



# Menangle Country Club COVIDSafe Plan

Menangle Country Club incorporates facilities falling into the following categories of NSW Government COVIDSafe plans:

- Registered Clubs
- Function Centres

**OCTOBER 15, 2020**

**Version 12**

# Table of Contents

|  |           |
|--|-----------|
| <b>Revision History</b> .....                          | <b>3</b>  |
| <b>Purpose of this COVIDSafe Plan</b> .....            | <b>3</b>  |
| <b>Management of Venue</b> .....                       | <b>4</b>  |
| <b>Capacity</b> .....                                  | <b>4</b>  |
| <b>Floor Plan</b> .....                                | <b>4</b>  |
| <b>Opening Hours</b> .....                             | <b>5</b>  |
| <b>Bookings</b> .....                                  | <b>5</b>  |
| <b>Functions</b> .....                                 | <b>5</b>  |
| <b>Recording of Customer Details</b> .....             | <b>5</b>  |
| <b>Risk Assessment</b> .....                           | <b>6</b>  |
| <b>Keeping Staff Safe</b> .....                        | <b>7</b>  |
| <b>Keeping Customers Safe:</b> .....                   | <b>8</b>  |
| <b>Strategy for Dealing with Potential Cases</b> ..... | <b>11</b> |
| <b>Review</b> .....                                    | <b>12</b> |

## 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 | - Capacity limits<br>- Opening hours   |
| 3       | 28/05/20 | - Booking details  |
| 4       | 09/06/20 | - Table Ordering removed<br>- Wrist band system removed  |
| 5       | 30/06/20 | - Capacity revision<br>- Dining Areas removal<br>- Gaming modifications  |
| 6       | 14/07/20 | - Capacity & Booking size Revision<br>- Clarification of Venue definition<br>- Contact details recording process<br>- Venue definition on Title Page |
| 7       | 22/07/20 | - Revision of booking size<br>- Clarification of COVIDSafe marshal   |
| 8       | 03/08/20 | - Mask Policy<br>- Opening Hours   |
| 9       | 24/08/20 | - Temperature Checking   |
| 10      | 06/10/20 | - Update Opening Hours<br>- Removal of latex glove use<br>- Updated use of straws  |
| 11      | 15/10/20 | - Change to outdoor capacity<br>- Compulsory electronic check-in.  |
| 12      | 21/10/20 | - Increase of maximum booking size.  |

## Purpose of this COVIDSafe Plan

This COVIDSafe plan details standards and best practice for the club industry with specific tailoring to reopening of the **Menangle Country Club, a registered club located at 170 Menangle Road, 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 ClubsNSW and the NSW Government
- Existing legislative obligations, particularly the *Work Health and Safety Act 2011 (NSW)*, *Registered Clubs Act 1976 (NSW)* and *Food Act 2003 (NSW)*
- 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.

| Title                     | Name             | Telephone    | Mobile       | Email                           |
|---------------------------|------------------|--------------|--------------|---------------------------------|
| CEO                       | Bruce Christison | 02 4645 2200 | 0438 398 214 | bchristison@clubmenangle.com.au |
| GM Hospitality Operations | Steven Moore     | 02 4645 2200 | 0429 515 864 | smoore@clubmenangle.com.au      |

## Capacity

As of July 23, 2020 Menangle Country is restricted to a total capacity of 300

In accordance with NSW government guidelines issued 01/07/20:

The number of people allowed inside indoor venues that can open will be determined by the one person per 4 square metre rule, with no upper limit. This includes function centres. All activity must be seated only.

NSW government guidelines issued 15/10/20:

Venues can now have **one person for every two square metres** (previously one person for every four square metres) for outdoor dining; This will have no bearing on the overall venue capacity.

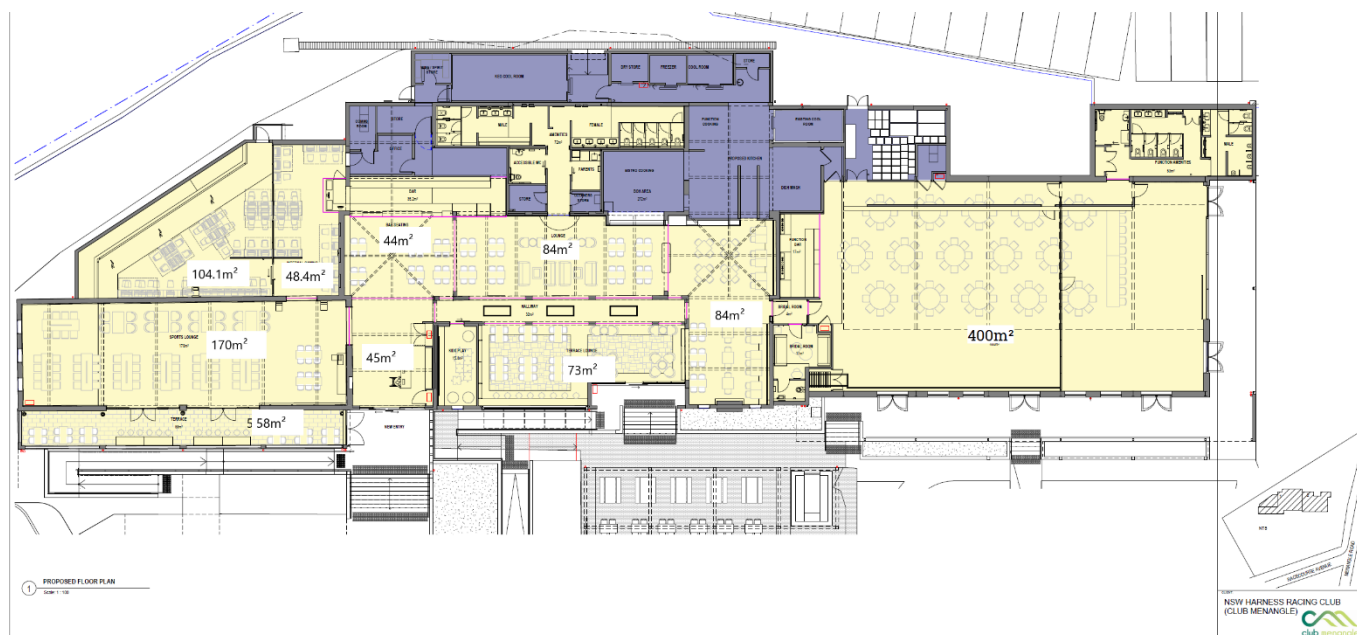
Menangle Country Club has a total accessible area of 1625m<sup>2</sup> meaning a total internal capacity of 406

