RECOVERY PLAN IN A COVID-19 ENVIRONMENT

Objective

The objective of this plan is to clearly articulate the operation of the island in respect to reopening for visitation in an environment where the COVID-19 virus is part of the global and national environment. It is recognised that in the context of pandemic management prior to eradication, that there is an ever-present risk of infection in the community and the risk is never zero.

The document is drafted in the context of mitigating known risks while facilitating a return to ‘normal’ as quickly and safely as practicable. It provides a framework whereby measures will be used to reduce the potential for disease transmission within the island community. These measures are mandatory in the recovery operations under the State of Emergency (SoE), or non-mandatory codes to be followed. The measures are consistent with the National Cabinet’s COVID Safe Roadmap to unlock domestic tourism.

Framework

The framework is based three principles that have been identified as critical to prevent the spread of the disease to the island and to ensure that if a positive case arises on the island on-going protocols associated with transmission reduction and contact tracing will act to minimise the extent of disease spread. This plan details the protocols that are to be followed under an overall framework of supporting services and measures that reduce the potential for COVID-19 transmission along with support services and measures to facilitate rapid contact tracing. The supporting services are designed to integrate with services that are off-island and the supporting measures mirror mainland measures adjusted as appropriate to the local situation.

Pre-screening

The firmest control is to prevent any potentially infected persons (visitors or residents) from travelling to the island. Travelers will be required to seek exemption to travel to the island by applying for a travel pass.

The Norfolk Island Regional Council will provide the travel pass mechanism, policies, and procedures to support the travel pass process. The Council will ensure compliance with relevant privacy regulations to ensure that details will be recorded but not shared unless specifically requested for the purposes of public health. Record keeping will need to put in place and kept for 3 months.

A potential visitor to the island may identify that they should not travel. This may be identified at the time of applying for their travel pass or after receiving their approved travel pass. Tourism and accommodation businesses will be encouraged to offer full refunds to guests should they be unable to travel due to illness.

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1 Sub-section 9(4)(b) of the Disaster and Emergency Management Act 2001(NI)
2 The measures relate to elements 2-5 of the Roadmap
Transmission reduction

Over-arching physical distancing measures that have been adopted nationally will be mirrored on the island under this plan. National guidelines to reduce transmission applicable to sectors and industries on the island have been reviewed. Discussions with business on the island that were identified with aspects that involve high visitor contact were also undertaken. Based on the review and discussion, measures have been developed to reduce transmission on the island. These measures will either be made mandatory or applied as best-practice codes recommended for adoption under this plan.

Contact tracing

In the event of a positive case being identified on the island the speed in which contact tracing associated with the infected person can occur will be critical to minimize transmission. Under this plan the external services for contact tracing through the NSW South East Sydney Local Health District (SESLD) will be augmented by information routinely collected locally to speed the identification of contacts that may require screening or isolation. The collection of information locally of visitor movements is a support system that is described in this plan and supported by specific measures under the SoE to ensure that it is established and operational.

Preparation

In preparation of reopening the island for visitation education of the island community will be undertaken to ensure that there is good awareness of this plan and the supporting services and supporting measures that are being used.

Business should commit to a program of staff training to ensure competence and compliance with new hygiene and safety practices and acknowledge their role in communicating, promoting, and maintaining safe practice.

Individuals who are in ‘at risk’ groups need to be responsible for minimising risk of exposure, monitoring their own health and reporting to the NIHRACS should they identify any presenting symptoms. The Australian Government advises that the following people are most ‘at risk’:

- Aged over 70
- Aged over 65 with a material medical condition
- Aboriginal or Torres Strait Islander aged over 50 with a material medical condition
- People with material medical conditions
- People who are immunocompromised.

