

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



## Your COVID-19 Safety Plan

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

### Business details

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| Business name                                | City of Wollongong Tennis Club   |
| Business location (town, suburb or postcode) | Gwynneville  |
| Completed by                                 | Leanne Fulton  |
| Email address                                | <a href="mailto:admin@wollongongtennisclub.com.au">admin@wollongongtennisclub.com.au</a> |
| Effective date                               | 17 March 2021  |
| Date completed                               | 18 March 2021  |

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### Wellbeing of staff and customers

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

Should any staff member or customer enter the Club showing any signs or symptoms of COVID-19 they will immediately be requested to leave and take the appropriate steps required regarding testing and self-isolating etc.

Provide staff with information and training on COVID-19, including when to get tested,

physical distancing, wearing masks 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 regarding COVID-19.

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

All staff are aware that they must inform management, get tested, and stay home if experiencing any symptoms of COVID-19 or have been instructed to self-isolate. Staff are also 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 our website and social media sites.

If there are more than 250 people on the premises, a staff member must be assigned 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.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. Outside of Greater Sydney, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the area.

The identified Safe Hygiene Marshal must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where practical.

*Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2021.*

We have a COVID-19 Safe Hygiene Marshall rostered on at all applicable times.

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.**

Wollongong Tennis Club has the Service NSW App and all customers must sign in using this app. In the case where this is not possible (phone/app issues), staff take details, and these are entered electronically as soon as possible.

**Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.**

Separate Covid-19 Safety Plans are done for any individual functions in the Club.

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## **Physical distancing**

**Capacity must not exceed one customer per 2 square metres of publicly accessible space. There can be up to 25 customers at the premises before the square metre rule applies. Children count towards the capacity limit.**

There are current density limit signs in each of our areas within the club. These are monitored by staff and our COVID-19 Safe Hygiene Marshal.

**There should be no dancefloors, including in nightclubs.**

There is no dancefloor currently set up in the Club. If a wedding is held it is set up for the wedding and this function has it's own Covid-19 Safety plan.

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

The COVID-19 Safe Hygiene Marshal ensures that customers adhere to our distancing

guidelines where practicable and the density limit is always adhered to.

**Ensure 1.5m physical distancing where possible, including:**

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between people using gaming machines and gaming tables**
- **between seated groups**
- **between staff.**

All bookings are spaced 1.5 metres away from other groups and guests where practicable.

Staff and the COVID-19 Safe Hygiene Marshal ensures that customers adhere to our density limits and COVID-19 Safety Plan at all times.

Gaming machines are spaced 1.5 metres away from each other.

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

Markers are in place 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.**

Where practicable, staff are assigned specific work areas and take meal breaks at varying times to ensure the 1.5 metre social distancing requirements

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

Where practicable, staff are assigned specific work areas and take meal breaks at varying times to ensure the 1.5 metre social distancing requirements

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

There is a plexiglass barrier on the gaming window, however, it is not practicable to have this at the bar or bistro.

**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 areas to minimise contact. Invoicing is online where the suppliers

provide this option.

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

The COVID-19 Safe Hygiene Marshall and all staff ensure that patrons are always adhering to restrictions in all parts of the club.

**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.

**No more than 30 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting.**

N.A.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

All staff are required to wash hands thoroughly at the commencement of shift and frequently throughout. Hand sanitiser stations are located in numerous areas of the Club and staff use these frequently as well.

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

Bathrooms are checked regularly throughout the day and cleaned and restocked on a daily basis as well as in between when required.

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

All self-service counters with items such as cutlery and condiments have been removed.

Customers receive these with each meal as required.

**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.**

No condiments are self-serve, they are only provided with meals and they are cleaned between customer use.

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

All cutlery, glasses and tableware is 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.**

Menus are laminated and posted in designated areas to minimise handing out to customers. When they are given out, they are cleaned after each use.

**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 and Keno machines, tables and chairs, gaming machines and counters are cleaned frequently. Any pens etc used by patrons are cleaned between use with disinfectant wipes.

**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 hand washing technique and when to do so.

## **Encourage contactless payment options.**

The Club encourages EFTPOS payments; however, we must also use cash so staff sanitise regularly following these transactions. Plus, there is hand sanitiser besides tills for patrons and staff to use also.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Where possible and when temperatures and wind allow, we open doors to let fresh air circulate.

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## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days using the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

Wollongong Tennis Club uses the Service NSW App. Where this is not possible, staff take the customer's details, and these are entered manually as soon as possible and stored electronically for 28 days.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)**

Using the Service NSW App ensures this action. Any manual records are stored securely,

and electronic versions are saved in two places on password protected devices for at least 28 days.

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

All staff are aware of the benefits of the COVIDSafe App and the Service NSW App.

**All venues must register their business through 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