

INDUSTRY COVID SAFE PLAN
FOR QUEENSLAND HOTELS AND CLUBS
MAY 2020



**RSL & SERVICES CLUBS
ASSOCIATION QUEENSLAND INC**

“ Helping Your Club Make A Difference “

Industry has consulted and discussed with the United Workers Union (**UWU**) to ensure employer and employee obligations are fulfilled. These include the “worker’s rights” and “employer’s” responsibility to provide a safe workplace. This is further re-iterated in the mandatory training. All patron/worker protocols will be formalised in venue induction programs and all patron and contractor contact tracing details are to be completed to provide further safety of workers.

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PURPOSE

Our purpose is:

“To implement protocols that allow businesses to serve greater numbers of patrons that are seated, separated and serviced, to minimise the chance of infection within venues.”

This document is designed specifically for Clubs and Hotels to be able to develop an individual venue *Risk Management Approach* to COVID-19 and is scalable to suit different sized venues. At all times venues must meet the [Queensland Chief Health Officer’s current Public Health Directions](#). While Queensland Health are the lead agency for the declared health emergency, [Workplace Health and Safety Queensland \(WHSQ\)](#) also provides further advice and guidance. This plan is to be updated when and if the Chief Health Officers Public Health Directions change.

This plan will form part of the venues overall COVID-Safe Operating Plan and Procedures. Not all controls will be practicable in all venues and the guidance contained within should provide the framework for each venue to adopt to its individual operational needs and differences. Each venue should develop a detailed management plan specific to their needs and operational areas based on the critical elements of this document. Measures must be scalable, effective, and achievable for your individual operation.

KEY PRINCIPLES

Key outcomes for all venues must be based on the major mechanisms to reduce transmission. Wherever the below terms are mentioned the following definition and requirement is applied. The plan must constantly address the following key principles that are critical in reducing the risk of transmission of COVID 19. They will be referred to throughout the document.

- Social Distancing – Venues must ensure social distancing is observed to the extent possible. **Social distancing** includes remaining at least 1.5 metres away from other persons where possible, regular washing of hands and avoiding handshaking.
- Maximum occupancy – maintain 4 square metres per person in an area. This applies to areas of the business that are open to or used by the public (for example, for a cafe or restaurant, the dining area, but not the kitchen).
- Personal Hygiene and Infection Control – All measures compliment the workplaces current policies on disease control and that the measures utilised are based on information provided by Queensland Health and Workplace Health and Safety Queensland.
- Following the published Queensland Chief Health Officers Public Health Directions. These may change over time and may vary the conditions established in this plan.

INTERACTION BETWEEN APPROVED INDUSTRY COVID SAFE PLANS

If there are multiple activities being undertaken at your venue (for example - dining, sports, fitness or recreational), several approved industry plans may apply. If this is the case apply the following:

- Where there is clear separation between the activities (e.g. dining and sport) the relevant plan applies to the relevant area. You will need to display the COVID Safe Statement of Compliance for the appropriate plan in each area.
- Where the activities cross over (for example amenities, entry/exits, carparks):
 - Where possible these areas of cross over need to be minimised. Such as designating a particular entry, exit, amenities and carpark for each activity.
 - Where the cross over cannot be minimised a decision needs to be made as to which plan takes priority in which common area and will be followed.
 - For instance the entry, exit, carpark and amenities may be common to both activities and will be managed under the dining plan.
 - In this case the entity responsible for the dining plan will need to ensure these areas are appropriately managed and the separate groups from the dining and sport activity do not intermingle.

Where a business is operating alongside of a not-for-profit community group, the business would normally take responsibility for managing the shared or common areas.

The approved Industry plans are located at www.COVID19.qld.gov.au.

CHECKLISTS

Venues are to utilise checklists to evaluate each area for the known risks and proposed methods of control. It is advised that each of these Risk and Control checklists are displayed in each respective area to remind staff whilst ensuring customers the venue is providing a safe environment for them.