Education

The objective of the education phase will be to provide clear information on what is required by individuals, groups, and enterprises, both on and off-island, and how these requirements will aid the island in managing an occurrence of a COVID-19 case. The education program will be coordinated by the Emergency Management Team (EMT) and operationalized through the Incident Management Team (IMT), Norfolk Island Hospital & Residential Aged Care Service (NIHRACS) and Norfolk Island Police Forces (NIPF) as appropriate to their respective operational responsibilities. The respective representatives within EMT will liaise with the Norfolk Island Regional Council (NIRC), Office of the Administrator (OoA) and DIRDTC to ensure that public messaging is consistent with the education objective.
Legal framework

The Disaster and Emergency Management Act 2001 sub-section 9(4) is the legal framework for providing the supporting services and measures. Under this section the declaration of the disaster or emergency maybe extended for the purposes of recovery operations. Consistent with the NORDISPLAN, that plans for the recovery of the normal pattern of life of individuals, families, and communities affected by a disaster or emergency and include:

(a) restoration of essential facilities and services.

(b) restoration of other facilities and services necessary for the normal functioning of a community.

(c) provision of material and personal needs; and

(d) provision of means of emotional support.

Restoration of the island’s principal industry – tourism, in a recovery plan designed to ensure it can operate in a COVID-19 environment meets this requirement.

The supporting services and mandatory supporting measures will be issued in the form of directions consistent with subsection 11(2)(i) of the Act and will be prepared in advance of the extension of the SoE.

Systems & Processes

This plan identifies systems that have been established in advance of reopening the island to visitation and processes in the form of protocols that will be followed on the occasion that a COVID-19 positive person is identified as arriving on the island. The protocols have been developed around visitors, residents, businesses and the vulnerable. (Figure 1)
Responses

The purpose of this plan is to detail responses resulting from a person with COVID-19 coming to the island, when this happens there are clearly articulated well understood protocols that will be followed by the actors identified in the plan. Specific protocols have been developed covering visitors, residents\(^3\), businesses, and those who are particularly vulnerable on the island.

1. Protocols for visitors

Visitors to Norfolk Island will be required to follow the following protocol:

1.1. Before travelling to the island, they will be required to apply for a Norfolk Island Entry pass. The pass can be applied for and approved online. The details sought are shown in Annex 1.

1.2. During the flight to Norfolk Island and at all times whilst on the island visitors will be required to notify airline staff or the Norfolk Island Hospital and Residential Age Care (NIHRACS) facility of any of the identified symptoms associated with COVID-19.

\(^3\) A person who ordinarily resides in Norfolk Island; or is moving to Norfolk Island to make Norfolk Island their principal place of residence.
1.3. Visitors are to comply with physical distancing requirements on the island and any special hygiene practices, or requests for contact information at venues on the island. *Any contact information provided by the visitor will only be used for the purpose of contact tracing should the need arise.*

1.4. Visitors are required to undergo testing for COVID-19 as determined by the NIHRACS.

1.5. Should a positive swab test for COVID-19 be detected by NIHRACS the visitor along with any persons identified as posing as risk of transmission will be required to immediately isolate on the island at an approved location until advised that isolation is no longer required by NIHRACS⁴.

1.6. Visitors in isolation will be provided with health support through NIHRACS and essential services such as food, through the Incident Management Team (IMT). These will be at the visitor’s cost.

1.7. Encouraged to download the COVIDSafe App and register prior to travel

Supporting Services
Protocol 1.1 will establish the initial entry for local tracking information on visitors coming to the island. The online application process will remove the requirement to prepare and provide a separate arrival card for passengers to complete on the plane. A database will need to be established and maintained to capture the information provided by the online application. The database will be maintained in accordance with privacy requirements by NIRC.

Protocol 1.2 will be supported by an information program specifically for visitors that outlines the vulnerability of the island community to COVID-19 and to encourage the reporting of the mildest symptoms.

Protocol 1.3 will be supported by an ongoing local education campaign that stresses the importance of the measures being used locally. The consistent objective of the campaign being to engender local ownership of the measures so that they work when required and have the desired effect of minimizing disease transmission.

Supporting Measures
Table 1 provides a matrix of the protocols associated with visitors along with the response support systems (both services and measures) covering a positive case from a visitor coming to the island.

