



# Club Menangle Trackside COVIDSafe Plan

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

- Racecourses
- Food & Drink Premises
- Registered Clubs
- Function Centres
- Major Recreation Facility

**OCTOBER 15, 2020**

**Version 12**

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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"><li>- Capacity limits</li><li>- Opening hours</li><li>- Separation of Racing Participants &amp; Spectators</li></ul>
3	28/05/20	<ul style="list-style-type: none"><li>- Booking details</li></ul>
4	03/06/20	<ul style="list-style-type: none"><li>- Physical distancing measure for racing regionalisation</li><li>- Specific measures to allow Owners to attend Macarthur Pavilion</li></ul>
5	07/06/20	<ul style="list-style-type: none"><li>- Security Check points</li><li>- Venue management contact details</li></ul>
6	30/06/20	<ul style="list-style-type: none"><li>- Remove determination of venue capacity based on 50 patrons per food area</li><li>- Calculate venue capacity based on 1 patron per 4 square metres over entire site</li><li>- Allow general public in Pavilion Sports Bar</li><li>- Allow owners outside, all other patrons must remain indoors</li><li>- Record contact details for one adult from a booking in seated dining areas</li></ul>
7	14/07/20	<ul style="list-style-type: none"><li>- Removal of owner's ability to go outside of the main building</li><li>- Limit of 300 patrons</li><li>- Collection of contact details for all adults entering the complex</li><li>- Venue definition on Title Page</li></ul>
8	22/07/20	<ul style="list-style-type: none"><li>- Clarification of COVIDSafe marshal</li><li>- Booking restrictions</li></ul>
9	03/08/20	<ul style="list-style-type: none"><li>- Face Masks</li></ul>
10	24/08/20	<ul style="list-style-type: none"><li>- Temperature Checking</li></ul>
11	24/09/20	<ul style="list-style-type: none"><li>- Reopening of grandstand seating</li><li>- Separation of marquee area</li><li>- Capacity revision</li><li>- Incorporation of multiple major recreation facility guidelines</li></ul>
12	21/10/20	<ul style="list-style-type: none"><li>- Change to outdoor capacity</li><li>- Compulsory electronic check-in.</li><li>- Increase of maximum booking size.</li></ul>

## 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)*, *Registered Clubs Act 1976 (NSW)* and *Food Act 2003 (NSW)*
- Advice & Regulations from Harness Racing NSW & the HRNSW COVID-19 Committee
- 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.

Title	Name	Telephone	Mobile	Email
CEO	Bruce Christison	02 4645 2200	0438 398 214	bchristison@clubmenangle.com.au
GM Racing Operations	David Wonson	02 4645 2200	0438 398 251	dwonson@clubmenangle.com.au
GM Hospitality Operations	Steven Moore	02 4645 2200	0429 515 864	smoore@clubmenangle.com.au

## Capacity

In accordance with NSW government guidelines governing registered clubs, food & drink premises and function centres, which come into effect on 1/07/20, venues are permitted one patron for every 4m<sup>2</sup> of total floor space. Individual areas no longer have set capacities however activity will be seated, and patrons must observe physical distancing. The following capacities have been set by management.

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.

The standard total seated capacity of Club Menangle Trackside is 10,000 guests, under the current restrictions for major recreation facilities this capacity is reduced to 25% or 2,500 guests.

Club Menangle Trackside will operate 4 different area at race meetings.

- 1 – Miracle Mile Restaurant
- 2 – Macarthur Pavilion & Winning Post Café
- 3 – Rex Horne Grandstand Level 2
- 4 – Tanyia Harris and Lawn Marquees

To prevent co-mingling guests will be allocated to an area by pre-booking and will spend their entire visit within this area.

Each area contains separate amenities and catering services.

Individual room capacities are listed below.

Area	Size	Capacity
Miracle Mile Restaurant	919m <sup>2</sup>	180
Macarthur Pavilion	945m <sup>2</sup>	200
Rex Horne Grandstand Level 2 (Can be split into thirds.	681m <sup>2</sup>	165
Tanyia Harris and Lawn Marquees	1227m <sup>2</sup>	300 (LM – 215, THM – 85)

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.

Each area will have signage at its entrance notifying guests of the total capacity. Floor markings combined with bollard to direct traffic and encourage physical distancing where crowding may occur.

A swing tag system will help staff to police this and prevent co-mingling of guests from different dining areas when multiple dining areas are in use.

## Opening Hours

Tuesday- 1pm-6pm\*

Saturdays- 5pm-10pm\*

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

## Bookings

Bookings will be taken via the Club Menangle website and office. A flexible booking system is in use where cancellation is available due to COVID-19 factors.

Bookings will be time based and staggered where possible to minimize crowding.

Bookings will be taken up to a maximum of 30 guests and seated at a maximum of 10 per table

Indoor spectator viewing will be available in the Pavilion Sports Bar for registered owners, members and general public for all meetings commencing from July 1<sup>st</sup> 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.

## **Functions**

Bookings will be permitted up to a maximum of 150 guests or the area restriction of 1 person per 4m<sup>2</sup> rule, whichever is less.

All function attendees will be required to supply their contact details for the purpose of contact tracing requirements

Within the function all activities must be seated, tables will be placed greater than 1.5m apart and there will be no more than 10 guests per table.

Communal catering will not be permitted.

