

**> BE COVID SAFE.  
STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

**Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)**

### Business details

Business name	Wollongong tennis club
Business location (town, suburb or postcode)	Gwynneville
Completed by	Lauren Malpass
Email address	<a href="mailto:admin@wollongongtennisclub.com.au">admin@wollongongtennisclub.com.au</a>
Effective date	22 October 2020
Date completed	23 October 2020

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### Wellbeing of staff and customers

**Exclude staff and customers who are unwell from the premises.**

Signage and Safety screening of customers and staff upon entry.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

Staff have been provided with all necessary information and training on COVID-19 prior to commencing work.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Staff know to stay home if experiencing any symptoms of COVID-19 or have been told to self-isolate. All staff aware of leave entitlements.

**Display conditions of entry (website, social media, venue entry).**

Conditions of entry have been clearly displayed upon entry into the Wollongong Tennis Club. They are also readily available on club social media - facebook and website.

**Ensure COVID-19 Safety Plans are in place, where relevant, for corporate events (if hiring out space).**

All corporate event managers are sent a copy of the WTC COVID-19 Safety plan, as well as it being clearly displayed during their event.

**Premises cannot operate as a nightclub (open late into the evening primarily for the purpose of providing a venue for patrons to dance), but may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant.**

The CWTC does not operate as a nightclub but opens under the guidelines of COVID-19.

Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safety Hygiene Marshal in each separate area.

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safe Hygiene Marshal/s must be present during peak

operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

The CWTC rosters on a COVID marshall during peak and often non peak periods as per the guidelines. They wear a hi vis orange vest and a COVID marshall tag.

Premises with an indoor gym, such as some clubs, must complete the COVID-19 Safety Plan for gyms and also register this through [nsw.gov.au](http://nsw.gov.au).

N/A

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## **Physical distancing**

Capacity at the venue must not exceed 300 patrons, or the number allowable by one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser. Children count towards the capacity limit.

Capacity must not exceed 150 patrons for wedding services, and 100 patrons for funerals, memorial services, or wakes. Please see separate checklists for these events.

The CWTC will not exceed 300 patrons, our capacity per the 4 square m rule is 170. With the 2sqm rule for outside, we will be able to accomodate an extra 40 people outside only.

No weddings for over 150 patrons or funerals for over 100 patrons, will be booked.

**If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser, provided that each separate area is:**

- **separated from other areas on the premises**
- **designated a separate area by the occupier of the premises**
- **has staff that are providing food and drink only in that area**

- **does not allow people in different areas to mingle**
- **monitored by a designated COVID-19 Safe Hygiene Marshal at required times.**

This does not apply to CWTC, the maximum capacity of the entire club is 210 persons.

**Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted (e.g. a wedding reception) with a COVID-19 Safety Plan in place. Venues taking bookings for these events should ensure there is a COVID-19 Safety Plan in place.**

We currently have not taken any wedding bookings but will make sure to follow this regulations in the event that we start taking bookings where a dance floor is allowed.

**Bookings must not exceed 30 customers (except for weddings, funerals or corporate events). There should be no more than 30 customers at a table. Children count towards the capacity limit.**

The CWTC will not allow bookings of more than 30 customers except for weddings, funerals or corporate events.

**Venues taking bookings for weddings, funerals and corporate events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.**

We will adhere to these regulations

**Reduce contact or mingling between customer groups and tables wherever possible.**

All bookings will be spaced at least 1.5m away from other groups and bookings. The COVID marshal will encourage responsible behaviour and warn those that are not following the guidelines correctly.

**Move or remove tables and seating to support 1.5 metres of physical distance where possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.**

Extra furniture has been placed in storage to support the 1.5m physical distance guidelines. We will keep to this until further notice. We can separate bookings of groups of friends where necessary to ensure physical distancing.

**Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.**

Markers in place will remain as they are in front of the bar, bistro and gaming queues.

**Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.**

We encourage staff to maintain 1.5m physical distancing at all times. Staff work in their assigned areas.

**Ensure gaming machines and gaming tables are spaced out to support 1.5 metres physical distance between players, where practical. This can be achieved by moving machines or turning off or blocking access to every second machine or every second table.**

Every 2nd gaming machine is turned off or has been relocated to ensure the 1.5m distance. Tab and keno kiosks are also isolated.

**Alcohol can only be consumed by seated customers.**

Signs around the club and the COVID marshal and other staff remind patrons frequently that they must remain seated at all times unless using the clubs amenities.

**Where reasonably practical, stagger start times and breaks for staff members.**

Staff will be assigned to specific work stations/areas and take meal breaks at varying times to ensure the 1.5m social distancing rule.

**Consider physical barriers such as plexiglass around counters with high volume interactions with customers.**

Tables have been placed in front of the bar and bistro counters to act as a barrier. There is plexiglass on the gaming window.

**Review regular deliveries and request contactless delivery / invoicing where practical.**

Deliveries are staggered during the week and delivery personnel are required to leave supplies in designated area to avoid contact. Invoicing is online wherever possible.

**Ensure no more than 30 customers per tour group for wineries, breweries and distilleries.**

N/A

**Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.**

The COVID marshall ensures that all patrons are adhering to restrictions in all parts of the club at all times.

**Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.**

N/A

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

All staff are required to wash hands thoroughly at commencement of shift and frequently throughout. Hand sanitiser stations have been made available to patrons in numerous areas of the club.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

Bathrooms will be restocked at the end of every night, checked at the beginning of shift and regularly throughout the day. Posters instructing proper handwashing are present in all bathrooms. Hand driers and paper hand towels are available for use.

**Reduce the number of surfaces touched by customers wherever possible.**

All self-service counters with items such as cutlery, condiments and water glasses have

been removed. Customers will receive their necessary utensils from staff once seated.

**No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.**

As above.

**Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.**

All cutlery and tableware will be cleaned thoroughly with the kitchen and bar's commercial grade dishwashers.

**Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.**

All menus are laminated, however patrons come to a designated area to order, no menus are given out to tables.

**Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.**

All frequently used areas such as tab machine, tables and chairs, game machines and counters are cleaned frequently throughout operating hours. Pens are in 2 jars at each necessary area 1 for clean 1 for dirty and are wiped frequently.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.**

All disinfectant solutions are at appropriate strengths and used as instructed by manufacturer.

**Staff are to wash hands thoroughly with soap and water before and after cleaning.**

Staff have been instructed on proper handwashing technique and when to do so.

**Encourage contactless payment options.**

The CWTC encourages EFTPOS payments however we are using cash as well at this time

for bar and bistro purchases. Keno, poker machine and tab payouts will be in cash. Hand sanitiser following these transactions will be mandatory for staff and encouraged for customers.

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## **Record keeping**

Keep name and a contact number for all staff, dine-in customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are only to be used for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. QR Code is strongly encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records.

Venues using capacity calculations of one per 2 square metres outdoors MUST use electronic methods such as QR Code for collecting contact details and ensure these are captured for EACH person.

The CWTC has all staff contact details. All customers are required to sign in with our QR code or if unable to (many older patrons don't have phones that offer QR) sign in sheets containing full name, date, time of entry and contact details are available. These are digitised the following day. Office staff will ensure accuracy and legibility of records during office hours and COVID marshal will take over after hours.

### **Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

COVIDSafe app information has been given to all staff members currently employed at the CWTC.

### **All venues must register their business through [nsw.gov.au](https://nsw.gov.au).**

The City of Wollongong Tennis Club has been registered as a COVID safe business.



**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

We will cooperate with NSW Health in relation to a positive case of COVID-19.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes