

Question on Notice

No. 333

Asked on 31 March 2022

MR P WEIR asked the Deputy Premier, Minister for State Development, Infrastructure, Local Government and Planning and Minister Assisting the Premier on Olympics Infrastructure (HON S MILES) –

QUESTION:

With reference to the Queensland Regional Accommodation Centre at Wellcamp—

Will the Deputy Premier advise (a) the training that employees and managers receive prior to commencing work, (b) the length of time the training takes, (c) whether all employees are required to undertake this training and (d) the quality control processes that have been implemented to ensure the safety of guests and staff?

ANSWER:

(a) (b) (c) - Prior to commencing work at the Queensland Regional Accommodation Centre (QRAC) at Wellcamp, all employees and staff undertake minimum mandatory training, as well as targeted training, specific to their operational responsibilities at the facility.

There are approximately 35 hours of mandatory trainings for all employees including:

- COVID-19 Deployment Induction Package
- Introduction to Risk Management
- Incident Reporting and Investigation
- Behaviour Observation Training
- Mask Fitting
- Right to Information Briefing
- Diversity and Inclusion Program
- Quarantine Infection Control
- Communicating for Safety in Quarantine
- Managing Challenging Conversations in Quarantine
- Human Rights Training
- Psychological First Aid
- Arrivals training
- Breach & QR Audit Training Attendance Register
- Body Worn Camera Upskill
- CCTV Training
- Donning and Doffing Training.

Staff also complete targeted trainings for their specific operational responsibilities, including:

- Operational Skills and Tactics (Queensland Police)
- Dynamic Interactive Scenario Training (Queensland Police)
- Aspen Medical Induction (Aspen Medical)

- Clinical Incident and Risk Management Reporting Guidelines (Aspen Medical)
- Food and Beverage service training (Compass Group)
- Fire Warden Training – (Nominated Fire Wardens).

(d) In regard to ensuring the ongoing safety of staff and guests at QRAC, the following quality control processes have been implemented:

- Foot patrols targeting unlocked gates and venue security
- Access to ANPR cameras to quickly identify suspect vehicles
- QPRIME checks of guests for risk flags
- 24hr monitoring of cameras for infection control breaches
- Specific camera surveillance available on request for when staff are attending guest rooms
- Daily operational briefings with staff from Aspen Medical, QPS, and Compass
- Traffic management of quarantine guest arrivals and departures to ensure staff safety
- Inclusion and review of breach control reports
- Regular management of the electronic access control system and compliance checks, to reduce risk of staff cross contamination.