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Entry Pass</td>
<td>Information used to establish local contacts database (LCD)</td>
<td>Service: - Online portal to apply &amp; grant approval of entry pass that feeds initial entry into NIRC LCD. Measure: - Specific direction requiring people coming to the island to apply for Entry pass.</td>
<td>Should the visitor become a suspected case after departing the island. The IC will contact the GM with request to provide contact information to NIHRACS for transmission to NSWPH</td>
</tr>
<tr>
<td>Requirement to notify airline staff of identified symptoms during flight</td>
<td>Information to allow airline staff to activate protocols associated</td>
<td>Services: - Subject to NIHRACS -likelihood that pax will need to be</td>
<td>Airline required to notify BPT⁵/Airport of incoming pax showing identified symptoms. IC</td>
</tr>
</tbody>
</table>

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⁴ The cost associated with people being required to isolate from a direction by NIHRACS are to be borne by the individual.

⁵ Burnt Pine Travel
<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>with suspected case in flight</td>
<td>disembarked &amp; tested on island.</td>
<td>&amp; NIHRACS notified and to implement local protocol for isolation and testing. IC to notify accommodation house of suspected guest &amp; recommended measures from NIHRACS.</td>
<td></td>
</tr>
<tr>
<td>Requirement to notify NIHRACS of identified symptoms whilst on island</td>
<td>Information to allow NIHRACS staff to activate protocols associated with testing &amp; isolation of suspected case.</td>
<td>Services: Subject to NIHRACS existing protocol. Measure: Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>NIHRACS to undertake assessment &amp; testing if considered necessary. Person placed in isolation until test result obtained. If negative person released if positive retained in isolation, contact tracing initiated &amp; continued in isolation.</td>
</tr>
<tr>
<td>Compliance with Physical distancing requirements</td>
<td>None -transmission reduction protocol</td>
<td>Service: Ambassadors will be used to reinforce &amp; report on physical distancing compliance. Measure: Specific measure mirroring the current physical distancing &amp; hygiene recommendations used nationally</td>
<td>Transmission reduction measure. Enhance public education by EMT/IMT when Ambassadors report falling compliance.</td>
</tr>
<tr>
<td>Swab testing</td>
<td>Information to allow NIHRACS staff to activate protocols associated with testing &amp; isolation of suspected case.</td>
<td>Services: Subject to NIHRACS existing protocol. Measure: Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>If advised by NSWPH that wider (non-symptomatic) testing of people on the island is required NIHRACS undertakes.</td>
</tr>
<tr>
<td>Identification of a positive test result for person on-island</td>
<td>Information to allow NIHRACS to implement health protocols associated with confirmed case.</td>
<td>Services: NIHRACS facilities at stage 3 operational. NSWPH &amp; Local contact tracing services. EMT &amp; IMT for strategic &amp; operational management. DITRDC wider liaison &amp; resourcing requirements. Measures: Specific measure requiring persons suspected of</td>
<td>NIHRACS: - isolate person notify IC monitor contact tracing contact testing follow NSWPH flowchart IC/IMT: - notify EC/EMT/GM determine resource requirements</td>
</tr>
</tbody>
</table>

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6 Incident Controller
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<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>COVID-19 required to follow NIHRACS direction.</td>
<td>• Contain &amp; monitor based on NSWPH advice&lt;br&gt; • EC/EMT: -&lt;br&gt; • meet &amp; assess daily information from all sources&lt;br&gt; • activate local contact records &amp; provide to NIHRACS&lt;br&gt; • undertake resourcing requirements&lt;br&gt; • escalation response based on assessment of risk &amp; matrix&lt;br&gt; <strong>DITRDC</strong>&lt;br&gt; • seek advice on standing AUSMAT up or deploying medical staff&lt;br&gt; • seek advice from EMT/IMT in relation to risk&lt;br&gt; • advise relevant stakeholders</td>
</tr>
<tr>
<td>Health support in isolation</td>
<td>Health monitoring &amp; treatment. Provision of essentials without breaking isolation.</td>
<td>Services: - NIHRACS for medical monitoring &amp; treatment.&lt;br&gt; IMT Physical services for provision of food &amp; essential requirements at the visitor’s cost.</td>
<td>NIHRACS(^7) to advise IC on isolation numbers. IC to advise EC/EMT on resourcing requirement</td>
</tr>
</tbody>
</table>

2. Protocols for residents\(^8\)

Returning residents to Norfolk Island will be required to follow the following protocol:

2.1. Before travelling to the island, they will be required to apply for a Norfolk Island Entry pass the pass can be applied for and approved online. *The details sought are shown in Annex 1.*

2.2. During the flight to Norfolk Island and at all times whilst on the island residents will be required to notify airline staff or the *Norfolk Island Hospital and Residential Age Care* (NIHRACS) facility of any of the identified symptoms associated with COVID-19.