Checklists

COVID Safe Checklist Food and Beverage Areas

COVID Safe Checklist Reception, entry and exit, offices and communal areas

COVID Safe Checklist Gaming Rooms

Each of these checklists covers (as applicable):

- Social Distancing
- Record Keeping
- Wellbeing of staff
- Hygiene and cleaning
- Deliveries, contractors, and visitors attending the premises

Venues will use these checklists as a guide for each respective area. Each venue must assess risk based on its layout and other factors. The checklists provided cover most items for consideration and can be simply adjusted to suit individual venue needs.

COVID SAFE CHECKLIST- FOOD AND BEVERAGE AREAS

Social Distancing	Signs at entry points to instruct customers not to enter the venue if they are unwell or have COVID 19 symptoms. The sign should state that the venue has the right to refuse service and must insist that anyone with these symptoms leaves the premises.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Limit walk-ins and client interaction at counters through the use of online or phone bookings.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	If practicable set up separate exit and entry points and separate order and collection points to minimise contact. Minimise crossover of traffic flows wherever possible.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas (e.g. modify reception to limit numbers that can congregate at service point through use of barriers or screens).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Remove waiting area seating or space seating at least 1.5 metres apart.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Where practically possible, provide contactless payments and payment online for services.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Ensure menus are: 1) laminated and sanitised after each use or, 2) use general non-contact signage to display your menu, such as electronic screens or, 3) have single use paper menus available.	<input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes	<input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A
	For takeaway services place menus outside the venue.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Set up different areas for ordering and collection, and where practical, separate entry and exit paths.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Venues will monitor and maintain records of staff working in designated areas and roster to minimize staff interactions in multiple areas.	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
	Restrict service to table service only to reduce the movement of patrons and the number of surfaces touched.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Remove any serve yourself buffet style food service areas and communal water stations or condiments.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Stagger seating times and manage the duration of sittings to control the flow of patrons.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Tables and booths to be utilized with appropriate physical distancing between each booking group	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Implement controls to ensure patrons for areas do not mingle.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Service Bars will be staffed to allow for appropriate distancing between employees	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	

	Where members of the same household (validated by staff) wish to occupy the same or adjacent table or seating, the 1.5m rule may not apply	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
<u>Record Keeping</u>	Contact information must be kept for patrons, contractors, and staff, including name, address and mobile phone number, for a period of at least 56 days. Venues can utilise electronic systems or POS (Point of Sale Systems), or written registers or written personnel records of attendance).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
<u>Wellbeing of Staff</u>	Implement measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	All staff have completed the mandatory COVID SAFE training	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Modify processes behind the counter (including in the kitchen) to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For example:		
	1) assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	2) implement processes so front of house staff can collect food without needing to go into food preparation areas.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	3) postpone or cancel non-essential face-to-face gatherings, meetings and training.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	4) direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	5) consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	6) Put signs and posters up to remind staff and others of the risk of COVID-19.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
<u>Hygiene and cleaning</u>	Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.)		
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Non - disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use disposable/recyclable cutlery/glass ware when available, or strict table clearing guidelines requiring gloves.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools,	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A

	EFTPOS equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.	
<u>Hygiene and cleaning cont.</u>	For back of house, sanitisation of all areas, and equipment to be sanitised regularly in accordance with existing Food Safety Requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Sanitization of all spirit bottles, nip dispensers, serving equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove non-essential items i.e. counter bar mats, straw containers, self-service items (i.e. Keno pencil holders) that multiple people may touch.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
<u>Deliveries, contractors, and visitors attending the premises</u>	Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed: _____ **Date:** _____

