



Menangle Country Club

COVIDSafe Plan

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

- Registered Clubs
- Function Centres

May 17, 2021

Version 21

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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	- Capacity limits/Opening hours
3	28/05/20	- Booking details
4	09/06/20	- Table Ordering removed/Wrist band system removed
5	30/06/20	- Capacity revision/Dining Areas removal/Gaming modifications
6	14/07/20	- Capacity & Booking size Revision/Clarification of Venue definition - Contact details recording process/Venue definition on Title Page
7	22/07/20	- Revision of booking size/Clarification of COVIDSafe marshal
8	03/08/20	- Mask Policy/Opening Hours
9	24/08/20	- Temperature Checking
10	06/10/20	- Update Opening Hours/Removal of latex glove use/Updated use of straws
11	15/10/20	- Change to outdoor capacity/Compulsory electronic check-in.
12	21/10/20	- Increase of maximum booking size.
13	07/12/2020	- Capacity Revision/Addition dancefloor regulation/Removal face masks
14	20/12/20	- Tightening of capacity restrictions/Removal dance floors/Reintroduction face masks
15	03/01/2021	- Mandatory face mask policy/Service NSW app use for sign in
16	29/01/2021	- Capacity revision to 4m ² no cap
17	12/02/21	- Removal mandatory mask policy/Capacity revision to 1:2m ²
18	26/02/21	- Date Change
19	29/03/21	- Removal restrictions on standing consumption, dancing, singing, temp. checking
20	06/05/21	- Reintroduction masks, prohibition of standing consumption, indoor singing/dancing
21	17/05/21	- Removal masks, standing consumption, indoor singing/dancing restrictions

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	Steven Moore	02 4645 2200	0429 515 864	smoore@clubmenangle.com.au

Capacity

As of January 29, 2021 Menangle Country Club is restricted to an overall capacity of **1288**

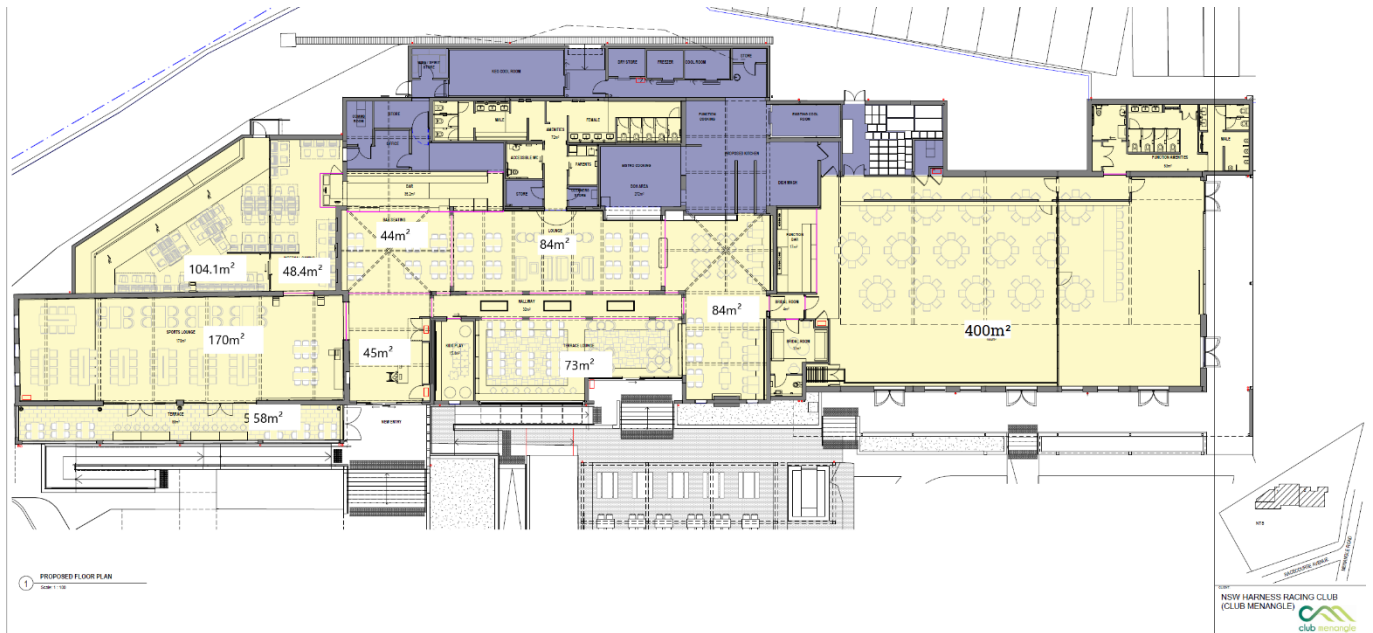
An occupier of premises must not allow more than 25 people on the premises if the size of the premises is insufficient to ensure at least 2 square metres of space for each person.

Menangle Country Club has a total publicly accessible area of 2657m² (1257m² internal and 1400m² external). Under the 1 person per 2m² for accessible areas this means a total theoretical capacity of **1328**.

The club plans to have a maximum of **40** staff working at any one time.

This gives a total customer capacity of **1288** under current NSW Health restrictions.

Floor Plan



Opening Hours

Monday - Thursday: 12pm-10pm

Friday - Saturday: 12pm-12am

Sunday: 9am-10pm

Bookings

Will be taken via the Club Menangle website and reception.

Bookings will be limited to a maximum of 30 in total size. Bookings larger than this will be classed as a function.

Functions & Weddings

Bookings will be permitted in accordance with the 1 person per 2m² rule with no maximum cap

Indoor dancing and singing are permitted

Communal catering is not permitted.

Recording of Customer Details

All patrons will be required to record their attendance through the Service NSW app via the venue specific QR code. For customers who do not have a mobile phone reception staff will upload their details to the online form.

Following the completion of the check-in process through the Service NSW app:

Guests will still be required to sign in abiding by the Registered Clubs Act directives for temporary members.

Existing Members will be required to show their card to enter the club.

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 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. In the event of security or staff being required to approach a customer PPE is available for them to do so safely.
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.

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.

Menangle Country Club staff physical distancing:

- Staggered start times and breaks
- Customer capacity limits
- Use of PPE masks
- Encourage contactless payments

Masks

Effective 17 May 2021:

Masks will no longer be compulsory on public transport or for front-of-house hospitality staff.

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.

Plexiglass barriers have been considered for work areas but deemed impractical.

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

On approach to the club entry floor markings have been placed to encourage physical distancing in the event of queuing

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 attendance through the Service NSW app via the venue specific QR code. For customers who do not have a mobile phone reception staff will upload their details to the online form.

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

Masks

Masks are not currently required.

Live Music

Live music performances are permitted in both the internal and external areas of the venue.

Crowd Control & COVIDSafe Marshal

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

At point of queueing throughout the venue floor markings have been placed to encourage physical distancing. These markings are located at the:

- Club entry
- Bar areas
- EBTs
- ATMs

The furniture layout has been modified to encourage distancing within groups who are dining together.

Where practical furniture has been arranged to encourage distancing between different dining groups.

Gaming

The gaming area will be open.

Machines will be periodically cleaned by staff

Food & Beverage Service

Guests will order food and beverage from the main bar.

Guests are permitted to stand while consuming beverages.

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

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

Western Australia
(08) 6373 2222

Queensland
13 432 584

Tasmania
1800 671 738

Victoria
1800 675 398

Australian Capital Territory
(02) 5124 9213

South Australia
1300 232 272

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.