

**> 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	Kemps Creek Sporting & Bowling Club Ltd
Business location (town, suburb or postcode)	1490 Elizabeth Drive Kemp's Creek NSW 2178
Completed by	Stacey Stevens
Email address	<a href="mailto:Staceys@KCSB.Com.au">Staceys@KCSB.Com.au</a>
Effective date	12 February 2021
Date completed	12 February 2021

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### Wellbeing of staff and customers

**Exclude staff and customers who are unwell from the premises.**

Temperature testing before permitted entry. Any person indicating a body temperature of 37.5 or above and/or presenting with Flu like symptoms will be denied access and advised to seek Medical attention. Staff to provide a Doctors Certificate advising of a Negative result and may return to work.

Hand sanitizer in common areas and behind work stations. Patrons MUST sanitize with OUR products as we cannot guarantee theirs has correct alcohol content to kill germs as recommended. This must be done prior to approaching Reception Staff.

Any person gaining entry, whether a patron, employee, will be denied access if found to

have visited any Hot Spots in confirmed days and times as advised by NSW Health website. Updated daily.

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://foodauthority.nsw.gov.au/covid-training)

All staff have completed Barringtons online WH&S and COVID-19 training course. New Staff hired are sent the link to log on and complete. Certificate must be given to Management after completion.

Staff to complete Clubs Daily COVID cleaning duties.

Staff to Read, Understand, and Sign the Clubs Coronavirus Pandemic Policy. Staff have been advised to get tested if they have visited any mentioned: Hot Spot areas/locations. Emails sent to staff on any changes that occur.

Services NSW QR code must be scanned before circle scan sign in.

Circle Scan System signs in and records details on Patrons, Members, Staff, Contractors, Volunteers etc. Staff to ask for assistance if not sure how to use.

Signage of symptoms are up around the Club for reference.

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

Fair Work Information Statement on display in Staff Room and previously given to staff. Permanent Staff refer to their leave entitlements on Weekly payslips, or email Accounts Department on [accounts@kcsb.com.au](mailto:accounts@kcsb.com.au).

Refer to Clubs Coronavirus Pandemic Policy and must be cleared/confirmed by a GP to return to work (Doctors Certificate and a Negative result sent to Management).

If unwell, advised to go and get tested and self-isolate during the process, until cleared by a GP. Unpaid Pandemic leave entitles staff to 2 (Two) weeks off sick. Permanent staff may request this/or part thereof, be taken out of entitlements (if accrued).

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

Poster size "conditions of entry" displayed in the Foyer of the Club.

Posts made on social media and website as to conditions of entry. "Hot Spot" areas will be

refused entry into the Club (List at Reception) – Updated Daily.

Staff verbally explain rules, conditions of entry and ask questionnaire. Staff advise patrons to read the days and times of confirmed case locations (if any) and are refused entry if attendance is confirmed.

Patrons MUST sign IN and OUT of the Licensed Club using the unique QR code supplied by Services NSW. Circle scan sign in and sign out is also required.

Correct details linked to Services NSW must be accurate and patrons that do not have a smartphone will advise staff and staff member will add them into the concierge page of Services NSW, if not available patrons will have to sign in manually and MUST be digitized within 12 hours.

No Standing INDOORS.

No Co-Mingling INDOORS & OUTDOORS,

No Moving on Furniture INDOORS and OUTDOORS excluding if they need to move a chair to a preferred Gaming Machine. Only the number of chairs per 2sqm rule are available.

MUST be seated whilst consuming alcohol.

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. Outside of Greater Sydney, 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 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.

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

Areas patrons has access to within Club works off 1 area. No other "separate areas" are available. More clarification further explained in safety plan.

COVID Safety Marshals are allocated on every shift (AM & PM) and constantly clean and

disinfect all high touch areas and tables. Safety Marshals are recorded in the shift report daily. Staff allocated to COVID Marshal are to wear gloves, Hi Vis vest and "COVID Marshal" badge whilst conducting cleaning duties, overseeing density requirements and Club regulations. COVID Marshalls and staff have a thorough cleaning schedule with both start and finish time of conducting their duties to ensure proper and regular cleaning is occurring. Supervisors and Management also monitor restrictions are being adhered to. Reception staff and staff who cover breaks are all trained in signing Patrons IN and OUT (both through circle scan and Services NSW QR code) and all other "conditions of entry". Staff are all emailed regularly when updates come through as to what the new restrictions (Public Health Order) and Club Policies are in force. Staff are also aware that anyone refusing to adhere to these conditions or abuse staff will be refused entry or asked to leave and automatically BARRED for 3 months (For Members). Visitors are barred for life.