## 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.

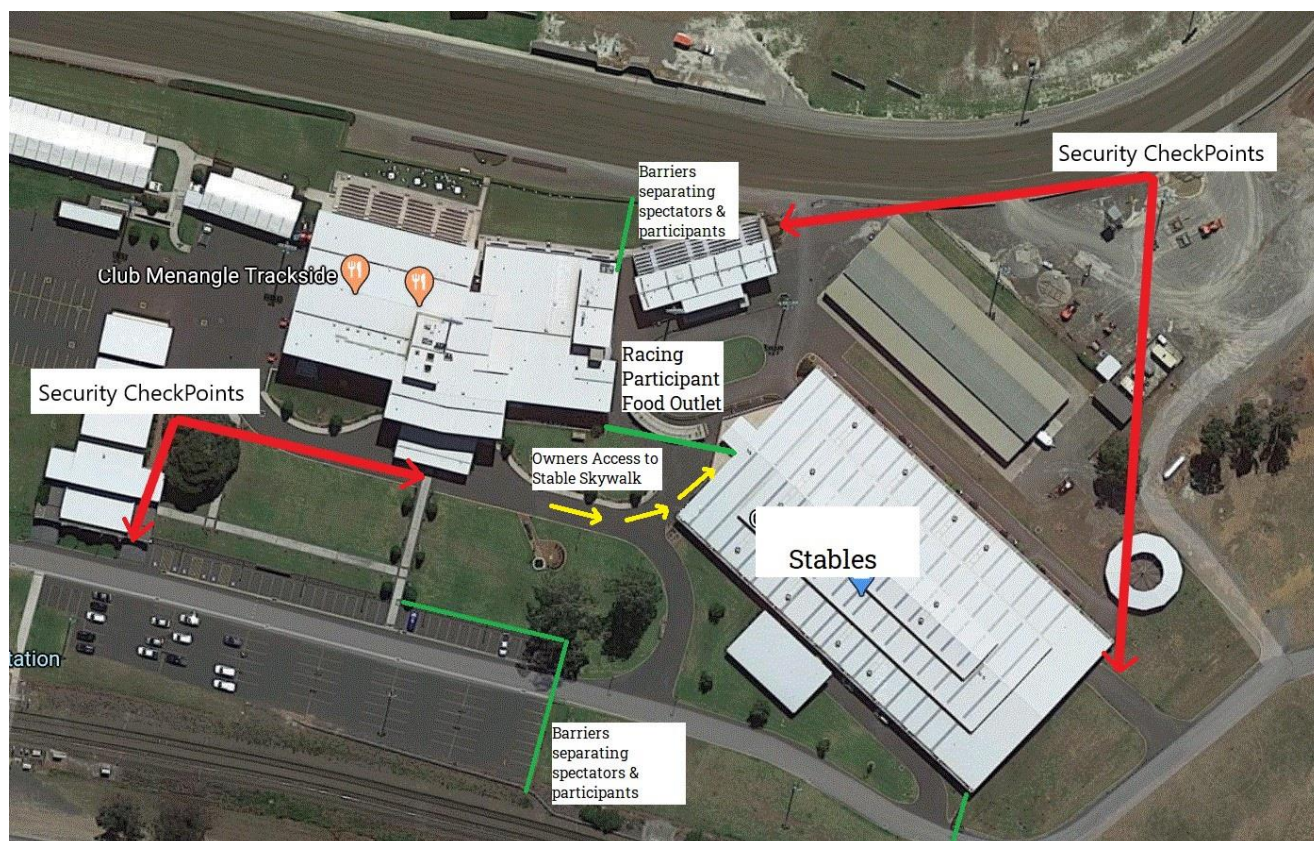
## Separation of Racing Participants and Spectators

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 car park

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 entitled to attend the meeting.



Security will also be on the frontline to screen any entrants exhibiting flu-like symptoms. Security checkpoints will have additional staff to prevent crowding. Hand sanitizer will be available in the event of bag checks being required. They will also prevent crowding on entry to the premises.

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 in accordance with the metropolitan race meeting protocols approved by HRNSW. 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 will be confined to the main building. Patrons in the Macarthur Pavilion will be permitted access to the pavilion grandstand. They will also be able to utilize the Winning Post café internally. Patrons located in the Rex Horne grandstand will have access to the restaurant grandstand and will remain within this area for the duration of their visit.

### **Owners Allowed Outside the Main Building**

An exemption for racecourses, issued by the Minister for Health on June 19<sup>th</sup>, permits owners of horses competing at the race meeting to move outside the main building.

**Due to the recent COVID-19 cluster at nearby Casula, the Club has withdrawn the ability for owners to move outside of the main building. Accordingly, from 14 July 2020 until further notice, no patrons are permitted outside of the main building.**

### **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.

Any staff who have visited a known hotspot in the previous 14 days will not be permitted to work.

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

Staff are aware of leave entitlements should they be required to self-isolate.

#### **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.

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

## **Masks**

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

Staff working in the roles of reception, stable staff 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, grounds 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.

## **Deliveries**

Contact free delivery and invoicing of stock is being utilized wherever possible

## **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.

Customers who have visited a hotspot in the previous 14 days 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 electronically 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 at club Menangle Trackside there will be a supply available at the reception area.

## **Crowd Control**

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

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.

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.

## **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**

Table service will be encouraged for all food & beverage consumption to limit the number of customers approaching service areas.

All alcohol consumption must be seated.

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.

Floor markings will be placed in all areas of possible queuing to illustrate 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/EBTs/ATMs
- Handrails

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

## **Grandstand Access**

Where applicable guests will have access to the grandstand seating in their allocated area. Every second seat will be kept vacant, staggered by row, to ensure physical distancing is maintained.

For guests allocated to a ground floor area they must stay within the barriers of the grandstand seating area and not venture onto the front lawn.

Security guards will ensure guests utilizing grandstand areas always remain seated.

## Strategy for Dealing with Potential Cases

In the event of a potential COVID-19 case Club Menangle 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 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.