



Menangle Country Club

COVIDSafe Plan

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

- Pubs & Clubs
- Function Centres

October 11, 2021

Version 26

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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 tracing
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
22	18/06/21	Reintroduction facemasks for front of house staff.
23	22/06/21	Reintroduction facemasks for gaming room
24	23/06/21	Return of 4m ² rule, no standing consumption, no internal singing/dancing
25	26/06/21	Closure of on-premise food & beverage.
26	11/10/21	Reopening of facilities in line with the Public Health (COVID-19 General) Order 2021

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 (COVID-19 General) Order 2021.

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
GM Facilities	Ken White	02 4645 2200	0438 398 230	kwhite@clubmenangle.com.au

Capacity

As of October 11, 2021, Menangle Country Club is restricted to an overall capacity of **974**.

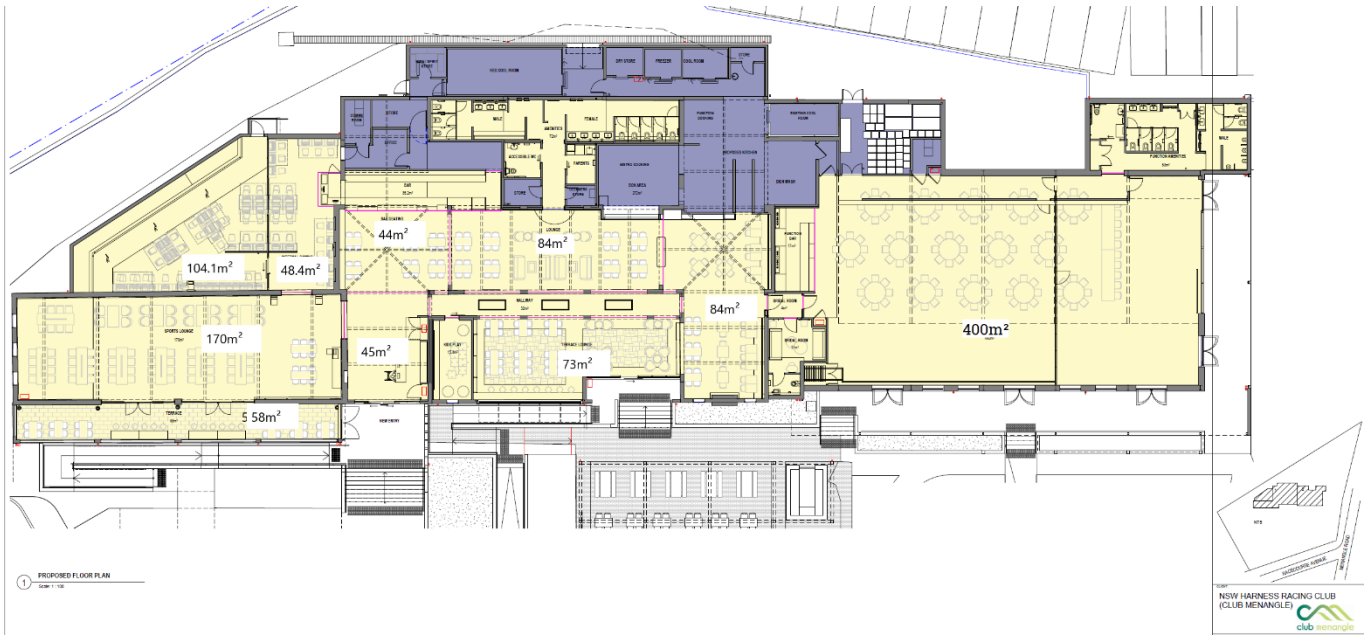
Menangle Country Club has a total publicly accessible area of 2657m² (1257m² internal and 1400m² external).

Under the 1 person per 4m² for internal accessible areas this means a total theoretical capacity of 314, external capacity under the 1:2m² rule is 700. Giving a total of 1014.

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

This gives a total customer capacity of **974** under current NSW Health restrictions.

Floor Plan



Opening Hours

Monday - Thursday: 12pm-10pm

Friday - Saturday: 12pm-12am

Sunday: 12pm-10pm

Bookings

Will be taken via the Club Menangle website and reception.

Bookings will be limited to a maximum of 20 in total size.

Functions & Weddings

No events will be conducted at this time.

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.

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).	Moderate, there have been some cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting frequently touched surfaces. Physical distancing, internal seating has been removed for customers No more than 10 customers are allowed inside 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).	Moderate, there have been some 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

Wellbeing of Staff:

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.

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

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.

Access to vaccination

Staff have been encouraged to get vaccinated and provided with the details of local vaccine providers and the booking process. Staff are granted leave to get vaccinated and recover from vaccination.

Proof of Vaccination

All staff will be required to show proof of vaccination or a medical exemption contraindication certificate to work at Club Menangle venues. This proof will be sighted by Club Management and staff will be required to produce proof of vaccination when requested. This proof may be in the form of:

- COVID-19 digital certificate can be accessed through the [Express Plus Medicare mobile app](#) or Medicare online account through [myGov](#). The COVID-19 digital certificate can be added to a smartphone wallet or similar. Visit [Services Australia](#) for instructions.
- Printed version of the COVID-19 digital certificate or immunisation history statement (available through myGov).

For people without a Medicare card:

An immunisation history statement can be obtained from the Australian Immunisation Register

A COVID-19 digital certificate can be added to a smartphone wallet or similar using the Individual Healthcare Identifiers service (IHI service) through myGov.

For people without a smartphone or online access:

A COVID-19 digital certificate or immunisation history statement can be accessed via myGov to download and print. Alternatively, call the [Australian Immunisation Register](#) to request a copy in the post.

For people with a medical exemption:

If you have a medical reason for not receiving the COVID-19 vaccination, speak to your medical practitioner about getting your medical contraindication added to your immunisation history.

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

All customer facing staff will be wearing masks at all times

Workstations

Where reasonably practical, staff will always maintain 1.5 metres physical distancing (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.

Cleaning

Frequently used indoor hard surface areas will be cleaned using commercial grade disinfectant.

Frequently touched areas and surfaces will be cleaned several times per day.

Tables, chairs, and any table settings will be cleaned between each customer.

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.

Wellbeing of Customers:

Conditions of Entry

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

Conditions of entry including requirements for vaccination, to stay away if unwell and record keeping 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 queueing

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.

All check-in processes will be reviewed by both security and reception staff to ensure compliance.

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

Proof of Vaccination

All customers will be required to show proof of vaccination or a medical exemption contraindication certificate to gain entry to the Menangle Country Club. This may be in the form of:

- COVID-19 digital certificate can be accessed through the [Express Plus Medicare mobile app](#) or Medicare online account through [myGov](#). The COVID-19 digital certificate can be added to a smartphone wallet or similar. Visit [Services Australia](#) for instructions.
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A COVID-19 digital certificate or immunisation history statement can be accessed via myGov to download and print. Alternatively, call the [Australian Immunisation Register](#) to request a copy in the post.

For people with a medical exemption:

If you have a medical reason for not receiving the COVID-19 vaccination, speak to your medical practitioner about getting your medical contraindication added to your immunisation history.

Masks

All patrons will be required to wear a mask whilst inside the venue when they are not either eating or drinking. Patrons will not be required to wear masks in external areas.

Live Music

Live music performances will be conducted in external areas only. Internal singing and dancing will be prohibited.

Crowd Control & COVIDSafe Marshal

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 points 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
- Smoking areas

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

The gaming room will be open

Machines and surfaces will be periodically cleaned by staff.

Food & Beverage Service

Guests must remain seated while consuming beverages in internal areas and must not mingle.