2.3. Expected to follow the COVIDSafe steps of frequent handwashing, and physical distancing.

2.4. Encouraged to download the COVID-safe app.

2.5. Required to undergo testing for COVID-19 as determined by the NIHRACS

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\(^7\) Based on advice from NSWPH on assessed containment extent

\(^8\) A person who ordinarily resides in Norfolk Island; or is moving to Norfolk Island to make Norfolk Island their principal place of residence.
2.6. Should a positive swab test for COVID-19 be detected by NIHRACS the resident along with any persons identified as posing a risk of transmission will be required to immediately isolate at home or at a location advised by NIHRACS. Isolation will continue until that this is no longer required by NIHRACS. The costs will be borne by the resident.

2.7. The resident will be encouraged to upload the contact information from the COVID safe app and provide this to NSWPH to assist in contact tracing.

Supporting Services
Under protocol 2.1 the Norfolk Island Entry Pass will also be required for residents returning to island. In this case the information will be used to identify those residents (including family returning) so that travel information will be available locally as an aid in contact tracing. The entry pass system will be in operation to facilitate this.

Protocol 2.3 is the generally applicable physical distancing requirement and will be supported locally through on-going public education and the deployment of Ambassadors.

Protocols 2.4 and 2.5 will be supported by the NIHRACS and NSWPH services.

Protocols 2.3 and 2.7 will be supported through on-going public education programs.

Supporting Measures
Table 2 provides a matrix of the protocols associated with residents and the response systems (both services and measures) covering a positive case arising from a resident retuning to the island. As previously most of the measures are common for all protocols and listed on List of Measures.

Table 2 Action matrix for resident protocols

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Entry Pass</td>
<td>Information used to establish when resident returned to island</td>
<td>Service: Online portal to apply &amp; grant approval of entry pass that feeds initial entry into NIRC LCD. Measure: Specific direction requiring people coming to the island to apply for Entry pass.</td>
<td>Should the resident become a suspected case in the future. The IC will contact the GM with request to provide contact information to NIHRACS for transmission to NSWPH.</td>
</tr>
<tr>
<td>Requirement to notify airline staff of identified symptoms during flight</td>
<td>Information to allow airline staff to activate protocols associated with suspected case in flight</td>
<td>Services: Subject to NIHRACS -likelihood that pax will need to be disembarked &amp; tested on island. Measure: Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>Airline required to notify BPT/Airport of incoming pax showing identified symptoms. IC &amp; NIHRACS notified and to implement local protocol for isolation and testing. IC to be notified &amp; household of resident showing symptoms to adopt recommended measures from NIHRACS.</td>
</tr>
<tr>
<td>Protocol</td>
<td>Response</td>
<td>Support</td>
<td>Action</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>---------</td>
<td>--------</td>
</tr>
<tr>
<td>Requirement to notify NIHRACS of identified symptoms whilst on island</td>
<td>Information to allow NIHRACS staff to activate protocols associated with testing &amp; isolation of suspected case.</td>
<td>Services: - Subject to NIHRACS existing protocol. Measure: - Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>NIHRACS to undertake assessment &amp; testing if considered necessary. Person placed in isolation until test result obtained. If negative person released if positive retained in isolation, contact tracing initiated &amp; continued in isolation.</td>
</tr>
<tr>
<td>Compliance with Physical distancing requirements</td>
<td>None -transmission reduction protocol</td>
<td>Service: - Ambassadors will be used to reinforce &amp; report on physical distancing compliance. Measure: - Specific measure mirroring the current physical distancing &amp; hygiene recommendations used nationally</td>
<td>Transmission reduction measure. Enhance public education by EMT/IMT when Ambassadors report reducing compliance.</td>
</tr>
<tr>
<td>Swab testing</td>
<td>Testing to allow NIHRACS staff to determine level of asymptomatic cases on island associated with suspected case.</td>
<td>Services: - Subject to NIHRACS existing protocol. Measure: - Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>If advised by NSWPHT that wider (non-symptomatic) testing of people on the island is required NIHRACS undertakes.</td>
</tr>
<tr>
<td>Identification of a positive test result</td>
<td>Test information to allow NIHRACS to implement health protocols associated with confirmed case.</td>
<td>Services: - NIHRACS facilities at stage 3 operational. NSWPHT &amp; Local contact tracing services. EMT &amp; IMT for strategic &amp; operational management. DITRDC wider liaison &amp; resourcing requirements. Measures: - Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>NIHRACS: - • isolate person • notify IC • monitor • contact tracing • contact testing • follow NSWPHT flowchart IC/IMT: - • notify EC/EMT • determine resource requirements • Contain &amp; monitor based on NSWPHT advice EC/EMT: - • meet &amp; assess daily information from all sources • activate local contact records &amp; provide to NIHRACS</td>
</tr>
</tbody>
</table>
3. Protocols for business

