



Club Menangle Trackside COVIDSafe Plan

JULY 2020

Version 6

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Revision History

This plan will be amended from time-to-time as new standards, insights and best practice measures develop. The table below clarifies the details of the versions:

Version	Date	Changes
1	19/05/20	Initial Construction
2	27/05/20	<ul style="list-style-type: none">- Capacity limits- Opening hours- Separation of Racing Participants & Spectators
3	28/05/20	<ul style="list-style-type: none">- Booking details
4	03/06/20	<ul style="list-style-type: none">- Physical distancing measure for racing regionalisation- Specific measures to allow Owners to attend Macarthur Pavilion
5	07/06/20	<ul style="list-style-type: none">- Security Check points- Venue management contact details
6	30/06/20	<ul style="list-style-type: none">- Remove determination of venue capacity based on 50 patrons per food area- Calculate venue capacity based on 1 patron per 4 square metres over entire site- Allow general public in Pavilion Sports Bar- Allow owners outside, all other patrons must remain indoors- Record contact details for one adult from a booking in seated dining areas

Purpose of this COVIDSafe Plan

This COVIDSafe plan details standards and best practice for the club industry with specific tailoring to reopening of the Club Menangle Trackside located at Racecourse Avenue, Menangle Park.

It incorporates and draws information from a range of materials:

- The Safe Work Australia (SWA) guidance for the hospitality industry
- The National COVID-19 Coordination Commission
- Industry reopening standards discussed between Clubs NSW and the NSW Government
- Existing legislative obligations, particularly the *Work Health and Safety Act 2011 (NSW)* and *Food Act 2003 (NSW)*
- Advice from Harness Racing NSW
- Owners Exemption from Minister for Health dated 19 June 2020
- Public Health Orders (COVID-19 Restrictions on Gathering & Movement)

The policies and procedures outlined in this COVIDSafe Plan will help to make the premises a safe environment in which to work and visit. All staff, as part of the induction process, will be required to be familiar with this Plan.

Management of Venue

The management of the venue and on-premises license will be carried out by Club Menangle management and will comply with all directives detailed in this COVIDSafe Plan.

This Plan can be viewed and downloaded from the club website, obtained from the club or sent by email or post.

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CEO	Bruce Christison	02 4645 2200	0438 398 214	bchristison@clubmenangle.com.au
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GM Hospitality Operations	Steven Moore	02 4645 2200	0429 515 864	smoore@clubmenangle.com.au

Capacity

In accordance with NSW government guidelines, which come into effect on 1/07/20 venues are permitted one patron for every 4m² of total floor space. Individual areas no longer have set capacities however patrons must observe physical distancing and accordingly the following capacities have been set by management.

Club Menangle Trackside will operate 5 areas:

Dining Area	Size	Capacity
Miracle Mile Restaurant 1	572m ²	150
Chairman's Lounge	275m ²	50
John Mendel Members Lounge	275m ²	50
Winning Post Café	310m ²	50
Pavilion Sports Bar	375m ²	120
Total		420

Each of these areas will have access to restrooms that does not require walking through another dining area. Patrons will not be permitted to access dining areas other than the one they have been assigned to.

A swing tag system will help staff to police this and prevent comingling of guests from different dining areas

The club plans to have a maximum of 30 staff working at any one time.

A total capacity of 450 (420 customers and 30 staff) requires only 1800m² under the 1 person per 4m² rule

The total floor space of the club is 2455m², which gives a venue capacity of 613.

Opening Hours*

Seated Dining

Tuesday- 1pm-6pm

Saturdays- 5pm-9pm

*These times are subject to change based on the racing schedule

Bookings

Bookings will be taken via the Club Menangle website and office.

Indoor spectator viewing will be available in the Pavilion Sports Bar for registered owners, members and general public for all meetings commencing from July 1st with a maximum capacity of 120. Entry will be permitted on a first in first served basis with staff to monitor the total number of patrons.

A dinner service will be in operation during metropolitan race meetings only.

Bookings will be taken up to a maximum capacity of 250 (Capacity of Miracle Mile Restaurant and Level 2 dining areas)

Initially the Miracle Mile restaurant will be available for bookings with further areas made available should demand make it viable. Bookings will be staggered to ease congestion upon entry and assist with physical distancing.

If there is no vacancy, entry will be refused.