Guests are permitted to stand whilst consuming in external areas but must maintain 1.5m physical distancing.

Guests will order food and beverage from the main bar.

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 external children's playground will be open and will be cleaned regularly.

Signage and Posters

Signs and posters are placed at the venue entry 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

Bathrooms will be fully stocked with hand sanitiser, soap and paper towels to accompany hand dryers. These will be checked periodically by staff to ensure adequate supply.

Hand sanitising stations are available for customers at the entrance to the venue. All surfaces will be thoroughly cleaned before each service.

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

Ventilation

The 'COVID-19 guidance on ventilation' has been reviewed and all practical strategies to improve ventilation will be employed as part of this COVIDSafe plan.

Outdoor furniture will be increased and bookings available for all external areas. As required external facilities will be opened to allow customers to remain outside for the duration of their visit.

Where possible windows and doors will be opened to increase natural ventilation.

All mechanical ventilation equipment throughout the venue will be operated to maximise the intake of outside air and reduce recirculation of air

All mechanical ventilation systems have been serviced with new filters installed prior to reopening. Equipment will be serviced regularly following reopening.

The General Manager of Facilities and ventilation contractors have been consulted to optimise indoor ventilation wherever possible.

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 NSW Health:

If a staff member tests positive, whether they are vaccinated or unvaccinated they must self-isolate for 14 days and follow the advice from NSW Health. Once a case is identified all staff will be classed via the contact management procedure and required to act accordingly. Club Menangle will use the risk categories outlined by NSW health to classify all staff:

<https://www.health.nsw.gov.au/Infectious/controlguideline/Documents/contact-risk-assessment-business-community-settings.pdf>

Table 1: Risk categories for people who have had close-range (<1.5m) contact with a case during the case's infectious period, for both **indoor and outdoor** settings.

Type of close-range contact	Masks*	Vaccination status of the exposed person**	
		Partial or none	Full
Direct physical contact†	Yes	Close	Casual
	No	Close	Casual
Conversation while within 1.5 m	Yes	Close	Low risk
	No	Close	Casual
Within 1.5m for more than 1 minute (cumulative over 24hrs)	Yes	Close	Low risk
	No	Close	Casual

* No = Mask not worn or improperly worn by case or contact.

** Fully vaccinated is 14 days following 2nd dose.

† Includes shaking hands, hugging or kissing.

Table 2: Risk categories for people who have shared an indoor space with a case during their infectious period but who have not had close-range (<1.5m) contact.

Size of indoor space* (m2)	Time (mins)	Masks**	Vaccination status of the exposed person†	
			Partial or none	Full
< 100	< 1	Yes	Low risk	Low risk
		No	Casual	Low risk
	1 to 15	Yes or no	Close	Low risk
	> 15	Yes or no	Close	Casual
100 - 300	< 1	Yes or no	Low risk	Low risk
	1 to 15	Yes or no	Casual	Low risk
	> 15	Yes or no	Casual	Low risk
> 300	Any	Yes or no	Low risk	Low risk

* An indoor space is any substantially enclosed area where airflow is impeded by a wall, partition or barrier.

** No = Mask not worn or improperly worn by case or contact.

† Fully vaccinated is 14 days following 2nd dose.

Close contacts Should follow the advice for close contacts:

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/advice-for-contacts.aspx>

Casual contacts Should follow the advice for casual contacts:

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/covid-19-casual-contact.aspx>

Casual contacts who have a rapid antigen test (RAT) each day until 14 days have passed since their last exposure to an infectious case are not required to have PCR tests or self-isolate. Casual contacts should not enter healthcare and residential aged care settings until more than 14 days have passed since exposure, unless essential.

Low risk contacts Should monitor for symptoms and get a PCR test and self-isolate if symptoms develop

NSW Health will be informed if 3 or more employees test positive for COVID-19 in a 7-day period. Further advice regarding actions required will be sought from NSW Health if this occurs.

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.