

**> 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	WOODBURN EVANS HEAD RSL CLUB LTD
Business location (town, suburb or postcode)	11-13 McDonald Place, Evans Head NSW 2473
Completed by	Lynette Rowland
Email address	<a href="mailto:ceo@clubevans.com.au">ceo@clubevans.com.au</a>
Effective date	15 January 2021
Date completed	21 January 2021

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### Wellbeing of staff and customers

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

Any staff member or patron/s that are unwell will not be allowed entry into the Club. This will be administered at the downstairs foyer by the door staff before sign in. Signs are posted at the front door requesting patrons to not enter the Club premises if they are unwell or have a temperature.

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 the online COVID-19 Safety training and have provided the Club with Certificates of compliance for the training which are held on file by the Club. The Club requires all patrons, contractors, and staff to sign-in via the Service NSW app. The Club uses an electronic sign-in and sign-out system also for all patrons and staff. All food service staff have completed the online COVID-19 awareness for food service training and have provided the Club with Certificates of compliance for the training which are held on file by the Club.

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

Any staff member that requires leave entitlements if they are sick or self-isolating may request their entitlements from the payroll officer.

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

The management has posted various signage around the Club that provides information regarding the conditions of entry due to COVID-19 restrictions and has also advertised these conditions on the Club website and other social media platforms.

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.

The supervisor on duty is the designated COVID-19 Safety Marshall. When the number of persons in the Club reaches 250, then the designated COVID-19 Safety Marshall shall wear a hi-vis vest marked "COVID MARSHALL". If necessary, the supervisor can delegate another staff member to fulfil the COVID-19 Safety Marshall role. Each separate area has to have a COVID-19 Safety Marshall if there are 250 or more people present in the Club.

**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.**

The Club has only one access entry point where all patrons, contractors, and staff are required to sign-in via the Service NSW app. All entering the Club must utilise both sign-in systems: the Service NSW app and the Club's electronic sign-in system. The door staff will ensure any person that enters the Club has signed in on both systems. The Club has only one

access entry point where all patrons, contractors, and staff are required to sign-in. The reception desk computer has access access to the Club's Service NSW QR sign-in, so reception staff can sign in anyone entering using the Club's Service NSW access. During high volume periods, or if Internet

service is down, or if Service NSW app is down, then sign-in is available using the COVID-19-record-of-visitors-at-premises-form 1 Jan2021"" supplied by NSW Health. Within 12 hours, the information from these handwritten sign-in sheets will be input to the Club's Service NSW QR sign-in online. Should Internet and/or Service NSW not be available for 12 hours or more, then the information from these handwritten sign-in sheets will be input into an electronic spreadsheet (as per NSW Government Health site).

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## 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.

The Club enforces the one customer per 2 square metres rule as the Club is located outside Greater Sydney. The Club is located in the Northern Rivers region of NSW.

**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.

This does not apply to WOODBURN EVANS HEAD RSL CLUB LTD as this Club is located in the Northern Rivers region of NSW.

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

This does not apply to WOODBURN EVANS HEAD RSL CLUB LTD as this Club is located in the Northern Rivers region of NSW.

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

The Club staff observe patrons and ensure that all patrons are seated at all times. Announcements over the PA system are made regularly to remind patrons to remain seated per COVID-19 rules in NSW.

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

The Club staff observe patrons and ensure that all patrons do not co-mingle between groups and tables. Announcements over the PA system are made regularly to remind patrons to remain seated & not co-mingle with other patrons per COVID-19 rules in NSW.

**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.**

The Operations Manager or the on-duty Supervisor must ensure that patrons support 1.5m physical distancing where practical. The Club supports the 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 square metres. The Club supports 1.5m physical distancing between gaming machine 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 square metres. Announcements over the PA system are made regularly to remind patrons to maintain the 1.5m distancing rule at all times while on Club premises. Floor markings are used in high volume customer areas to delineate a distance of 1.5m between persons.

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

Floor markings are used in high volume customer areas to delineate a distance of 1.5m between persons. The Club has installed floor markings, crosses, throughout the Club wherever there are high traffic areas.

