

22 May 2020

Dear Stakeholders,

Re: Hooper Centre Shopping Village – Coronavirus (COVID-19) Centre Update

As the COVID-19 situation evolves, the first priority of Hooper Centre Shopping Village continues to be the health and safety of our customers, retailers and service providers. We will continue to review and implement all appropriate safety measures to help provide a safe environment and protect everyone's wellbeing. We urge all customers wherever possible, to continue to support your local retailers who remain open to serve you during this unprecedented time.

On Tuesday 12 May 2020 the QLD Government released its Government Framework and QLD Restrictions Roadmap (attached Appendix 1) outlining how, as a community, the QLD Government will re-open the economy over the next three months while minimising the risk of future coronavirus outbreaks.

From Friday 15 May 2020 many of the customer amenities that were required to close/reduce operations due to the pandemic restrictions were able to reopen, in line with Stage 1 of the QLD Restrictions Roadmap.

As a result we have developed the "Hooper Centre Shopping Village's Centre Management and Retailers COVID Safe Plan" which has now been distributed to all our retailers for implementation.

In essence we will:

1. Increase regular cleaning services, including regular disinfecting of all high traffic areas;
2. Increase monitoring onsite, ensuring greater quality control of all daily operations;
3. Cancel or postpone upcoming planned events and major group gatherings;
4. Provide hand sanitiser in toilet facilities for use by our customers;
5. Install social distancing notices in public thoroughfares and toilet facilities;
6. Install social distancing notices on common area seats; and
7. Ensure our retailers provide:
 - i. Contactless payment options;
 - ii. Install social distancing notices in store whether on floor surfaces and/or on shopfronts;
 - iii. Monitor and inform customers of maintaining 1.5m distance as required;
 - iv. Provide hand sanitiser in each store for use by customers;
 - v. Install notices on in-store seating for "takeaway waiting customers only";
 - vi. Ensure any in-store seating and tables provided are in line with Appendix 1; and
 - vii. Develop and display their in-store COVID Safe Plan for customers review.

We encourage all stakeholders to familiarise themselves with the QLD Government Framework and Restrictions Roadmap whilst continuing to ensure personal hygiene practices such as social distancing, regular hand washing, use of hand sanitiser and covering sneezes or coughs with your arm, not your hands.

We will continue to provide updated information to all stakeholders as the COVID-19 situation evolves and thank everyone for their patience, cooperation and understanding during this challenging time.

Let's respect each other, be kind, be patient. We are all in this together.

Kind regards,

Centre Management

Roadmap to easing Queensland's restrictions

Unite against **COVID-19** 

A step-down approach to COVID-19

CONTINUING CONDITIONS

- Social distancing, 1.5 metres and hygiene
- Stay at home if you're sick
- Tracking, tracing, rapid response
- COVID SAFE Plans

EASING TO DATE

STAGE 1: 15 MAY 2020 (4 weeks)

STAGE 2: 12 JUNE 2020 (4 weeks)

STAGE 3: 10 JULY 2020

SCHOOLS PLAN

11 May Kindy, Prep Years 1, 11, 12

25 May Years 2–10

School holidays (27 Jun–12 Jul)

Family, friends and community

- › Gatherings in homes (household + 2 visitors from the same or different households, or up to 5 visitors from the same household)
- › Household or one friend and within 50 kms of home for recreational purposes:
 - › go for a drive
 - › have a picnic
 - › visit a national park
 - › go fishing, boating or jet-skiing

Retail shopping

- › Allowing retail shopping for non-essential items within 50 kms of home

Schools

- › Gradual return to class
- › 11 May: Kindy, Prep and Years 1, 11 and 12
- › 25 May: Years 2–10.

COVID SAFE checks

- › Minimum four weeks between stages
- › Surveillance and epidemiological indicators suggest a move would NOT present an undue risk
- › Testing is widespread and adequately identifies community transmission
- › Point source outbreaks are effectively contained by public health actions.