**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.**

Club Premises has one main entry and all patrons are required to Hand sanitize and sign in under current COVID restriction requirements. No other entry can be granted from any other entry way to the Club. Club consists of 1 main reception area and no other entry points (excludes fire exit doors).

Entry to function areas are also required to gain entry through the main entry located at the front of the Club and have access to designated function areas through the main area of the Club. No functions are currently being booked.

Dine in customers only have one access, being through the front entrance of the Club and cannot gain entry any other way.

The Club does not have a Gym or nightclub, and dine in area come off the main area of the Club with No entry of its own.

**Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.**

Currently no bookings are being taken for functions in any indoor function rooms. Excluding any AGM for Club purposes and will adhere to current requirements at the time of meeting.

Community Sport for a local school has been organised and has a current Community

## **Physical distancing**

**Capacity must not exceed one customer per 2 square metres of publicly accessible space. There can be up to 25 customers at the premises before the square metre rule applies. Children count towards the capacity limit.**

Total m2 of Club including areas not in use: 1739m2

Total area m2 for usage for the community: 958m2 = 479 patrons allowed

Total current seats in use: 376 people allowed

Total Patronage we allow in under sqm rule: 376

Bistro: 180, Lounge & TAB: 78, Inside Gaming: 21, Outside Gaming: 97 (including terrace)

Display plans and a summary break down can be located at Reception (near Swipe Machine).

When signing in patrons, visitors, members etc are prompted to enter # dependents upon entering the Services NSW platform and Circle Scan systems. Confirmation of sign in MUST be presented to staff on duty as proof of sign in.

COVID Marshal and staff to monitor all aspects of restrictions and regulations in place. No standing indoors, No Co-Mingling, No Moving of Furniture (excluding external Gaming area), maintain 1.5m social distancing where practical.

Standing is permitted outside ONLY on deck or at Poker Machines. Asked more than once and will be asked to leave the premises.

Club operates as one area accessible to the community. All other "separate areas" are closed to the public and currently hold excess furniture.

Indoor area currently holds 279 patrons (2sqm)

Outdoor area currently holds 97 patrons (2sqm)

Total Patronage = 376 patrons

Covid Marshal to monitor numbers, co-mingling, and uphold safety plan requirements.

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

All patrons indoors must be seated at all times, whether consuming alcohol or not.

Except when attending facilities such as bathroom, bar, ATM, or bistro. No moving of furniture, no co-mingling where practical or long periods of standing are prohibited.

No Dance floors are accessible to the community. All live entertainment has been Cancelled. Club does not operate as a Nightclub.

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

COVID-19 Marshal to monitor and act on the non-compliant gathering and movements of Patrons around the Club in accordance with the Public Health order where possible. If patrons are asked more than once to abide by the conditions placed by the Club or Public Health Order, they will be asked to leave.

Floor markers and signs around the Club to remind patrons to be vigilant with social distancing between other patrons. Gatherings will be dispersed upon recognition. Conditions are also explained by Receptionist upon entry and reinforced by COVID Marshals, Staff, Supervisors, and Management. Abuse towards staff will NOT be tolerated under any circumstances and penalties such as Barring apply to the patron

**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 2 (two) square metres indoors and one patron per 2 (two) square metres outdoors.

Our club will support 1.5m physical distance between gaming machines players by limiting the capacity of the gaming area in accordance with the density limit in the Public Health Order of one patron per 2 (two) square meters INDOORS and one patron per

2 (two) square meters OUTDOORS.

It is not practicable to separate all 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 and reinforcement of the Covid Marshal, Staff, Supervisors and Management where practical.

No furniture, including tables or chairs, can be moved around to make larger group areas.

Covid Marshall and staff/ supervisors to monitor and act on groups of people converging

to already seated areas or points of mixing or queuing when there are other tables/chairs available that can maintain where practical 1.5m physical distance. Bistro staff to also monitor the seating of different groups /patrons that can assist with 1.5m distancing where practicable.