Risk Assessment

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?
COVID-19 from customers who are infected	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting frequently touched surfaces. Physical distancing, seating has been removed and set seats for customers to encourage. A floor plan is also available to show capacity of each area No more than 50 customers are allowed each dining area of the venue. The capacity of each dining area will be clearly communicated and monitored. Contactless payments are encouraged. Alcohol based hand sanitiser is provided at all touchpoints and on entry to the venue (out of reach of children). Posters on hand washing are prominent in all bathrooms.
COVID-19 from staff who are infected	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting frequently touched surfaces. Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. Staff presenting with flu-like symptoms will be required to self-isolate Alcohol based hand sanitiser is also available in all staff areas and service points. Staff meetings are held over video link and information sent by email where possible. Break times (if applicable) are staggered to minimise the number of staff using break room at one time.
Comingling of Racing Participants & Spectators	14-day quarantine period in the event of a positive case	Moderate, Although there have been few cases locally attendees will be from all around NSW	High, Consequences would be severe in the event of a total venue shutdown	There will be complete segregation of Racing participants and spectators. This segregation will guarantee a positive case from spectators will not affect the operation of the racing. Both groups will have completely separate carparking, facilities and amenities. Physical barriers will prevent comingling. Security & staff will patrol the movement of both groups to ensure separation is maintained.
Customer aggression	Physical or psychological injury to staff.	Moderate, customers may become frustrated by new requirements	Moderate, There is extensive communication on all new requirements.	There is always a manager rostered on to assist with customer complaints. Processes are in place to ban abusive and violent customers from the venue or call police.
Persistent use of hand sanitiser	Dermatitis	Moderate, many staff will not have used hand sanitiser regularly before	Moderate, affected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations
Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, affected individuals may have a significant reaction	Staff are provided with non-latex gloves or remove gloves when not necessary.

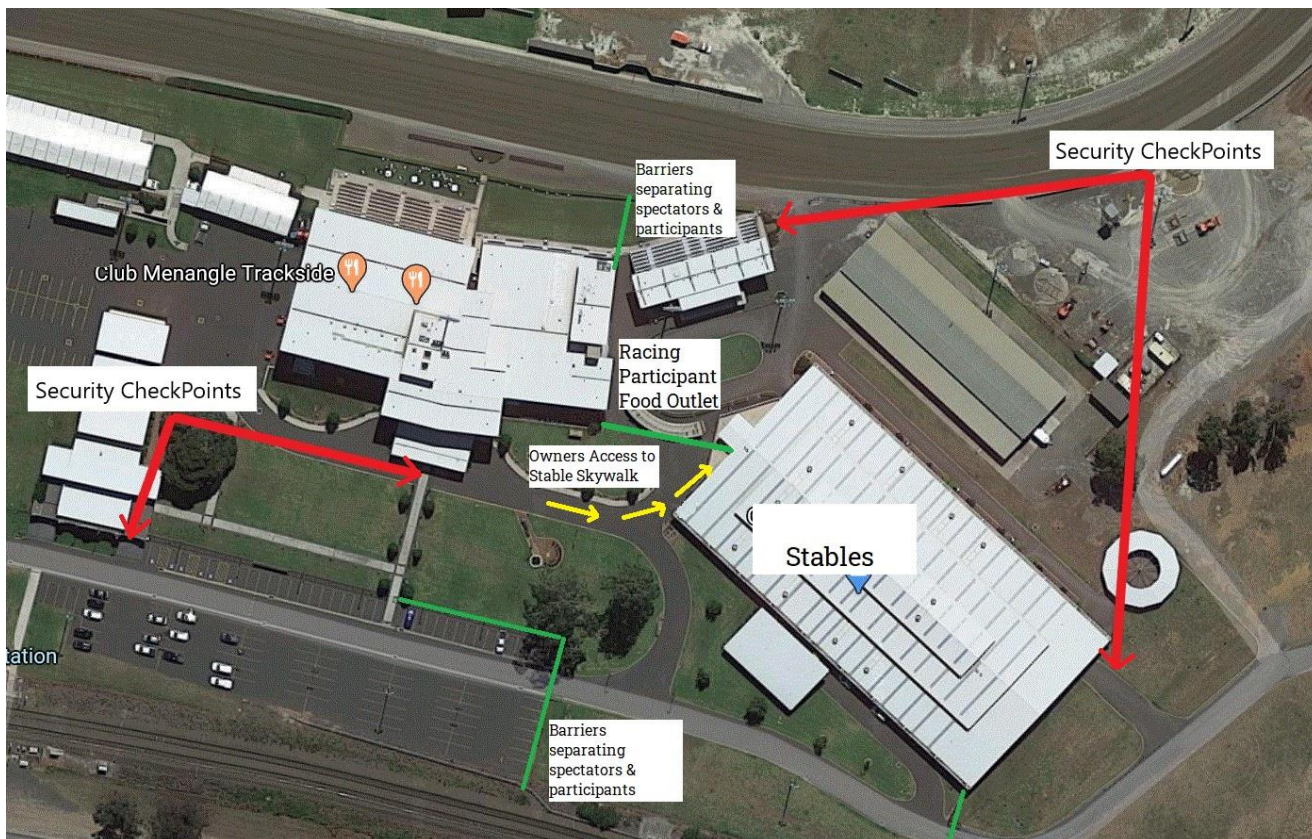
Separation of Racing Participants and Spectators

Figure 1. Entry to Premises



Racing Participants and Spectators will be separated before the Club <Menangle Admin building. Racing participants will travel around the back of the main track to their car park at the rear of the stable area. Spectators will continue to the main carpark

Figure 2. Restriction of movement in the venue



Security Checkpoints at the entry for both the spectator and participant areas will screen entrants to ensure they are pre-booked or registered to attend the meeting.

Security will also be on the frontline to screen any entrants exhibiting flu-like symptoms.

There will be an additional security presence designated by the above map to assist in maintaining the segregation between the two areas throughout the race meeting.

Participants will have access to their own amenities within the stabling area, they will also have access to the winning post café via an external service window.

Participants will be able to view racing from the Parade Terrace grandstand.

All Spectators other than owners will be confined to the main building. Patrons, other than owners, in the Macarthur Pavilion will not be permitted trackside access, they will be able to utilize the Winning Post café internally. Patrons, excluding owners, located in the Rex Horne grandstand will remain within this building for the duration of their visit.

Owners Allowed Outside the Main Building

An exemption issued by the Minister for Health on June 19th permits owners of horses competing at the race meeting to move outside the main building. Owners will be identified as they enter the race track and will be provided with a wrist band, which they must wear if they wish to go outside the main building. Security staff placed at the exit points will monitor compliance.

Owners once outside are permitted trackside in the grandstand seating or on the grassed area in front of the grandstands to watch the races. Owners may enter the stable complex via the rear stairs or lift but are only permitted on the raised viewing decks. Under no circumstance is an owner permitted on the stable floor. To access the stable area owners must show their wristband to the guard stationed outside the rear glass doors of the Rex Horne Grandstand Foyer. The guard will direct the owners to another guard placed at the rear of the stable building. This guard will provide access to the viewing decks.

No patron, including owners, are permitted to have any contact with the participants or race officials. Temporary fencing prevents owners from crossing paths with participants.

The names of competing owners will be included on a list provided by HRNSW.

Keeping Staff Safe:

Exclusion

Most importantly, if any staff are experiencing flu-like symptoms (such as sore throat, cold, cough, aches, or shortness of breath) they will not be permitted to work, self-isolate for 14 days pending the results of a test for COVID-19.

Club Menangle also promotes the use of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Staff Training

All staff have completed the Australian Government Department of Health Infection Control COVID-19 Certificate.

Further training will be provided to all staff to comply with the below areas of control:

Physical distancing

Physical distancing is important because COVID-19 is most likely to spread through close contact with a person who has a confirmed infection. Physical distancing means keeping people apart.

Currently, this means keeping a distance of at least 1.5 metres between people.

The likelihood of interactions causing the spread of COVID-19 is low if physical distancing advice and good hygiene are followed as the virus is unlikely to be spread if face- to- face interactions are limited to less than 15 minutes and close proximity interactions are limited to 2 hours.

Club Menangle Trackside staff physical distancing:

- Customer capacity limits
- Use of PPE gloves and masks
- Table service only for food and beverage
- Encourage contactless payments

Work stations

Where reasonably practical, staff will maintain 1.5 metres physical distancing at all times (including at meal breaks) and workers will be assigned specific work stations.

Front of house workers can collect food without entering the food preparation area.

Start times

Where reasonably practical, start times and breaks for staff members will be staggered to minimise the risk of close contact.

Physical barriers.

Bollards will be used to separate customers and staff around service and dining areas

Handwashing and hygiene

COVID-19 is most likely spread from person to person through:

- Direct contact with a person while they are infectious
- Contact with droplets when a person with a confirmed infection coughs or sneezes
- Touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with a confirmed diagnosis

Good hygiene is necessary to stop the spread. This means:

- frequent hand washing with soap or hand sanitising, including before and after you eat and after going to the bathroom
- limiting contact with others, including through shaking hands
- stop touching your eyes, nose and face
- covering your mouths while coughing or sneezing with a clean tissue or your elbow
- putting used tissues straight into the bin.

