings of more than 20 people. Plans are available for download [HERE](#).

We will advise you of what is required when confirming the details of your booking. Our team are here to support you in developing your COVID-19 Safety Plan if required.

## Activities, Meals and Accommodation

### **Can we still do all the Activities at camp?**

Each Centre will have a different range of activities available based on the type and size of group attending.

Some activities may be unavailable at this stage due to the nature of the activity. Rest assured, our Centre staff are committed to working with you to develop a fun and enjoyable activity program for your group.

For all activities, extra hygiene measures will be taken and equipment sharing will be minimised.

### **Will my group be the only group onsite?**

It depends which Centre you are attending. Some of our larger sites can host multiple groups in different areas without crossover.

### **Will meal time be any different?**

Our meal service may look a little different to usual including staggered times and designated seating but we will talk you through this process and ensure it suits your needs.

### **What other protocols will be put in place for meals to reduce the risk of infection?**

Some of our groups may have individually plated meals or the process of serving your meal may be varied depending on your group and the centre you are attending. We will talk you through this process prior to arrival

### **Will there be reduced capacity in the accommodation?**

Our Centres have reduced accommodation capacity as part of their COVIDSafe Plans in line with the NSW Public Health Orders. Any bookings that are affected by this will be contacted by the Office of Sport directly. Should you wish to discuss your individual booking, please contact our Central Reservations Team.

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## School Bookings

### **When will public schools be permitted to host camps at Sport and Recreation Centres?**

The [NSW Department of Education Advice for Families webpage](#) states excursions and day field trips within NSW can occur from Term 4. Overnight activities can also occur from Term 4 in accordance with strict COVID safe requirements. Please visit this webpage for more information.

Some private and interstate schools may be permitted to attend excursions under their COVID Safe protocols and we are committed to providing a safe and fun experience for all groups that attend.

### **How will you manage sick students whilst at camp?**

If you are a school booking, our sites will work closely with the organising teacher to manage this situation. Students, teachers or visitors presenting with COVID-like symptoms whilst at camp will be required to leave camp immediately.

### **Can the Office of Sport provide our school with a copy of its Risk Assessment and COVID-19 Safety Plan?**

A summary of the COVID-19 Safety Plan inclusions with protocols applied across all Centres is available on our Sport and Recreation Centre COVID Safe webpage.

Should you need additional information and risk assessments for the Centre you are attending, our Central Reservations team can provide this upon request.