The protocols for business follow the National Cabinet’s COVID Safe Roadmap to unlock domestic tourism\(^9\) and are based on model Work Health and Safety (WHS) laws which are provided as best-practice recommendations.


3.4. Businesses that involve close contact will be required to keep a daily customer/client register. These records must be retained for three months and provided to the IC upon request.

3.5. If a business suspects someone in the workplace has the virus or has been exposed they are required to notify NIHRACS and follow any advice to isolate the person, assess the risks from the person and ensure the person has transport to home or to a medical facility if necessary.

3.6. If a business suspects someone in the workplace has the virus or has been exposed, they should close off the affected areas and do not let others enter them until they have been cleaned and disinfected. They should open outside doors and windows if possible, to increase airflow.

3.7. All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned, disinfected, or disposed of as appropriate.

3.8. Businesses on the island should identify close contacts of any confirmed case in the workplace and provide this information to NIHRACS.

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\(^9\) The measures relate to elements 2-5 of the Roadmap
3.9. Following identification of a positive case in the workplace businesses will follow the advice from the IC and review risk management controls in consultation with workers and assess whether additional control measures are required.

Supporting Services
Protocols 3.1 & 3.2 are supported by the Work Health and Safety (WHS) information produced by Safework Australia. Through this there are specific training services provided to businesses to aid in meeting the requirements.

Protocol 3.3 is a service provided by the Government of NSW.

Protocol 3.5 will be supported by the services of NIHRACS aided by NSWPH.

Protocol 3.8 will be assisted by the NIRC Local Contact Database (LCD) wherein any workplace contacts can be added to the system.

Supporting Measures
Table 3 provides a matrix of the protocols associated with businesses along with responses, services available or assisting them and the action required from a suspected or positive case arising at their workplace.

Table 3 Action matrix for business protocol

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirement to notify NIHRACS of suspected exposure in the workplace</td>
<td>Information to allow NIHRACS staff to activate protocols associated with testing &amp; isolation of suspected case.</td>
<td>Services: - Subject to NIHRACS existing protocol. Measure: - Specific measure requiring persons suspected of COVID-19 required to follow NIHRACS direction.</td>
<td>NIHRACS to undertake assessment &amp; testing if considered necessary.</td>
</tr>
<tr>
<td>Requirement to close affected areas following suspected exposure.</td>
<td>Someone in the workplace is suspected of having the virus or exposed to the virus.</td>
<td>Measure: - Specific measure requiring the closure of the affected area until cleaned and disinfected</td>
<td>Transmission reduction measure. Owner to ensure cleaning &amp; disinfection undertaken according to guidelines &amp; inform IC when completed.</td>
</tr>
</tbody>
</table>
4. Protocols for the vulnerable

In recognition that should a positive case be confirmed on the island the elderly and those with conditions that make them more vulnerable to serious illness the following protocols have been developed. These are in addition to the protocols applicable to residents on the island.

