

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)

Business details

Business name	Club Iluka
Business location (town, suburb or postcode)	Iluka
Completed by	Nicola Donsworth
Email address	manager@ilukabowls.com.au
Effective date	15 January 2021
Date completed	15 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

- Training on symptoms provided to staff - Government and additional staff training through external provider.
- Staff must be tested if showing symptoms
- Patrons asked to leave if showing symptoms and requested to have testing
- Patrons assess at the door

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

- Training provided to staff: Government training resources
- External provider training on Hospitality Hygiene - all staff completed online training via 30 minutes online module
- Venue teaches staff on in-house procedures
- Policy creation with COVID hotline

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

- Staff provided information via: internal communication (e.g. memo, Facebook group, email etc)

Display conditions of entry (website, social media, venue entry).

- Posters around venue placed
- Updates on website completed
- Social media announcements made
- These are continually updated

If there are more than 250 people on the premises, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. In other regions, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the area.

The identified Safe Hygiene Marshal/s must always be present when there are more than

250 patrons at the venue. If there are less than 250 patrons at the venue, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where practical.

- Covid Marshall to be on duty during peak hours as recommended - some lunch periods do not require Covid Marshall due to low patronage
- Covid Marshall/s to be on duty on Friday and Saturday Nights and any other time when more than 250 persons on premises
- Covid Marshall trained to ensure patrons socially distance
- Covid Marshall will conduct regular occupancy level checks
- Covid Marshall will ensure regular cleaning schedules are conducted and the register is completed

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

- All members, visitors, contractors, are to sign in at the Main Entry
 - Contact details are recorded electronically
 - Should there be another entry to the Club for a particular function, electronic sign-in facilities will be provided
-

Physical distancing

Capacity in regions outside of Greater Sydney must not exceed one customer per 2 square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less.

Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

Floor space measured and max number identified on diagram per area

- Diagram kept in COVID policy
- Poster placed on wall identifying max number of people permitted
- Staff trained to only permit maximum numbers
- List of room size and capacity identified and marked in policy

In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less, provided that each separate area is:

- separated from other areas on the premises
- designated a separate area by the occupier of the premises
- has staff that are providing food and drink only in that area
- does not allow people in different areas to mingle
- monitored by a designated COVID-19 Safe Hygiene Marshal at required times.

N/A to our venue.

Face masks must be worn by public facing staff, and by customers in gaming areas in Greater Sydney, unless exempt.

N/A to our venue.

In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors, including in nightclubs.

- There should be no dancefloors, Covid Marshall to enforce the rule
- Bar service provided. Patrons must be seated indoors, or returned to their seats to drink alcohol as promptly as practicable
- COVID marshall and Staff to enforce the rule
- Where possible signage in place to remind patrons

Reduce contact or mingling between customer groups and tables wherever possible.

- Tables and chairs indoors have been placed to ensure maximum permitted numbers indoors cannot be breached in each area
- Staff trained to educate patrons on the need to stay in their own groups and to not mingle from table to table.

- Staff and Covid Marshall to enforce the rule

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between people using gaming machines and gaming tables**
- **between seated groups**
- **between staff.**

- Our club will support 1.5m physical distancing by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per two square metres.
- It is not practicable to separate tables and chairs such that there will be 1.5m physical distance between seated groups, however physical distancing will be supported by complying with the density limit in the Public Health Order.
- Floor markings placed on flooring at bars, entry points and areas of queuing
- Floor markings to keep people separate and guide walkways
- Floor marking on entry/exit
- Floor markings around venue in walkways and designated areas where required

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

- Floor markings placed on flooring at bars, entry points and areas of queuing
- Floor markings to keep people separate and guide walkways
- Floor marking on entry/exit
- Floor markings around venue in walkways and designated areas where required

Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations.

- Staff training on the importance of social distancing with work colleagues
- Masks are provided for Staff if they wish to use them

Where reasonably practical, stagger start times and breaks for staff members.

- Opening and closing times adjusted to suit current conditions (to be monitored with Government updates)
- Staff are allocated separated working areas where possible

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

- Where possible physical barriers in place
- Plants and other furniture used for the creation of barriers

Review regular deliveries and request contactless delivery / invoicing where practical.

- Delivery area designated
- Hygiene practices are maintained in the event of requirement to sign for deliveries

Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.

- Social distancing signage clearly displayed
- Ongoing monitoring by COVID marshal and staff of outside the premises
- CCTV monitoring of around the Club that can be viewed from inside

Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.

- Social distancing signage clearly displayed
- Masks are provided in the bus and offered to passengers
- Hand sanitiser provided
- Bus seats and high touch areas cleaned after each use
- Pick ups of different groups to be done in separate bus trips

No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members older than 12 years should wear masks if singing or chanting.

- No singing performances of more than 5 to be booked for indoor entertainment.
- Encourage all entertainment to be held outdoors where possible
- Audience members to stay in their groups

Hygiene and cleaning

Adopt good hand hygiene practices.

- Training provided to all staff on hand sanitising
- Training provided to all staff on hand washing
- Signage that patrons use hand sanitiser and wash hands
- Patrons requested to sanitise hands on entry
- Sanitiser placed throughout the venue

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

- Paper towels placed in bathrooms
- Soap dispensers checked and cleaned regularly
- Hand dryers cleaned and wiped down on a regular basis

Reduce the number of surfaces touched by customers wherever possible.

- Removal of pens, pencils, betting cards, coasters from tables
- Sign in touch screens cleaned regularly
- Communal locations (e.g. cutlery and condiments) removed

No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

- No self-serve buffets
- Communal water fountain removed
- Communal condiments station removed
- Communal stations removed

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

N/A

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

- N/A - in restaurant COVID - 19 Safety Plan
- Wine menus laminated and cleaned regularly

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

Cleaning schedules introduced for:

- After use cleaning
- Increased frequency cleaning
- Cleaning recorded on the cleaning register

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

- Cleaning products used as recommended by manufacturer
- Difference identified between cleaning chemicals and disinfectants and separated
- Cleaners use specific products for disinfectants

Staff are to wash hands thoroughly with soap and water before and after cleaning.

- Staff trained to wash hands thoroughly with soap and water before and after cleaning

Encourage contactless payment options.

- Paypass or "touch and go" payments are recommended and offered where possible

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

- Natural ventilation to be used under cooler conditions or if possible

Record keeping

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days using the NSW Government

QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

- NSW Government QR scanning is required for all patrons attending the Club
- Staff will use the NSW Government Service NSW webform to register attendance of those that don't have the QR Code capability
- Electronic records kept of people attending
- Records kept for 28 days
- Records are kept private

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

- Access to electronic records by management only
- Electronic records are not to be used for any other purposes than for Covid tracing

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

- COVIDSafe App recommended to staff and patrons
- Education and information shared with staff and patrons to encourage app usage

All venues must register their business through nsw.gov.au.

- COVID-19 Safety Plan is registered with NSW Government.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

- Management agrees to fully co-operate with NSW Health and SafeWork NSW should any positive cases occur at the Club.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes