



***Penshurst RSL Club***

***COVIDSafe Management Plan***

***February 10<sup>th</sup>, 2021.***

***Version Seven***

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## Revision History

This plan will be amended as new government guidelines and measures are introduced.

- Version One – June 4<sup>th</sup> 2020
- Version Two – July 24<sup>th</sup> 2020
- Version Three – September 30<sup>th</sup> 2020
- Version Four – October 23<sup>rd</sup>, 2020
- Version Five – December 7<sup>th</sup>, 2020
- Version Six – January 15<sup>th</sup>, 2021
- Version Seven – February 10<sup>th</sup>, 2021

## Purpose of this COVIDSafe Plan

This plan represents our approach to manage the COVID-19 pandemic. It details standards and best practice for the club industry with specific tailoring to the operation of the Peshurst RSL Club located at **58a Peshurst Street, Peshurst, NSW, 2222**. It incorporates information from -

- The Safe Work Australia (SWA) guidance for the hospitality industry
- Government public health orders, restrictions advice and standards
- Existing legislative obligations, particularly the Work Health and Safety Act 2011 (NSW) and Food Act 2003 (NSW)

The policies and procedures outlined in this COVIDSafe plan help to make the premises a clean and safe environment in which to work and visit. All staff, as part of their work processes, are required to be familiar and acknowledge this plan.

## Management of Venue

The management of the venue and on-premises license will be carried out by Peshurst RSL Club 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.

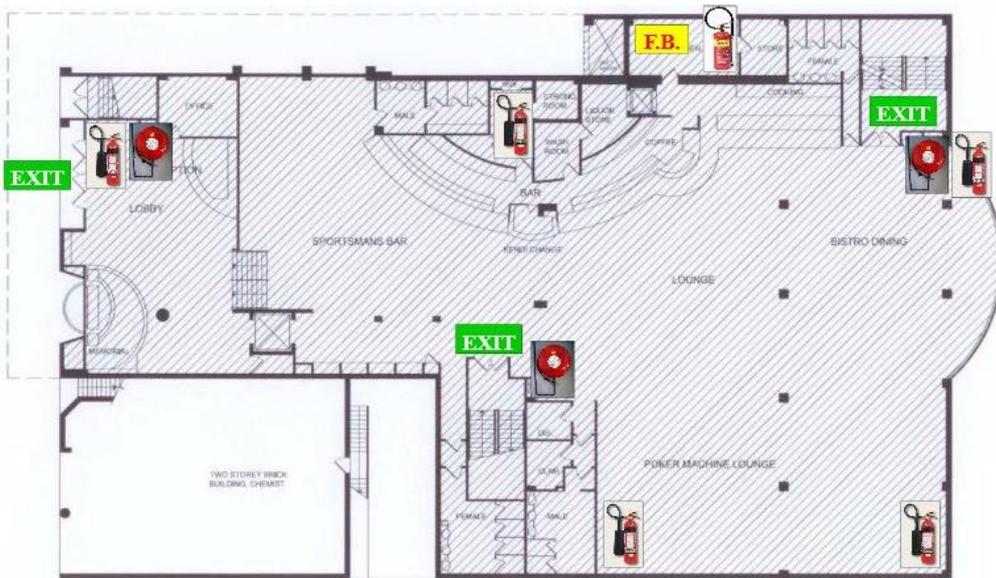
## Capacity

In accordance with NSW government guidelines commencing 10/2/2021 this venue is permitted 1 person per 2sqm of customer accessible space. Each seated dining area (highlighted yellow) is permitted a capacity of 1 person per 2sqm. Peshurst RSL operates five (5) seated dining areas.

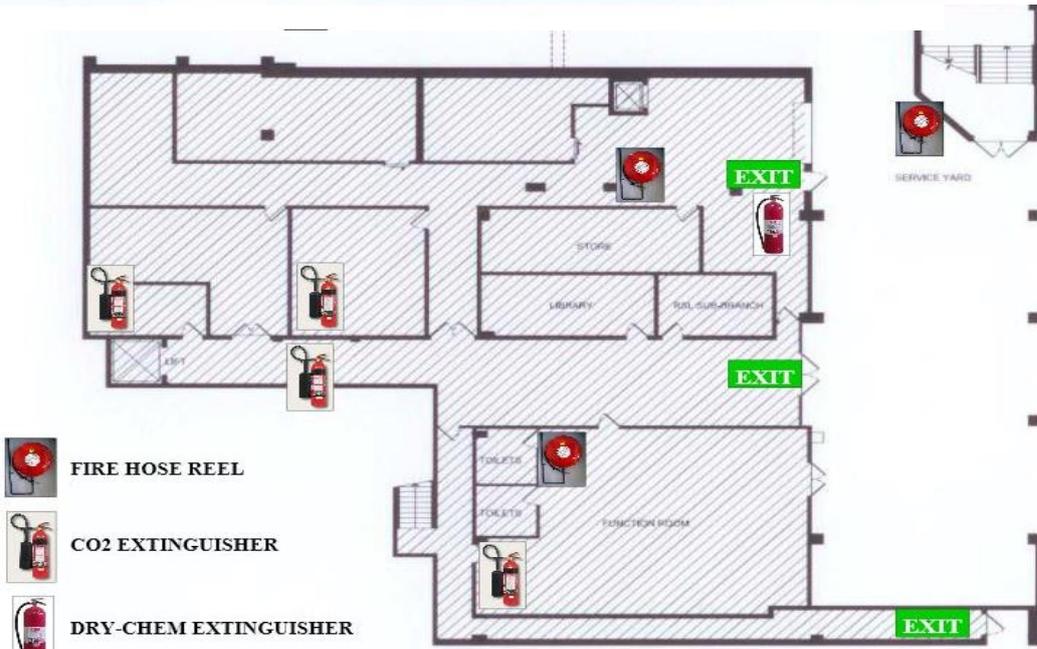
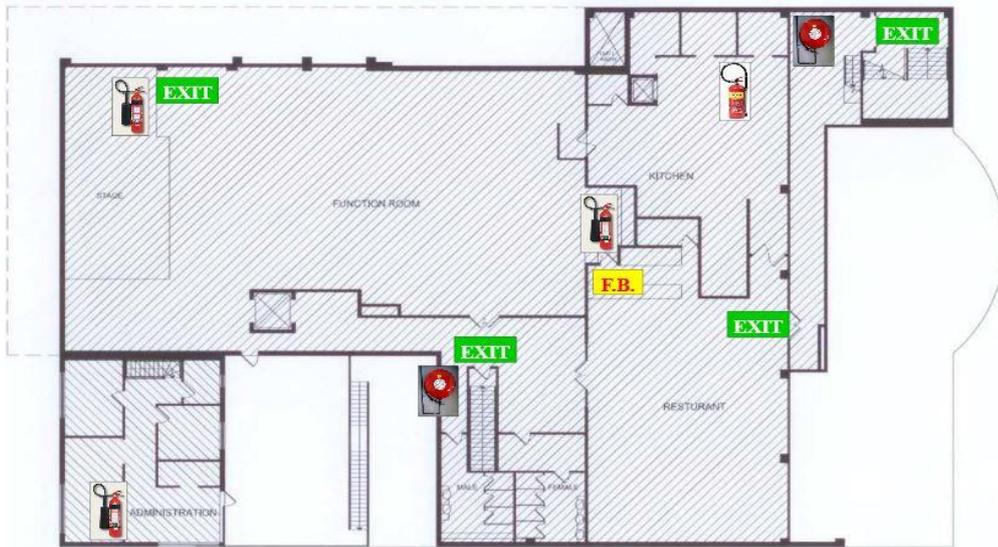
Area	Square Meterage	Capacity
Brasserie	108 M2	53
Lounge	119.44 M2	59
Auditorium	290 M2	144
White Room	134 M2	66
Terrace	77.77 M2	38
TAB	25.80 M2	12
Reception	118.68 M2	58
Legends Lounge	86.80 M2	42
Indoor Gaming	240 M2	120
Outdoor Gaming	123.20 M2	60
Roulette	52 M2	26

Each of these dining areas have immediate access to restrooms that do not require walking through another dining area. In order to prevent co-mingling, patrons will not be permitted to access dining areas other than the one they have been assigned to.

Ground Floor



First Floor



-  FIRE HOSE REEL
-  CO2 EXTINGUISHER
-  DRY-CHEM EXTINGUISHER
-  FIRE EXIT

**BASEMENT LEVEL PLAN**

## Opening Hours

### Club

Monday - Thursday 10AM - 4AM

Friday & Saturday 10AM - 6AM

Sunday 9:15AM - 4AM

### Seated Dining

Open for lunch and dinner, seven days a week. 12pm - 2PM and 5:30PM - 8:30PM.

### Bookings

Bookings are recommended, and will be taken via telephone at Penshurst RSL reception on 02 9580 3749. Dining group numbers have no capacity restriction. Bookings will be accepted up to the maximum capacity limits of each seated dining area. Walk-ins are accepted pending available seating under capacity limits.

### Risk assessment

Hazard	Harm That Hazard Could Cause	Likelihood Of Harm Occurring	Risk Level	Controls In Place
Covid-19 from customers who are infected	Staff or other customers catching COVID19 (could result in serious illness or death).	Low, there have been few cases locally, overall	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 COVID19 (could	Low, there have been few cases locally, overall	Moderate, while there are only a few local cases the	Cleaning and disinfecting frequently touched surfaces. Staff have been briefed on symptoms of COVID-19 and have been

	result in serious illness or death)		consequences may be severe	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 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. 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

## **Keeping Staff Safe**

Most importantly, if any staff are experiencing COVID-19 symptoms, such as sore throat, cough, fever, fatigue and/or shortness of breath, they will not be permitted to work. Staff are then required to be tested for COVID-19 and then self-isolate until the results of the test are provided. Staff must then provide medical clearance, before being permitted to return to work. Staff can avail themselves of sick leave entitlements whilst doing so.

Penshurst RSL Club promotes the use of the COVIDSafe app, and the benefits of the app, to support contact tracing if required. All staff, including contracted staff, are required to undergo temperature testing upon entry to the club. This is performed by the designated staff member at each of our two entry points, or the COVID Safe marshall.

We ask our staff to follow any safe work procedures or protocols that the club implements and co-operate with us in order to meet our statutory work, health and safety obligations.

## **Staff Training**

All staff and contracted staff have completed the Australian Government Department of Health Infection Control COVID-19 training. Further on-the-job training is provided to all staff to comply with the below areas of control.

## **Social Distancing**

Social distancing is important as COVID-19 is most likely to spread through close contact with a person who has a confirmed infection. Social 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 social 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.

Penshurst RSL Club staff manage social distancing by –

- Floor markings
- Customer capacity limits
- Encouraging contactless payments
- COVID Safe marshall patrols
- Online and in-house advertising

## **Work stations**

Where reasonably practical, staff maintain 1.5 metres social 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 are staggered to minimise the risk of close contact.

## **Physical barriers**

Bollards and perspex screens are used to help separate customers and staff in 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
- No touching your eyes, nose and face
- Covering your mouths while coughing or sneezing with a clean tissue or flexed elbow
- Putting used tissues straight into the bin

If, for any reason, hand sanitiser is unavailable, workers will be regularly given the opportunity to wash their hands with soap for 20-30 seconds. This occurs after a worker has had contact with customers, 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 describing COVID-19, hand was techniques, social distancing protocols and anti-mingling requirements.

## **Keeping Customers Safe**

### **Entry to Premises**

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

Conditions of entry are clearly displayed on public platforms, including on the club's website, social media platforms and at the venue entrance. Entry to the club is via two separate locations. The member's entry door is manned by a dedicated staff member until the door is locked for the evening. The front foyer doors have designated 'in' and 'out' signage to assist with social distancing measures. Reception staff fully brief customers on new requirements for service and direct them to the appropriate areas. All customers, including members, are required to check in to the club via the service NSW app or QR code reader. Staff are trained and able to assist any customer with this measure. This is to help with contact tracing measures. Staff have direct access to the service NSW website for customers who cannot access themselves. Visitors must additionally provide contact tracing details which are stored electronically for a 28 day period. All customers are required to undergo temperature testing upon entry to the club. Sign in and temperature testing is conducted by a designated and trained staff member using a non-contact infrared thermometer. Social distancing floor markings are in place with customers requested to be mindful of these.