If hand sanitiser is unavailable, workers will be regularly given the opportunity to wash their hands with soap for 20-30 seconds.

This will occur after a worker has had contact with a customer, as well as after cash transactions.

It is particularly important workers sanitise or wash their hands before or after touching their face.

Signage and Posters

Signs and posters are placed around the workplace to remind workers and others of the risks of COVID-19 and the measures that are necessary to stop its spread. This includes posters on what is COVID-19 and how we can stop it spreading, how to wash your hands and the physical distancing requirements.

Keeping Customers Safe:

Exclusion

Signage at entry will instruct members of requirements and notify them that anyone presenting with flu-like symptoms will not be permitted entry.

Entry to Premises

Conditions of entry will be clearly displayed on public platforms, including on the website, social media platforms and at the venue entrance

Entry will be via a single point assisting with total venue capacity control. Reception staff will be able to fully brief customers on new requirements for service and point them to their table.

Contact information will be collected from at least one adult member of each booking in the seated dining areas, should further tracing be required this person will be responsible for contacting all members of the group under the direction of NSW Health. Information for all attendees in general admission areas will be recorded.

These records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

The reception desk is a high touch area and will be cleaned by staff between each customer interaction.

In the event of possible queuing to sign in floor markings will denote physical distancing requirements

Crowd Control

Total venue capacity will be monitored via a live counter by reception staff.

Capacity within specific areas will be monitored by assigned managers acting as COVIDSafe marshals.

All guests will be limited to their designated dining area and will have no access to racing areas. This segregation between guests and the racing community will limit the impact of any potential outbreak.

The Race Day Hospitality Manager will be designated as the COVIDSafe marshal and will monitor adherence of distancing regulations for all customers

Physical distancing

Furniture layout has been modified to encourage distancing within groups who are dining together. There is also adequate distance between different dining groups in the dining area.

Gaming

Both the internal and external gaming areas will be operational. Every second machine will be switched off to ensure all players are seated 1.5m apart. Machines will be cleaned by staff between each customer interaction and hand sanitiser will be made available in the gaming area.

Food & Beverage Service

All food and beverage service will be carried out at the table. Guests will not be permitted to approach the bar and will need to remain to receive service.

Staff will wear gloves for food & beverage delivery.

Contactless payments are encouraged via portable terminals.

Customers will receive individually packaged cutlery for their meal. This non-disposable cutlery is washed using a commercial grade dishwasher. Where possible packaged beverages will be sold in lieu of using glass ware and Straws will not be used for beverages.

Menus will be available either digitally via QR code or physically via single use paper.

Children's play areas

The external children's play area will remain closed.

Signage and Posters

Signs and posters are placed at the entry and in the bathrooms round to remind guests of the risks of COVID-19 and the measures that are necessary to stop its spread. This includes posters on what is COVID-19 and how we can stop it spreading, how to wash your hands and the physical distancing requirements.

Cleaning & Hygiene

Hand sanitising stations are available for customers at the entrance to the venue, entrance into each dining room and in the bathrooms. All surfaces will be thoroughly cleaned before each service.

High touch points will be cleaned disinfected by staff between each customer interaction, including:

- Tables and Chairs in dining areas
- Reception desk and sign in terminals
- EFTPOS terminals
- Gaming machines (when gaming room opened)
- EBTs
- ATMs
- Handrails

Disinfectant solutions will be maintained at an appropriate strength and used in accordance with the manufacturers' instructions

Strategy for Dealing with Potential Cases

In the event of a COVID-19 case Menangle Country Club will be following the guidelines set out by Safe Work Australia:

swa.gov.au/coronavirus

updated: 29 April 2020

COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

The person you are concerned about is at the workplace



1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

The person you are concerned about was recently at the workplace



1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

If anything is unclear, see detailed guidance on the Safe Work Australia Website

Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

State and territory health department helplines:

New South Wales
1300 066 055

Queensland
13 432 584

Victoria
1800 675 398

South Australia
1300 232 272

Western Australia
(08) 6373 2222

Tasmania
1800 671 738

Australian Capital Territory
(02) 5124 9213

Northern Territory
(08) 8922 8044



Review

This plan and its guidelines will be reviewed regularly and also following each government announcement.

Following any review, modifications will be listed in the revision history.

Any modifications to the plan will be communicated to staff.

Copies of the plan available on the website and at the venue will also be updated in the event of any modification.