Name of licensee or approved person: _____

COVID SAFE CHECKLIST- RECEPTION, ENTRY AND EXIT, OFFICES AND COMMUNAL AREAS		
Social Distancing	Signs at entry points to instruct customers not to enter the venue if they are unwell or have COVID 19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Whilst number restrictions remain in place, limit walk-in trade, through the use of online or phone bookings. Encourage patrons to call prior to attendance.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practicable set up separate exit and entry points.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Minimise crossover of traffic flows wherever possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove waiting area seating or space seating at least 1.5 metres apart (e.g. remove any double lounges etc. and replace with single seating appropriately spaced or signage stating one per lounge only).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Provide contactless payments and or online payment for member services etc.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practically possible, traffic flows clearly denoted from entry point, reception through to all areas of venue. Can be achieved by use of signage, floor decals and barriers.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For takeaway bottle shop services: If possible and size of area allows, have traffic flows clearly denoted. Monitor patron numbers to reflect any current requirements as per CHO directives.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For toilets, baby change rooms: Consider options to maintain hygiene and social distancing guidelines (e.g. signage instructing maximum number allowed in the area, suitable cleaning processes with visible cleaning schedule in the area as a check and measure to ensure protocols are followed).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Record Keeping	Contact information must be kept for patrons, contractors, and staff, including name, address and mobile phone number, for a period of at least 56 days. Venues can utilise electronic systems or POS (Point of Sale Systems), or written registers or written personnel records of attendance).
Venues must actively encourage all patrons to download the COVID Safe App.		<input type="checkbox"/> Yes <input type="checkbox"/> N/A

Wellbeing of Staff	Implement measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For reception/bottle shop service, ensure directional signage, floor decals, patron instructions are highly visible (e.g. Dear Patrons, limits of one person to the reception/bottle shop counter apply at all times).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Modify processes behind the counter to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Hygiene and cleaning	Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, cash registers, electronic sign in equipment, EFTPOS, tables, counter tops).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Sanitisation of all spirit bottles, nip dispensers, serving equipment.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Remove items and processes that may harbour the virus i.e. promotional material holders, self-service items (e.g. removal of any pamphlet holders, or entry boxes etc).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For takeaway bottle shop services Limit touch points in area by use of signage (e.g. Dear Customers, please try and make your selection without touching numerous products and returning them to shelves)and other measures such as providing hand sanitiser.”	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For toilets, baby change rooms Provide appropriate PPE equipment to staff for cleaning all high touch areas such as toilets.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A

<u>Deliveries, contractors, and visitors attending the premises</u>	Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	If practical provide a drop off or collection area for deliveries to reception area.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A

Signed: _____ **Date:** _____

Name of licensee or approved person: _____

COVID SAFE- CHECKLIST GAMING ROOMS – WHEN PERMITTED

Social Distancing	Options to achieve social distancing may include, partitions and screens and/or supervision to. Barriers do not stop the virus however may be used to help manage patrons in an area.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Signage clearly explains COVID safe gaming play (e.g. Patrons cannot occupy a gaming machine directly adjacent to a machine that is already being played. Please respect social distancing requirements at all times. Staff will enforce these requirements at all times.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Signs at gaming entry points to instruct customers not to enter the gaming room if they are unwell or have COVID-19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practicable set up separate exit and entry points and traffic flow directional signage.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives and ensuring distance of 4 square metres per person (e.g. chairs limited to the number allowed for social distancing as per current CHO directions).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and cashier areas and around Cash Redemption Terminal (CRT's) (e.g. modify cashier to limit numbers that can congregate at service point through use of barriers or screens).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Consider using physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus however may be used to help manage patrons in an area.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Staff to not allow any congregation around machines that blocks traffic flow and results in social distancing failures.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	When permitted, EGM's may be turned on with the relevant allocation of chairs removed to allow for physical separation between visitors. Signage may also be deployed on every second EGM explaining the distancing requirements (see attachment example). Staff and managers will ensure that guests do not congregate around EGM's or move signage without consulting or approval from staff or a manager.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Visitors to maintain 1.5m of separation and no more than one person per 4sqm to be permitted in the area and controlled by staff and management.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where members of the same household (validated by staff) wish to play the same or adjacent machines, the 1.5m rule may not apply.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Hand sanitizing stations will be on the gaming floor and located near redemption terminals & ATMs	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Digital Payment technologies for gaming where possible	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Workstations to be sanitized at least once every two hours	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Staff will sanitize EGM's after each guest's use	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	All EGM's to be sanitized prior to opening of the floor daily	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Social Distancing cont.	Gaming supervisors to complete a log to track each EGM's sanitization schedule	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