Not possible for staff to remain 1.5m apart from each other at all times, but will be mindful of 1.5m physical distancing.

It is not practical to space out gaming machines to support 1.5 meters physical distance between players, however physical distancing will be supported by complying with the density limit in the Public Health Order.

Continuously cleaning of gaming machines. Excess furniture has been removed to support the density limit in the Public Health Order.

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

Stickers and markers are placed where patrons may queue up including reception area, bar, bistro, and entry to the Club. Our club will support 1.5m physical distancing where practical by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per 2sqm indoors and outdoors.

"Maintain 1.5m distancing" posters/ signs from the NSW Health website are on displayed around the Club as a reminder to patrons to be mindful of co-mingling and social distancing.

Covid Marshall and staff to monitor for non-compliance.

**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. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.**

Staff must be aware of their surroundings and minimise gathering in groups behind the bar. Trainee staff can not maintain 1.5m from trainer, however must have a reasonable gap between themselves and the trainer.

Staff Room valid for 1 person at a time.

Supervisors and staff to be aware of 1.5m physical distance where practical. However not always

achievable behind the bar area or work station behind the bar.

Assigned areas and limit co-mingling to other areas where practical.

If staff request a face mask, one will be provided for them.

Administration staff have own offices and practice 1.5m distancing where practical.

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

1x staff member in the staff room at any one time.

Supervisors to send only 1x staff at a time on their break.

Rosters to indicate different start time for employees so as to stagger arrival/departure times where practical.

Staff are advised to leave the Club immediately after the completion of their shift and not remain for prolonged periods of time in the reception area

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

Floor indicators are present to maintain 1.5m social distancing between staff and patrons.

WHO and NSW Government signs and posters are displayed around the Club to promote social distancing, good hand hygiene, etc. to help stop the spread.

Extended periods of time are discouraged from service areas to minimise gatherings and co-mingling

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

Face Masks and gloves should to be worn, where practical when receiving a delivery from a contractor if delivery must be taken manually. If not practical then a 1.5m social distance area should where possible be placed between staff member and delivery person.

Invoices are majority sent directly to accounts via email or downloadable from website directly.

Staff to check off order from internal order book once delivery is accepted. Driver to remain in vehicle (where possible) until staff have indicated delivery is correct.

Delivery drivers required to enter the premises is temperature tested, hand sanitized and electronically signed in with current details and signed out upon departure.

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

Staff and Covid Marshall to constantly monitor, where practical, any signs of Noncompliance to social distancing occurring outside the Club Premises or in designated smoking areas. Groups are to be advised to move along if non-compliant. Access can be denied or asked to leave the premises.

**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.**

Currently no engagement with the courtesy bus has been organised for patrons until further notice.

**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.**

Under current restrictions on indoor live performance all performances have been cancelled as not practical to have 5m distance between singer and patrons. Not possible to have patrons not sing along to music or be able to dance, or wear a face mask to be present.

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## **Hygiene and cleaning**

### **Adopt good hand hygiene practices.**

Staff may go on regular hand wash breaks. Posters around the club promoting correct hand washing techniques and practices. Sanitation stations set up in high volume/traffic areas. Gloves and face masks are also available to staff at any given time

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

Covid Marshal to constantly clean and disinfect high touch / high traffic areas throughout trade. Replenish soap dispensers and paper towel dispensers each Morning or "on demand" basis. Sanitation stations to be refilled/checked every night by supervisor on duty.

### **Reduce the number of surfaces touched by customers wherever possible.**

All self-serve items taken away and staff to distribute to patron. Staff to constantly clean and disinfect high touch areas, tables, rails, push plates, and furniture during trade. Staff/covid marshal to complete daily cleaning sheet in addition to time commenced and time ceased within each cleaning routine.

**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.**

All self-serve items have been removed from patron reach. Items are to be handed out by staff. No buffets or communal snack or condiments are set up for patrons to have access to. Tables are wiped down with virasan disinfectant after each patron use or on demand basis (if patron requests extra cleaning).

Nuts are available from behind the bar upon patrons request.