4.1. Those in the community who consider themselves particularly vulnerable to the disease are advised to stay at home.
4.2. Visitation to the home should be limited to family and care providers with anybody showing the slightest symptoms of the disease advised not to visit or enter.
4.3. Strict physical distancing should be adhered to along with hand hygiene whenever entering the home.
4.4. Social gatherings should only be undertaken at events and organizations that have COVID-19 plans which provide heightened barrier and hygiene measures to reduce the risk of the vulnerable being exposed to the virus.
4.5. Shopping and the provision of essential needs should be undertaken during proposed shopping times reserved for the vulnerable on the island. The provision of requirements outside these times should be by family, friends, or social services.

Supporting Services

Social services will provide support to the vulnerable in addition to family and friends associated with protocols 4.1, 4.2 and 4.5.

Organizations providing social gatherings specifically for the vulnerable will be requested to prepare plans in which provide protection of the participants from the wider community and increased hygiene measures.

Supporting Measures

Table 4 outlines the action matrix associated with protecting the vulnerable on the island in the event of a confirmed case in the community.

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerable to stay home</td>
<td>Requirement for those who identify as vulnerable to take some</td>
<td>Service - Social services available to back-up family &amp; friends.</td>
<td>Transmission reduction measure. No specific action required.</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Protocol</th>
<th>Response</th>
<th>Support</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Limited visitation**                      | Requirement for those who identify as vulnerable to take some responsibility to protect themselves from potential sources of infection. | **Service**: support by Anglicare, Care Norfolk & Red Cross.  
**Measure**: Recommendation.         | Transmission reduction measure. No specific action required. |
| **Strict physical distancing & hygiene**    | Requirement for those who identify as vulnerable to take some responsibility to protect themselves from potential sources of infection. | **Services**: Supported by on-going education & possibly by targeted education of the vulnerable  
**Measure**: Specific measure mirroring the current physical distancing & hygiene recommendations used nationally | Transmission reduction measure. No specific action required |
| **Social gatherings for the vulnerable require plan** | Proposed gatherings for the vulnerable plan to reduce contact with the wider community & increased hygiene measures for the events | **Measure**: Recommendation | Transmission reduction measure. |
| **Shopping & provision of essential needs** | Provision of dedicated times at Foodland’s & other essential shops for the vulnerable to use. | **Measure**: Recommendation to businesses to provide dedicated shopping times for the vulnerable | Transmission reduction measure. |

List of Services

The following support services will be provided under this plan:

**Norfolk Island Entry Pass**

The Norfolk Island Entry Pass system is an online cloud-based application process under which visitors and returning residents to the island will be required to provide basic travel and contact information (Annex 1). The system will produce an automated pass in most cases with triggers directing the pass request to a manual response according to the determined risk. For visitors it will establish the initial entry in the Local Contact Database that will be maintained by NIRC and provided to NSWPH on identification of a positive case.

Initial scoping of the system has been undertaken and it is estimated to be able to be established within a week.

**Information & Education Program**

An on-going information program will provide information to visitors and reminders to residents on the vulnerability of the island community and the need for consistent adherence to physical distancing and
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hygiene requirements. Information will be produced by the EMT/IMT as required and targeted through traditional print and social media. Education will be through social service organisations.

**Physical Distancing Ambassadors**
Ambassadors have been established as authorized officers under the *Disaster and Emergency Management Act 2001*. They are routinely deployed in locations such as Foodland’s, the other shops, café’s, restaurants, and clubs to help and information on physical distancing requirements. They report back to the EMT on levels of compliance and provide a feedback on aspects that require attention.

**NIHRACS and NSWPH**
NIHRACS will provide on-island health services under this plan to Stage 3 operational capability. They will be operating in accordance to NSW Health guidelines with respect to COVID-19. NSWPH will also provide contact tracing resources associated with any positive case on the island.

**Safe Work Australia**
The services of SWA are used for business guidance in respect of Work Health and Safety (WHS) requirements for COVID-19. They are provided as recommendations under the plan and updated according to SWA changes to the guidelines.

**Social Services**
Anglicare is available for the provision of food, bill relief and emotional support. The Red Cross provides daily telecross check-in phone calls to vulnerable people. Care Norfolk provides in home domestic assistance, personnel care, and social support for seniors.