### **Dancing & Singing**

The club is currently not engaging any live entertainment whatsoever.

## **COVIDSafe Marshalls**

The club's duty manager is the designated COVIDSafe marshall and is onsite at all times during club trading hours. The marshalls responsibilities include –

- Live venue capacity monitoring to ensure capacity numbers are not breached
- Monitor adherence of distancing regulations for all customers
- Monitor the cleaning and sanitising of the premises
- Monitor patron screening
- Ensure customers do not stand around bar areas, walkways or in groups as customers must remain seated unless walking to another area of the venue

## **Social 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 areas. Dining areas are clearly separated by walls, bollards and/or planter boxes and customers are not be permitted to enter dining areas other than the one they been assigned. Floor markings are in place where queueing is expected.

## **Gaming**

Penshurst RSL Club's gaming facilities have been renovated to the highest standard of compliance in mind. All staff, including the COVIDSafe marshall, will ensure all players are seated 1.5m apart, and manage the flow of customers to prevent co-mingling. Gaming staff are engaged to perform the regular cleaning of gaming machines, ATM and cash redemption terminals and other frequent touch points. Gaming customers must remain seated at all unless utilising other club facilities.

## **Food & Beverage Service**

Customers are allowed to purchase food and/or beverage at the point of sale, however, must immediately return to their seats, and remain seated, unless moving to another area of the club or positioned in an outdoor area. Food is delivered to the customers designated table. Contactless payments are encouraged via portable terminals. Customers receive individually wrapped cutlery and salt & pepper sachets 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 glassware. Individually packaged straws are issued upon request. Menus are clear laminated and cleaned regularly. No self-serve and/or communal food and beverage is available.

## **Club Deliveries**

Deliveries are accepted in one location on the basement floor in a separate area, away from customer foot traffic. Deliveries are accepted and processed one at a time whilst practicing social distancing protocols.

## **Signage and Posters**

Signs and posters are placed at club entry points, in bathrooms and various other locations 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 social distancing requirements.

## **Cleaning & Hygiene**

We encourage all customers to practice good personal hygiene including –

- Regular hand cleaning
- Cover your nose and mouth when coughing and/or sneezing with a tissue or flexed elbow

Alcohol based hand sanitiser and stations are widely available for customer use at both entrances to the venue and various areas of the club. All surfaces are thoroughly cleaned before each service.

High touch points are cleaned and disinfected by staff regularly, including –

- Tables and chairs in dining areas
- Reception desk and sign in terminals
- Hand rails and lift buttons
- Door handles
- EFTPOS terminals & ATMs
- Gaming machines & EBTs

Disinfectant solutions are maintained at an appropriate strength and used in accordance with the manufacturers' instructions. Staff wear gloves whilst cleaning and wash their hands before and after with soap and water. Bathrooms are well stocked with hand soap and paper towels. Sanitising wipes are widely available for personal use throughout the venue.

## **Strategy for Dealing with Potential Cases (patron screening)**

Penshurst RSL Club encourages our customers to use the COVIDSafe app. In the event of a COVID-19 case Penshurst RSL Club will be following the guidelines set out by Safe Work Australia:

Penshurst RSL door staff temperature test every patron, contractor and staff member upon entry to the building. If we reasonably believe a person on our premises has a covid-19 symptom (defined below) we must ask that person to leave. We will notify the person they should be tested for COVID-19 at the nearest testing station.

COVID-19 symptoms include -

- Cough
- Fever
- Shortness of breath
- Sore/scratchy throat

In the event of a COVID-19 case Penshurst RSL Club will follow the guidelines as set out by safe Work Australia, as described in the following flowchart.

## **Business Registration**

Penshurst RSL Club has registered this COVID Safe plan and is acknowledged as a COVID safe business.

# 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



Coronavirus  
**COVID-19**



safe work australia

## **Review**

This plan and its guidelines is reviewed regularly and also following each government restrictions implementation. Following any review, modifications are made to the plan and an updated version is produced. Any modifications to the plan are communicated to staff. Copies of the plan available on the clubs website and at the venue are also updated in the event of any modification.

On behalf of the board of directors, management and staff of Penshurst RSL Club I thank you for your patience, understanding and support and look forward to welcoming you to the club.

Compiled by -

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