



Menangle Country Club COVIDSafe Plan

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

- Pubs & Clubs
- Function Centres

January 8, 2022

Version 31

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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 revision/Venue definition, contact tracing process
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
27	18/10/21	Updated vaccination proof, standing consumption, internal live music, events
28	08/11/21	Easing of capacity limits
29	15/12/21	Removal vaccination proof and capacity limits
30	24/21/21	Reintroduction face masks and capacity density limits
31	08/01/22	Ban on singing/encouragement for seated consumption/Strategy for positive cases

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

Capacity

As of December 24, 2021, Menangle Country Club is restricted to an overall capacity of **1260**.

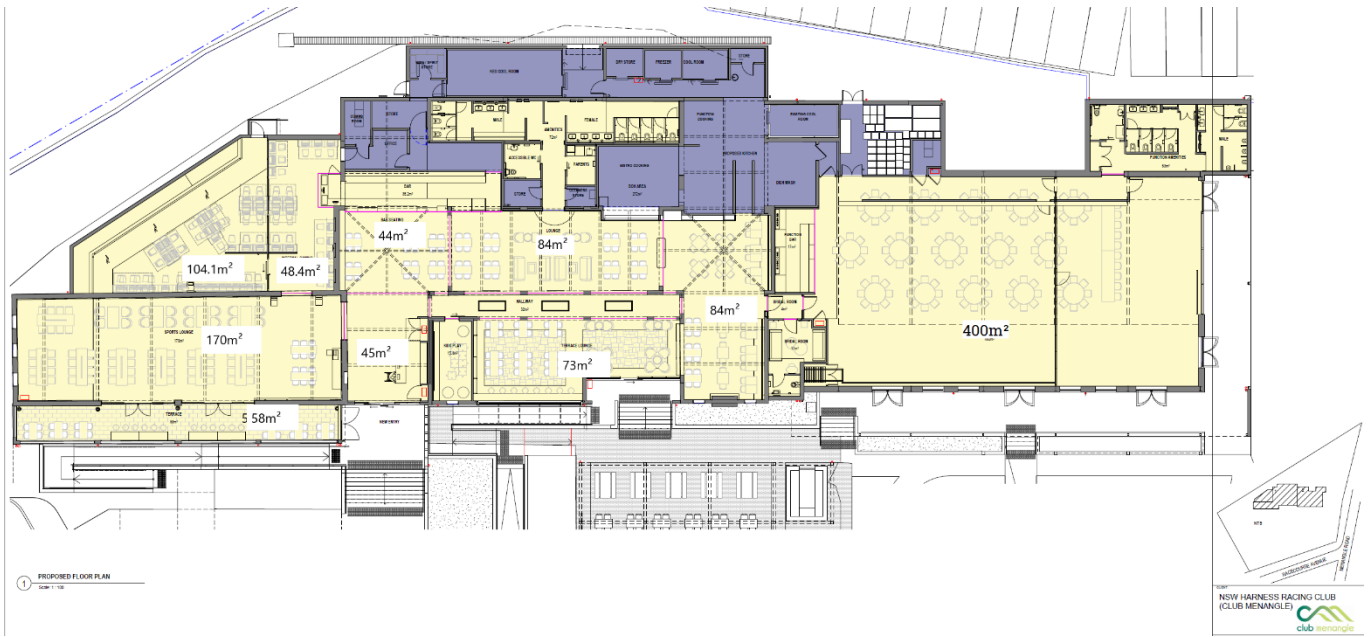
Menangle Country Club has a total publicly accessible area of 2657m² (1257m² internal and 1400m² external).

Under the 1 person per 2m² for internal accessible areas this means a total theoretical capacity of 600, external capacity under the 1:2m² rule is 700. Giving a total of 1300.

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

This gives a total customer capacity of **1260** 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.

Functions & Weddings

Events will be conducted in accordance with current density limits.

Dancing is permitted.

Communal catering is prohibited.

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 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

All customer facing staff will be required to wear a face mask 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:

Exclusion

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

Entry to Premises

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

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

Singing or dancing are not permitted unless part of a wedding service.

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

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 room will be open

Machines and surfaces will be periodically cleaned by staff.

Food & Beverage Service

Guests will be encouraged to remain seated during their visit.

Guests will order food and beverage from the main bar and via a table ordering service.

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.

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 Positive Cases

Customer Testing Positive

In the event of a customer testing positive and Club Menangle is notified by either NSW Health or a private party then all staff working during the corresponding team will be reminded to check for symptoms. Additional cleaning will also take place to sanitise specific areas of the venue if applicable.

Staff Testing Positive

In the event of a worker testing positive on either a PCR or RAT they will be required to self-isolate immediately for 7 days. Workers who have tested positive for COVID-19 can only return to work after they are medically cleared. This means they have completed the required isolation period of 7 days and are no longer symptomatic or infectious. The staff member can leave self-isolation after 7 days if they do not have a sore throat, runny nose, cough or shortness of breath.

To ensure the safety of the workplace and workers, all areas used by the staff member will be cleaned. SafeWork NSW will be notified to assist the contact tracing and management of COVID-19. An assessment will be carried out to determine how much contact other workers had with the person who tested positive for COVID-19, while that person was infectious in the workplace. Any workers who have had high risk exposures or moderate risk exposures will be reminded to be aware of symptoms and get tested should they present.

Notification

All workers and contractors will be advised of the general situation, noting that the privacy and confidentiality of the person who tested positive for COVID-19 must always be maintained. Information provided will include:

- Symptoms of COVID-19 that staff and contractors should monitor themselves for
- Where to seek advice and help
- Reminders to staff, contractors, visitors and customers to not enter the premises if they are unwell
- Advice on physical distancing and personal hygiene measures (e.g. hand hygiene and cough etiquette)
- What infection control measures the business operator has put in place, including cleaning
- Any other specific advice provided by public health authorities

Ongoing transmission

Evidence of ongoing spread of infection (transmission) from person to person in the workplace might mean the business has to close temporarily to stop transmission between workers.

Cleaning requirements. Premises must be appropriately cleaned following attendance of a confirmed case. This can be done overnight so as not to disrupt normal business hours. If premises are told during business hours they may need to close to undertake cleaning.

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.