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

Cutlery and condiments are handed out by bistro staff or Club staff and individually wrapped or packaged. All plates, glasses etc are washed in commercial grade detergent and dishwashing machines with high pressure steam.

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

Menus are printed out for single use only and are given out by Bistro staff. After each patron orders or leaves the table staff are to clean and disinfect table tops, chairs, and surfaces. Menus to be thrown out after every use. Menu is also displayed in Big TV screens next to the counter when placing an order.

Bistro pagers may be used, however used pagers to go in the basket provided and cleaned and sanitized after each use and before going back into circulation.

**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.**

Frequently touched surfaces and furniture (including fixed furniture) is cleaned and disinfected by staff frequently throughout the day and night. Staff go off a COVID-19 cleaning schedule and are assigned to the shift. Times are recorded during each cleaning schedule Electronic sign in is set up at front reception. If down for error or maintenance then paper sign in is used. The pen used is cleaned and sanitized after each use. Patrons must sanitize before approaching receptionists and temperature is taken.

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

Virasan used to clean and disinfect all surfaces and high touch/ high frequency used areas. Virasan is a "ready to use" hospital grade disinfectant and contains 70% alcohol.

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

Staff to use correct cleaning bottles, gloves, and hand sanitizer where appropriate and when instructed. Staff have a thorough cleaning schedule to complete every hour.

Frequent hand cleaning also instructed and highly advised after every clean. Staff are advised to wash/sanitize after every transaction or action

**Encourage contactless payment options.**

EFTPOS systems are in place and set up. When money or other items are used (membership cards, ATM cards) staff are to clean their hands with soap and water and/or use hand sanitizer before conducting any further tasks.

**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).**

This is not achievable.

However regular Air conditioning maintenance is scheduled through a service company that deals/organises with Air Conditioning specialists.

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## **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.*

All Patrons (including Members, Visitors, Staff, Contractors etc) MUST sign in using the unique QR code assigned to Kemps Creek Sporting & Bowling Club from Services NSW. QR codes have been placed in conspicuous places for easy access to signing in and supporting 1.5m social distancing where practical.

Patrons are to use their smartphone to bring up the camera and hover over the QR code. This will bring them to the services NSW platform where correct and current details are to be recorded for contact tracing purposes ONLY. Dependents must also be added to one parents sign in form. All patrons MUST show staff on duty their successful signing in and are reminded to sign out upon exit. Proof of exit should be shown to staff on duty as confirmation of successful signing out.

All patrons, regardless of if they are in groups must sign in individually via the QR Code. If no smart phone accessible, reception can manually fill in the services NSW concierge page to record details of patrons entering. (must be digitized within 12 hours).

QR Code and Circle Scan must be used to sign in and sign out patrons.

In case of extreme circumstances, paper sign ins can be used however pens MUST be wiped down with sanitizer after each use and before next patron uses the pen. All data collected from the paper sign – ins (Name, Date, Time, Contact number, # of dependents, sign out time) must be digitized within 12 HOURS!

**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](https://www.nsw.gov.au)**

Details are recorded within Services NSW database and Club server and is ONLY used for the purpose of contract tracing for any positive confirmed case of COVID-19. Any manually entered database will be stored securely and confidentially and only used for the purpose it was collected for, With the exception for supplying details to authority figures upon request.

Club server is regularly maintained by reputable IT company for any breaches of security.

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

Staff are aware of the COVIDSafe App and can download it should they choose to. Signs are up around the Club on what to do/who to call if confirmed case / or suspected case of COVID-19.

Our Club submitted our 1st July edition Safety Plan with NSW Government on Friday 17th July 2020 under new Regulations placed via Clubs NSW and NSW Government. COVID Safe signs and stickers have been put up around the Club and social media. Each new updated plan is emailed to ALL staff and Bistro.

1st Safety Plan was drawn up on 30.05.20 and is frequently being checked for any new updates and plans are drawn up immediately, or as soon as practical.

Every updated Safety Plan is submitted when becomes available.

Upon confirmation of a COVID-19 case contact with NSW Health will be immediate, advise taken on board, and staff person advised to seek medical assistance and to self isolate, contact will be made with other staff regarding testing being advised and contract cleaners to commercially deep clean the Club.  
All steps advised from NSW Health will be actioned upon receiving them.

Yes