	Signage will be placed throughout the gaming floor to remind guests to sanitize EGM's before use or contact a staff member for assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Record Keeping	Contact information must be kept for patrons, contractors, and staff, including name, address and mobile phone number, for a period of at least 56 days. Venues can utilise electronic systems or POS (Point of Sale Systems), or written registers or written personnel records of attendance).	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Venues must actively encourage all patrons to download the COVID Safe App.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Wellbeing of Staff	Implement measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Ensure directional signage, floor decals, patron instructions for service are highly visible.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Modify processes behind the counter to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Put signs and posters up to remind staff and others of the risk of COVID 19.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Hygiene and cleaning	Instruct all staff and patrons to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, provide an appropriate had sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	If practical limit entry to one point. Ensure appropriate hand sanitiser and signage is at this point reminding patrons to utilise sanitisation on entry.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser at various locations in gaming room dependant on size.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For venues with card-based play encourage card-based play to minimise use of cash.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Regular cleaning of pens/paper payouts holders etc for those still using manual payout methods.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A

Hygiene and cleaning cont.	Manual payout example procedure to best adhere to social distancing guidelines: 1) Staff takes docket and payment to patron. 2) Staff places manual payout docket on seat next to patron 3) patron to sign and return docket to seat 4) Staff counts money to patron placing it also on adjacent seat 5) Patron takes money from seat once counted out by staff. 6) Staff member to sanitise hands after each transaction and encourage patron to do the same.	<input type="checkbox"/> Yes
	Staff to sanitise hands after any transaction involving cash.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Clean frequently touched areas and surfaces at least hourly using an appropriate method for the equipment being cleaned.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where possible each EGM, CRT and other high touch equipment to be cleaned by staff after each use.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Back of House – Sanitisation of all areas, and equipment to be sanitised regularly in accordance with existing safety requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove non-essential items (remove all communal coffee and snack stations) that multiple people may touch.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed: _____ **Date:** _____

Name of licensee or approved person: _____

BEST PRACTICE GUIDELINES

Each venue must adapt their own plan, but all measures prescribed must achieve the following objectives and ensure compliance with all existing Workplace Health and Safety Queensland requirements as prescribed by the Act.

The measures ensure compliance with CHO directions and the plan is amended (as required) to reflect any changes in CHO Directions.

Each venue has a reporting and investigation process in place to identify and rectify system failures to prevent any reoccurrence.

Regular review by key staff and management, using feedback of staff to create a cycle of continuous improvement to processes and procedures.

Each venue must have provision for external reporting to industry regulators, including but not limited to the Office of Liquor and Gaming Regulation and Queensland Health.

The following are risks that are common across the industry and contribute to the above checklists, including risk and risk mitigation strategies.

EMPLOYEE AND PATRON HEALTH CONCERNS

Risk

- As restrictions are wound back, there may be some concern from some staff members and visiting patrons regarding their health.

What we are doing to keep you safe

- Employees will be given training to respond swiftly and report on any presumed cases of COVID-19 in the venue.
- Employees are instructed to stay home if they do not feel well, are exhibiting any indicators and are instructed to contact a manager if they notice a co-worker or visitor with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees who are exhibiting any of the symptoms of COVID-19 while at the venue will be instructed to immediately notify their manager and follow individual duty of care requirements.
- Signage will be displayed throughout the venue regarding COVID Safe practices.
- If a venue is alerted to a presumptive case of COVID-19, staff will work with the Queensland Health Department & Government to follow the appropriate actions recommended.

