

**> 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	Coffs Harbour Surf life saving club
Business location (town, suburb or postcode)	Coffs Harbour
Completed by	Craig Peart
Email address	<a href="mailto:bar@coffsharboursurfclub.com.au">bar@coffsharboursurfclub.com.au</a>
Effective date	17 March 2021
Date completed	21 March 2021

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### Wellbeing of staff and customers

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

All staff are required to inform management when experiencing any symptoms of being unwell.

We have signage displayed on posters around the club and on social media for customers not to attend the club if they show any signs of sickness

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)

Staff have been trained with inhouse training and have completed an online safety Covid training course through Barrington's security company.

Office staff and managers of the restaurant have training on current sign in regulations from Service NSW and how to sign in patrons without mobile phones through the Service NSW website

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

Staff have their leave entitlements provided to them on their pay slip each pay cycle. Payroll is always available to assist in providing details on entitlements during business hours

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

HEALTH & SAFETY regulations in our venue.

We adhere STRICTLY to the rules from Clubs NSW, Service NSW and the NSW Health Department

1. Guests cannot enter the Club if showing any signs of illness.
2. All guests (and members) must sign in on arrival. We have a digital online Covid register Q.R code with Service NSW as well as a digital sign in system as part of the registered clubs act, which takes peoples licence details with a mandatory phone numbers to cover the Covid tracing regulations. (Not currently used as not a requirement from Service NSW, and amendment to the registered clubs Act of 1976)
3. ALL guests must WAIT to be seated at the top of the stairs to ensure we only have the amount of people allowed in the one person per two square metre rules (it's a great idea to book as we are normally at capacity).
4. Hand sanitizer is available throughout the venue for your use.
5. Avoid mingling with other groups and avoid hugging or kissing others unnecessarily.
6. Please be kind to our staff who are only following these rules for the health and safety of all.

Thank you for your understanding.

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 2021.*

Safe Hygiene marshals are appointed every service period. Current restrictions don't allow more than 250 guests into the club at any one time.

Safe hygiene marshals wear a high vis arm badge.

**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 gym has a service NSW app sign in procedure as in line with the current sign in procedure for the club.

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

Covid safety plans are available at reception, the restaurant and bar for inspection. No bookings for any functions exceed the floor capacity of patrons being 170 people in the indoor restaurant. 70 people in the conference room.

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## **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.**

No bookings for any functions exceed the floor capacity of patrons being 170 people in the indoor restaurant. 70 people in the conference room.

Bookings for breakfast and lunch are set at two different times being 8am-9.30am and 9.30am - 11am for breakfast. Lunch is set at 11.30am till 1.30pm and 1.30pm till 3.30pm.

**There should be no dancefloors, including in nightclubs.**

Dance floor is only used for weddings, up to 30 people under current restrictions.

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

Bookings are required for large groups. Tables are set according to the booking, with a maximum of 30 people, effective 7/12/2020 COVID marshal/restaurant supervisor to monitor.

COVID marshal or supervisor to monitor number of patrons per table as per NSW health and safety Guidelines. Please note this number is being revised on a continuous basis.

Tables are set and reset daily to support the 1.5 metres 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.**

Tables are set and reset daily to support the 1.5 metres rule.

Stickers or markers placed on the floor to promote social distancing. Reception area, bar

and restaurant service areas all have stickers on the floor. Staff are reminded to adhere to social distancing rules where possible. 1.5m rule is adhered to whilst conducting staff meetings. Meal breaks are taken at different times.

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

Stickers or markers placed on the floor to promote social distancing. Reception area, bar and restaurant service areas all have stickers on the floor.

**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 are reminded to adhere to social distancing rules where possible. 1.5m rule is adhered to whilst conducting staff meetings. Meal breaks are taken at different times. Staff meals are to be eaten in the conference room with a room capacity of 70 people under the 2sm rule.

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

Roster times are set in accordance to daily requirements. Start times are staggered in both the restaurant and bar. Staff breaks are taken at different times.

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

Plexiglass has been installed at reception, and the ordering / payment section of the restaurant. A physical barrier has been placed in front of the bar to maintain the 1.5 metre distance rule.

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

Local companies differ in contactless delivery. All contractors are required to sign in on the Service NSW QR code register at reception.

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

Nippers and surf carnivals are arranged under their own Covid plan. Smoking areas are supervised under the supervisor on duty and the Covid marshal.

**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.**

N/A

**No more than 30 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.**

Entertainment and singers are minimal at the club, only for functions. They are set up in line with current Covid restrictions. They are informed of the Covid rules when they set up. Only single artists or Duo's are generally allowed due to limited space, with a physical distance of at least 2 meters between them and the dance floor or guests allowed

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## **Hygiene and cleaning**

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

Fixed hand sanitizers are set up in three locations around the club, including reception, bar and on entry to the club. Hand washing signage accompanies the sanitizers. Hand wash is available in the bathrooms, behind the bar and in the kitchen.

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

Bathrooms are restocked and cleaned daily. They are serviced by the Covid on duty cleaners twice daily as well.

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

Hand rails and lift buttons are cleaned by the Covid cleaners twice daily, that are in popular use. Doors and light switches are cleaned as well, by the covid cleaners and the contract cleaners.

**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 Buffet service available. Meals are individually portioned for functions and corporate events.

All menus are laminated and salt and pepper shakers are wiped down after each booking or meal has been completed.

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

All cutlery and tableware are washed in a commercial dishwasher. Cutlery is then placed in single use cutlery bags for service.

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

All menus are laminated and wiped down after use. Takeaway menu is on display behind a glass enclosure.

**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.**

Covid cleaners do twice daily cleans of commonly touched surfaces (Handrails, light switches and buttons in the lift)

All chairs are wiped down between customers as well as salt and pepper and laminated menus.

Commercial cleaners come and clean daily.

We used a digital sign in system.

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

Disinfectant and Sanitizer bottles have dilution rates on the bottles as well as safety data warnings. Safety data sheets are on display in the cleaning cupboard.

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

All restaurant and bar staff, are trained to use soap, with displayed signs available

throughout the club and service areas.

Training done as well as part of the Barringtons covid course, that all restaurant staff have completed.

### **Encourage contactless payment options.**

Eftpos is available at all selling points throughout the club, including reception.

**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).**

No air conditioning used in the main area of the club.

Bi-fold doors and sliding doors are opened throughout the dining area of the club, with the beach 50 metres away.

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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.*

NSW Government QR code system in place.

Direct contact information is used to and put into the Service NSW website for people that don't have a mobile phone. (Name and phone number)

Reception staff check for the green tick when patrons sign in.

**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)**

Only system currently used is the Service NSW QR code check in

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

All staff are aware of the Service NSW QR code check in and the Covid App and encouraged to download.

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

Coffs Harbour Surf Life Saving club is registered with Service NSW.

**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.**

Coffs Harbour Surf life saving club will take direction from the NSW government and all agencies aligned with them including NSW health.

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

Yes