Family, friends and community

- › Gatherings in homes (max 5 visitors, allowed from separate households)
- › Gatherings of up to 10 people:
 - › outdoor, non-contact activity
 - › personal training
 - › pools (indoor and outdoor)
 - › public spaces and lagoons* (e.g. South Bank Parklands, Cairns, Airlie Beach etc)
 - › parks, playground equipment, skate parks and outdoor gyms
 - › libraries
 - › weddings
 - › hiking and other recreational activities in national and state parks
 - › places of worship and religious ceremonies
- › Funerals (max 20 indoors or 30 outdoors)
- › Recreational travel (max 150 kms within your region for day trips)

Businesses and economy

- › Retail shopping
- › 10 people permitted at any one time for:
 - › dining in: restaurants, cafés, pubs, registered and licensed clubs, RSL clubs and hotels (with COVID SAFE Checklist) – no bars or gaming
 - › open homes and auctions
 - › beauty therapy and nail salons (with COVID SAFE Checklist)

Outback

- › Dining in: restaurants, cafés, pubs, registered and licensed clubs, RSL clubs and hotels (max 20) for locals only (must show proof of residence) – no bars or gaming
- › Recreational travel (500 kms within the outback if you live in the outback).

Family, friends and community

- › Gatherings of up to 20 people:
 - › homes
 - › public spaces and lagoons (e.g. South Bank Parklands, Cairns, Airlie Beach etc)
 - › non-contact indoor and outdoor community sport
 - › personal training
 - › gyms*, health clubs* and yoga studios*
 - › pools (indoor and outdoor) and community sports clubs
 - › museums, art galleries and historic sites
 - › weddings
 - › parks, playground equipment, skate parks and outdoor gyms
 - › libraries
 - › hiking, camping and other recreational activities in national and state parks
 - › places of worship and religious ceremonies
- › Funerals (max 50)
- › Recreational travel, camping and accommodation, including caravan parks (max 250 kms within your region)

Businesses and economy

- › Retail shopping
- › 20 people permitted at any one time for:
 - › dining in: restaurants*, cafés*, pubs*, registered and licensed clubs*, RSL clubs*, hotels* and casinos* – no bars or gaming
 - › indoor cinemas
 - › open homes and auctions
 - › outdoor amusement parks*, tourism experiences*, zoos* and arcades*
 - › concert venues*, theatres*, arenas*, auditoriums* and stadiums*
 - › beauty therapy, nail salons, tanning, tattoo parlours and spas (with register of clients and COVID Safe Checklist)
- › **School holidays – drive holiday in your region – Queenslanders backing Queensland**
- › Tourism accommodation

Outback

- › Dining in: restaurants*, cafés*, pubs*, registered and licensed clubs*, RSL clubs* and hotels* (max 50) for locals only (must show proof of residence) – no bars or gaming
- › Recreational travel (within the outback if you live in the outback).

Subject to further planning and review, interstate and further intrastate travel will be permitted and a maximum of 100 people will be permitted for:

- › gatherings in public spaces and homes
- › dining in: restaurants, cafés, pubs, registered and licensed clubs, RSL clubs, food courts and hotels
- › indoor cinemas
- › places of worship and religious ceremonies
- › museums, art galleries and historic sites
- › pools and community sports clubs
- › community sport
- › gyms, health clubs and yoga studios
- › outdoor amusement parks, zoos and arcades
- › concert venues, theatres, arenas, auditoriums and stadiums
- › weddings
- › funerals
- › saunas and bathhouses
- › open homes and auctions
- › casinos, gaming and gambling venues
- › pubs, registered and licensed clubs, RSL clubs and hotels
- › nightclubs
- › beauty therapy, tanning, nail salons and spas, tattoo parlours and non-therapeutic massage parlours
- › libraries
- › hiking, camping and other recreational activities in national and state parks.

The public health rules to maintain:

- › Physical distancing
- › 4 square metres per person when indoors
- › Hand hygiene
- › Respiratory hygiene
- › Frequent environmental cleaning and disinfection

* More with COVID SAFE Plan approved by health authorities



COVID SAFE check point

- › assess impact
- › review border
- › review biosecurity and designated areas



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