MANAGING ENTRY AND EXITS

Risks

- Area of entry or exit may not allow patrons to egress whilst practicing appropriate social distancing.
- Entries exits may be manual doors or openings that require people to touch and could result in contamination.
- People may congregate in the area waiting for another patron or taxi and not maintain social distancing or require 1 person per 4 square metres.
- Contaminated person can enter or exit this area.

What we are doing to keep you safe

- Use physical barriers to direct our patrons and ensure social distancing requirements are met.
- Where possible we have provided separate exit point.
- We have removed or appropriately placed furniture in entry area to minimise congregation of people and maintain social distancing measures.
- Taxi pick up areas moved suitably away from entry and social distancing signage and floor markings provided.
- **Signage** is prevalent directing our staff and patrons of their role in helping. This includes general information signage such as:
 - Notice to all patrons if sick please do not enter the venue;
 - Patrons must adhere to all directions of staff and leave the premises if requested to do so;
 - Hand hygiene is essential and details on this;
 - Social distancing awareness;
 - Room occupancy for each area clearly displayed at the entry;
 - Floor markings for suitable social distancing; and
 - Encouraging patrons to download the COVID SAFE app.
- Staff are trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue.
- Regular Cleaning of Entry doors and other touchpoints.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland Guidelines in terms of types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Hand Sanitiser is available on entry to venue and where possible supervised and offered by staff.

- Arrival of ill patron or staff member
 - Patron to be refused entry to premises.
 - If possible, contact details of person should be gathered.
 - Move the person to an area away from other patrons immediately.
 - Maintain social distance when communicating and informing patron of need to leave.
 - Maintain a written record of when the incident occurred including name, time, date, number of others with the ill person and brief description of incident.
 - Request the person immediately seek medical advice.
 - Patron or staff member develops illness or sickness whilst already present in the venue:
 - If someone becomes ill in the venue, immediately isolate them to an area or preferably a room away from others until they can be sent home or to a medical practitioner.
 - Make whatever arrangements required to get the person home or to a medical Practitioner
 - Take and follow any directive then prescribed by Queensland Health officials.

- Tracing is critical
 - It is strongly recommended that every venue encourages its patrons to download the COVID Safe App link: <https://www.health.gov.au/resources/apps-and-tools/COVIDsafe-app>.
 - Venues should record details of who attends the venue on any given day. This can be by electronic sign-in, or a simple register of attendance where patrons provide name; address and contact number.

CUSTOMER INTERACTION

Risk

- At times, patrons will que or congregate in various areas of the venue and social distancing may not be maintained.

What we are doing to keep you safe

- Any area where visitors or employees' queue will be clearly marked for appropriate physical distancing using an appropriate identifier which could include permanent or semi-permanent bollards or retractable barriers, floor stickers and tape. Whatever method is used, venues must ensure the specific distance of 1.5m from counter areas or separating patrons is identified and the interaction between staff and patrons is minimised. This includes reception/foyer areas, elevator, coffee shops, dining areas, toilets, gaming rooms, fleeting areas (paths crossing) and taxi lines.

OPERATING THE VENUE AND PAYMENTS

Bar Service and associated areas

Risks

- Patrons congregating for bar service breaching social distancing requirements.
- Staff and patrons getting too close due to traditional counters not providing sufficient separation.
- Contaminated surfaces and equipment.
- Patrons continually crossing paths when moving to and from bar breaching social distancing requirements.
- Contamination of bottles/ serving equipment/ serving vessels.
- Too many patrons in the lounge/ bar areas.