The club plans to have a maximum of 25 staff working at any one time.

This gives a total customer capacity of 381 under current NSW Health restrictions.

However as stated above Menangle Country Club will now operate with a maximum of 300 patrons not including staff.

## Floor Plan



## **Opening Hours**

Monday – Thursday: 12pm-10pm

Friday: 12pm-12am

Saturday: 8am-12am

Sunday: 8am-10pm

## **Bookings**

Will be taken via the Club Menangle website and office.

Bookings will be limited to a maximum of 30 in total size and maximum 10 per table.

## **Functions**

Bookings will be permitted in accordance with the 1 person per 4m<sup>2</sup> rule

All activities must be seated, and communal catering not permitted.

## **Recording of Customer Details**

All customers who enter Menangle Country Club will be required to record their name and contact number electronically with reception staff.

Existing Members will be required to swipe their card to mark their attendance.

Guests will be required to sign in abiding by the Registered Clubs Act directives for Temporary members. These guests will record their phone number on their temporary members slip which will be kept by reception staff for 28 days.

Details are recorded digitally in the event of the information being required for investigation of a positive case.

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

## 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.<br>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<br>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.<br>Contactless payments are encouraged.<br>Alcohol based hand sanitiser is provided at all touchpoints and on entry to the venue (out of reach of children).<br>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.<br>Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.<br>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<br>Alcohol based hand sanitiser is also available in all staff areas and service points.<br>Staff meetings are held over video link and information sent by email where possible.<br>Break times are staggered to minimise the number of staff using break room at one time. |
| Customer aggression                      | Physical or psychological injury to staff.   | Moderate, customers concerned 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.<br>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  |

## **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.

### **Temperature Checking**

Upon clocking in for shifts all staff will be temperature checked via an infrared non-contact thermometer.

Staff will record their temperature against their timesheet.

Staff will need to test below 37.5° to commence their shift.

In the event of recording a result above 37.5° a second test will be conducted after 10 minutes. If the temperature is still above 37.5° then the staff member will be sent home for a COVID test and will be required to self-isolate until they receive their results.

### **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.

Menangle Country Club staff physical distancing:

- Customer capacity limits
- Use of PPE masks
- Encourage contactless payments

### **Masks**

Following NSW Health advice on August 2 encouraging the use of masks in hospitality venues, Menangle Country Club has implemented a face mask policy for all roles where it is difficult to physically distance.

Staff working in the roles of reception and waitstaff will be required to wear face masks for all shifts moving forward. These single use masks will be supplied by the club.

Bar staff, kitchen staff and management will not be required to wear a face mask but are permitted to do so if they desire.

## **Workstations**

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

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.

## **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.

All patrons will be required to record their contact details either as a member, temporary member or member's guest.



These records will be recorded digitally by reception staff.

This data will be used only for the purposes of tracing COVID-19 infections and will be 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

### **Temperature Checking**

Upon entry to the premises all customers will be temperature checked via an infrared non-contact thermometer.

Customers will need to test below 37.5° to enter the venue.

In the event of recording a result above 37.5° a second test will be conducted after 10 minutes. If the temperature is still above 37.5° then the customer will not be permitted to enter the venue

### **Masks**

Should patrons wish to wear a single use mask whilst in the Menangle Country Club there be a supply available at the reception area.

### **Crowd Control**

Live venue capacity in each area will be monitored by reception staff.

All social distancing requirements and practices endorsed by this plan will be monitored by the designated COVIDSafe marshal.

There will be a COVIDSafe marshal rostered for all trading periods, they will be distinguishable by wearing a high-visibility vest.

All directions of the COVIDSafe marshal must be followed, guests who cannot follow these directions will be asked to leave the venue.

### **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.

Dining areas are clearly separated by bollards and customers will not be permitted to enter dining areas other than the one they been assigned.

### **Gaming**

The gaming area will be open, only every second machine will be functioning.

When a machine is played those machines next to it will be automatically locked to encourage social distancing.

Machines will be periodically cleaned by staff

### **Food & Beverage Service**

Guests will order food and beverage from the main bar but must be seated to consume.

Staff will wear a mask for food 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

Menus will be available digitally via QR code

### **Children's play areas**

The internal children's play area will remain closed.

The external playground will be open and will be cleaned daily

### **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, in the gaming 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 & ATMs
- Gaming machines & EBTs

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](https://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 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.