

**> BE COVID SAFE.  
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
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	15 October 2020
Date completed	16 October 2020

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### Wellbeing of staff and customers

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

Temperature Resting 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 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.

This must be done prior to approaching Reception Staff.

Any person gaining entry, whether a patron or employee, will be denied access if found to have visited any Hot Spots or Melbourne in confirmed days and times as advertised by NSW Health website. Updated Daily.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing 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](http://foodauthority.nsw.gov.au/covid-training)

All staff have completed Barringtons online WH&S and COVID-19 training course.

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.

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.

### **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 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.

Email was sent to Members on Entry conditions and changes they can expect.

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 cases locations and are refused entry if attendance is confirmed.

**Ensure COVID-19 Safety Plans are in place, where relevant, for corporate events (if hiring out space).**

N/A

Club currently not conducting Corporate Events due to restrictions still in place and requirements under those safety plans.

**Premises cannot operate as a nightclub (open late into the evening primarily for the purpose of providing a venue for patrons to dance), but may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant.**

Club has reduced trading hours based on current regulations/Restrictions. No Bands, soloists or entertainment has re-commenced until further restrictions are released/announced.

Club does not operate as a Nightclub and no dance floor present on areas the public has access to.

Functions have been cancelled until further easing of restrictions.

Venues must assign one staff member 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. If a venue has more than one separate area, there must be a COVID-19 Safety Hygiene Marshal in each separate area.

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safe Hygiene Marshal/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

COVID safety Marshalls are allocated on every Shift (AM & PM) and constantly clean and disinfect all high touch areas and tables. Safety Marshalls are recorded in the shift report daily. Staff are to wear gloves, Hi Vis vest and "COVID Marshall" badge whilst conducting cleaning duties, overseeing social distancing, and Club regulations. 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 and all other requirements.

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).

Premises with an indoor gym, such as some clubs, must complete the COVID-19 Safety Plan for gyms and also register this through [nsw.gov.au](http://nsw.gov.au).

N/A

Club does not offer these facilities or services.

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## **Physical distancing**

Capacity at the venue must not exceed 300 patrons, or the number allowable by one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser. Children count towards the capacity limit.

Capacity must not exceed 150 patrons for wedding services, and 100 patrons for funerals, memorial services, or wakes. Please see separate checklists for these events.

Outdoor deck is still connected with the Poker Machine area and is not entirely considered "outdoors" as there is no other access than to pass through Poker Machine area. Current seating will remain based on current calculations.

Total Patronage allowed in the Club: 225 persons.

Bistro:92, Lounge 32, TAB 24, Inside Gaming 21, Outside Gaming 56 (including deck)

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

Total area m2 for usage for the community: 958m2

Display plans and a summary break down can be located at reception (near swipe machine)

When signing in patrons are prompted to enter # of dependents.

**If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser, 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.

Club area (mentioned above) is working as 1 area. Other areas of the Club considered separate have been closed to the Public

Bistro has their own Safety Plan.

COVID marshal and staff to monitor all aspects of restrictions and regulations in place.

No separate areas will re-open until further restrictions are in place/ have lifted.

No standing, No Co-mingling, No Moving or furniture, asked more than once and will be asked to leave the premises.

**Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted (e.g. a wedding reception) with a COVID-19 Safety Plan in place. Venues taking bookings for these events should ensure there is a COVID-19 Safety Plan in place.**

No weddings or functions are currently being booked whilst current restrictions are still in place. Consideration will take place upon further easing of restrictions. Auditorium and Bumper Bar currently storing excess furniture and closed to the Public. No dance floors are currently available.

**Bookings must not exceed 10 customers (except for weddings, funerals or corporate events). There should be no more than 10 customers at a table. Children count towards the capacity limit.**

Currently no bookings are being taken for the Bistro. Staff advise patrons that groups cannot be split up in order to comply with being under the amount of 10 in order to gain access. Entry will be refused. Furniture is set out to comply with social distancing and capacity limits and staff to monitor co-mingling of different groups and areas. Reminding that all patrons need to remain seated. Dependents are included in numbers.

**Venues taking bookings for weddings, funerals and corporate events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.**

Currently not taking any function bookings. All end of Year School Formals have been cancelled.

All weddings have been cancelled or postponed. Functions Manager is in correspondence with couples.

No function bookings until restrictions ease.

Enquiries are advised as such as well.

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

Furniture set with 1.5m distancing. COVID-19 wardens to monitor the gathering and movements of Patrons around the Club. Staff have the authority to consult with patrons, whilst maintaining 1.5m distance, if not abiding to entry conditions. If patrons are asked more than once to abide by the safety rules placed by the Club for both employees and the community, they will be asked to leave.

Conditions are also explained by Receptionist upon entry and reinforced by COVID Marshalls, Staff, Supervisors, and Management.

**Move or remove tables and seating to support 1.5 metres of physical distance where possible. Household or other close contacts are not required to physically distance.**

**Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.**

Furniture is currently set out to maintain 1.5m social distancing between each group. No furniture, including tables or chairs, can be moved around to make larger group areas. Staff to be aware of groups entering and advise social distancing will have to take place in Non household- like situations.

Example: a group of work colleagues attending a lunch break/ after work drinks need to be separated, however Grandparents, parents, and children could potentially remain together.

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

1.5m distancing stickers and markers are placed where patrons may queue up including reception area, bar, bistro, and entry to the Club. Signs displayed in several areas of the Club advising to remain 1.5m distancing must be adhered to.

**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 Room valid for 1 person at a time.

Supervisor and staff to ensure they are 1.5m apart from each other within any work station or common area.

Assigned areas and no co-mingling to other areas where practical.

If staff request a face mask, one will be provided for them. Especially if they are the COVID Marshall on duty.

**Ensure gaming machines and gaming tables are spaced out to support 1.5 metres physical distance between players, where practical. This can be achieved by moving machines or turning off or blocking access to every second machine or every second table.**

Continuously cleaning of gaming machines. Every second machine turned off, or marked with a social distancing sign. Chairs have been removed where machines are turned off to discourage patrons from sitting down. Furniture cannot be moved. Every second machine is currently turned off as per this indication and what has been confirmed with Clubs NSW understanding.

**Alcohol can only be consumed by seated customers.**

Club policy advises that every patron must be seated at all times and avoid moving around unless going to the bar, bathroom, or ordering food. Marshalls and staff are to monitor this situation and advise patrons that they must remain seated and cannot co-mingle between other groups and other areas where practical/possible.

**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 times for employees so as to stagger arrival/departure times where possible.

**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.

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

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

Invoices are majority sent directly to accounts department via email.

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.

Couriers are to be advised to maintain 1.5m distance and have temperature taken before entry is allowed. Asked if they have been to Victoria or any Sydney "Hot Spots".  
staff to wash hands after every delivery.

**Ensure no more than 10 customers per tour group for wineries, breweries and distilleries.**

N/A

Club is not attached to a Winery, Brewery, or Distillery.

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

Staff to constantly monitor, where practical, any signs of non compliance to social distancing occurring outside the Club Premises or in designated smoking areas. Groups are to be advised to move along if not compliant to 1.5m distancing or found to be co-



mingling with other groups. 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.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Staff to 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.

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

Staff 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. Constant movements of Patrons eg: walking around are monitored and advised to remain seated or will be asked to leave the premises if they do not comply with Club Policy and instructions from Staff.

**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 Vira-San disinfectant after each patron use.

**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 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 cashier when placing an order.

**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.

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 receptionist 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 after every clean. Staff are advised to wash/sanitize their hands 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 card) staff are to clean their hands with soap and water and use hand sanitizer before conducting any further tasks.

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## **Record keeping**

Keep name and a contact number for all staff, dine-in customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are only to be used for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. QR Code is strongly encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records.

Venues using capacity calculations of one per 2 square metres outdoors MUST use electronic methods such as QR Code for collecting contact details and ensure these are captured for EACH person.

Not operating under 2ms rule, as the outdoor area is considered part of the Pokie Terrace.

Circle Scan used to sign members, guests, staff, contractors, and volunteers. Records are stored within Circle Solutions database on our Club Server and not used for any other purpose than to be a form of contacting should a positive case be confirmed within the Club premises.

Patrons must enter their current contact number and any dependents that are with them upon entry. (sign in used either by Membership card or current drivers License or

approved form of entry).

QR code not in use as yet, however as restriction ease and more areas open up based on restrictions a QR code can be obtained.

All patrons, regardless of if they are in a group must sign in individually and supply their slip to the receptionist upon exiting so they can be signed out.

Staff details are in file, however also enter in their number when signing in through Circle Scan.

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

Staff are aware of the COVID safe 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.

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

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.

**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.**

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 advised and contract cleaners to commercially clean the Club. All steps advised from NSW Health will be actioned upon receiving them.

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

Yes