**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.**

All staff have been instructed to ensure that they must observe social distancing when and where possible. All staff must remain at their designated areas and should not work across different areas. Face masks are available for staff to wear when and where

practical.

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

The Operations Manager and the Supervisors on duty will ensure that when and where possible start times and meal breaks are staggered.

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

Some plexiglass barriers have been installed in the bistro area.

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

Deliveries to the Club must be contactless where and when possible.

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

Advise patrons of physical distancing of 1.5m where practical. Signage to this effect is posted. Also staff monitor these areas to ensure compliance.

**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.**

The Club acknowledges the local taxi service that provides the "courtesy vehicles" for patrons has the right to reject the provision of such service to patrons that do not adhere to the taxi service's COVID-19 Safety Plan.

**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.**

The Operations Manager will advise all performers of the 5 performer limit and the requirements that singers should face forward and maintain 1.5m physical distance rule at all times during their performance, plus remain 5m from any audience member or conductor. Supervisors on duty during entertainment will monitor that performers are remaining compliant with these rules.

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## **Hygiene and cleaning**

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

Hand sanitiser stations for staff and patrons have been distributed throughout the Club premises and constant and consistent usage is encouraged by staff.

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

All bathrooms must be monitored by the Supervisor on duty or the COVID-19 Safety Marshall to ensure that hand soap and paper towels are in constant supply for patrons and staff.

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

Direction to individual service areas are to be encouraged by staff when and where possible. 1.5m distancing from service areas encourages customers to limit their interactions with surfaces.

### **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.**

The Club will not allow the above food style services until further notice and will provide sachets of salt and pepper with each individual meal. Salt and pepper shakers have been removed from all tables.

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

The Club has commercial grade dishwasher and glass washers for the cleaning of all cutlery, tableware and glassware.

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

All menu offerings are displayed on TV screens and notice boards. All menus are laminated, handed out when requested, then returned for cleaning before re-use.

**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.**

The Supervisor/s on duty will ensure that all surfaces and equipment is cleaned regularly or after each individual use. The children's play area is to remain closed until further notice.

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

The Club will only purchase disinfectant that is approved for COVID-19 cleaning and will ensure that the manufacturer's specifications are followed.

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

All staff have been directed to ensure that they wash their hands before and after cleaning.

**Encourage contactless payment options.**

The Club has provided signs on the service areas near the cash registers advising patrons to use credit cards/debit cards when and 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).**

Supervisors should manage the practical use of fresh air when and where 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.*

The Club is utilising the Service NSW app for contact tracing. The Club has an electronic sign-in system which is monitored by an external COVID-19 safety approved company which will maintain all records according to the Public Health Regulations. All entering the Club must utilise both sign-in systems: the Service NSW app and the Club's electronic sign-in system. The door staff will ensure any person that enters the Club has signed in on both systems. The Club has only one access entry point where all patrons, contractors, and staff are required to sign-in. The door staff will ensure any person that enters the Club signs in using Service NSW app by viewing the device on which the person signed in to check that indeed they have signed in. The reception desk computer has access access to the Club's Service NSW QR sign-in, so reception staff can sign in anyone entering using the Club's Service NSW access. During high volume periods, or if Internet service is down, or if Service NSW app is down, then sign-in is available using the COVID-19-record-ofvisitors-at-premises-form 1 Jan2021"" supplied by NSW Health. Within 12 hours, the information from these handwritten sign-in sheets will be input to the Club's Service NSW QR sign-in online. Should Internet and/or Service NSW not be available for 12 hours or more, then the information from these handwritten sign-in sheets will be input into an electronic spreadsheet (as per NSW Government Health site).

**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://nsw.gov.au)**

The Club is utilising the Service NSW app for contract tracing. Also the Club has an electronic sign-in system which is monitored by an external COVID-19 safety approved

company which will maintain all records according to the Public Health Regulations.

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

All staff have been notified of the COVID-19 app and its ability to contact trace.

**All venues must register their business through [nsw.gov.au](https://nsw.gov.au).**

The Woodburn Evans Head RSL Club has registered the business through [nsw.gov.au](https://nsw.gov.au)

**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.**

The Club commits to cooperating with all authorities in regards to COVID-19.

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

Yes