### List of Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Purpose</th>
<th>Protocols</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Norfolk Island Entry pass</strong></td>
<td>To establish risk and contact data from people wanting to come to the island.</td>
<td>1.1; 2.1</td>
</tr>
<tr>
<td><strong>Requirement for persons suspected of COVID-19 to follow NIHRACS direction</strong></td>
<td>To provide a basis for NIHRACS to be able to test or direct to isolation as required.</td>
<td>1.2; 1.5; 2.2; 2.5; 2.6; 3.5; 3.8</td>
</tr>
<tr>
<td><strong>Requirement to follow Physical Distancing requirements</strong></td>
<td>Mirroring of the current national physical distancing requirement</td>
<td>1.3; 2.3; 4.3</td>
</tr>
<tr>
<td><strong>Requirement to close affected area following from a suspected case until cleaned &amp; disinfected</strong></td>
<td>To require an area of a business to not be used until cleaned &amp; disinfected following a suspected case.</td>
<td>3.6;</td>
</tr>
<tr>
<td><strong>Requirement for businesses to follow the advice of the IC</strong></td>
<td>To allow the Incident Controller to provide operational direction to businesses following a suspected or confirmed case at the workplace.</td>
<td>3.9</td>
</tr>
<tr>
<td><strong>Requirement for Business to keep daily customer/client register</strong></td>
<td>To assist in contact tracing on island</td>
<td>3.4</td>
</tr>
</tbody>
</table>
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Annex 1
Questions to be answered in applying for a Norfolk Island Entry Pass.

In response to the COVID-19 pandemic, entry to Norfolk Island is temporarily restricted. A Norfolk Island Entry Pass is required for all travel to Norfolk Island and a separate application is required for each individual, including children.

It is a requirement that you submit your application within 3 days before you need to travel to allow your application to be considered and for more information to be provided if requested.

By proceeding, you are expressly consenting to the collection, use and disclosure of your personal information for the purposes of assessing your request to undertake travel, including an assessment of whether that travel is permitted pursuant to any travel restrictions by Emergency Management Norfolk Island (EMNI).

By selecting ‘I CONSENT’ in the check box below, you expressly consent to the collection, use and disclosure of your personal information for those purposes and for any other purposes authorized by law.

☐ I CONSENT

Select the type of entry pass you are eligible for:

☐ I currently reside\(^\text{10}\) on Norfolk Island
☐ I am visiting Norfolk Island

- What is your reason for visiting Norfolk Island?
  ☐ Vacation
  ☐ Work
  ☐ Visiting friends and Relatives
  ☐ Returning resident

- Are you travelling as part of a group?
  ☐ Yes
  - Name of group ________________________________
  ☐ No

- Have you or a member of your immediate household returned from travel outside Australia in the past 14 days?
  ☐ Yes
  ☐ No

  ☐ Yes
  ☐ No

- Have you or a member of your immediate household been in contact with someone who has been confirmed as COVID-19 positive in the past 14 days?
  ☐ Yes

\(^{10}\) A person who ordinarily resides in Norfolk Island; or is moving to Norfolk Island to make Norfolk Island their principal place of residence.
Norfolk Island Recovery Plan in a COVID-19 Environment

☐ No

• Have you displayed any COVID-19 symptoms during the last 14 days (fever, dry cough, tiredness, difficulty breathing, shortness of breath, chest pain or pressure, loss of speech or movement)?
  ☐ Yes
  ☐ No

Your details

First name ____________________________

Last name ____________________________

etc.

Current residential address

If visiting, address during your visit to Norfolk Island

Arrival date

If visiting, expected departure date

Best way to contact you during your visit to Norfolk Island

Phone ____________________________

Email ____________________________

Online declaration

*The information I have provided in this form is true and correct. I acknowledge that providing false information is an offence under the Disaster and Emergency Management Act 2001(NI)

The collection of this information is authorised by the State of Emergency (Recovery Operations) under the Act. The information will be used for the administration and enforcement of the directions under the State of Emergency. The Norfolk Island Police Force and or Norfolk Island Health & Residential Aged Care (NIHRACS) may disclose some or all of this information to other Federal Government agencies as authorised or required by legislation or in accordance with the Information Privacy Act 2009.