What we are doing to keep you safe

- Where possible barriers used to stop patrons at required distance from the service area.
- Where possible barriers, signage and floor decals used to direct traffic to and from service area reducing crossover of traffic flows (i.e. an in and out for service).
- Venues will implement a seated drinking policy in Stage 2 with settings all distanced appropriately to reflect current CHO directives on social distancing and maximum numbers.
- The number of chairs in the room reflect the total number allowed under guidelines helping customers know when the room is full and assisting staff in enforcing the guidelines.
- We have removed items that may be difficult to clean or harbour the virus (e.g. material or rubber counter mats removed to allow for easy sterilisation of bar tops).
- Signage notifying of maximum numbers allowed in bar /lounge areas.
- All communal items such as water stations, coffee stations removed from bar areas.
- If provided all straws individually wrapped.
- Staff are trained in all COVID safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue.
- Regular and systematic Cleaning of bar surfaces, all equipment, serving vessels and other touchpoints.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland Guidelines in terms of types of

cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.

- Hand Sanitiser is available on entry to venue and where possible supervised and offered by staff.

Restaurant/ Bistro /Café and associated areas

Risks

- Patrons congregating for food service breaching social distancing requirements.
- Staff and patrons getting too close due to traditional counters not providing sufficient separation.
- Staff and patrons getting too close during service of food to tables.
- Back of house staff could be infected and touch multiple items in food preparation.
- Contaminated surfaces and equipment.
- Patrons continually crossing paths when moving to and from food service area breaching social distancing requirements.
- Contamination of bottles/ serving equipment/ serving vessels.
- Too many patrons in the dining café areas.

What we are doing to keep you safe

- Where possible barriers used to stop patrons at required distance from the service area.
- Where possible barriers, signage and floor decals used to direct traffic to and from service area reducing crossover of traffic flows (i.e. an in and out for service).
- Furniture settings all distanced appropriately to reflect current CHO directives on social distancing and maximum numbers.
- The number of chairs in the room reflect the total number allowed under guidelines helping customers know when the room is full and assisting staff in enforcing the guidelines.
- Venues to remove items that may be difficult to clean or harbour the virus (e.g. material or rubber counter mats removed to allow for easy sterilisation of counter tops).
- Venues to encourage bookings to ensure the maximum number of patrons is not exceeded in each area.
- Signage notifying of maximum numbers allowed in dining areas.
- All communal items such as water stations, coffee stations removed from these areas.

- Condiments and cutlery provided in single service packaging with meal. If not, condiments placed on meal prior to serving with no self-serve areas available.
- Buffets and possible high contamination food service methods are not practiced at this time.
- Staff are trained in all COVID safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue.
- Regular and systematic cleaning of all food service areas, all equipment, serving vessels and other touchpoints.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland Guidelines in terms of types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Hand Sanitiser is available on entry to venue and where possible supervised and offered by staff.
- Adjusted service methods and techniques to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, we have reviewed tasks and processes that usually require close interaction and modified these to increase social distancing between staff.
- Increased receptacles to allow for easy disposal of what could be contaminated materials.

Kitchens

Risks

- Contaminated / ill staff member working in kitchen area.
- Contaminated Equipment and serving items.
- Contaminated items brought back to kitchen area.
- Staff getting too close and breaching social distancing requirements.
- Staff do not practice social distancing.
- Contaminated products brought to the kitchen.

How we are keeping you safe

- Using barriers to restrict entry to kitchen other than authorised staff.
- Allocating staff to specific work areas to avoid any extended period of staff being in close proximity and limiting to fleeting proximity if at all required.
- Ensuring our operations can be carried out in line with maximum number at one person per four square metres.

- Regular and systematic cleaning of all food service areas, all equipment, serving vessels and other touchpoints.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland Guidelines in terms of types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Regularly checking and monitoring all automated cleaning equipment to ensure it is functioning correctly especially in regard to dishwashers operating at required temperature and duration to kill any virus etc.
- Hand sanitiser and or soap and water cleaning sinks are available allowing staff to follow prescribed hygiene guidelines.
- Staff are trained in all COVID safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue.
- Deliveries are dropped to a designated point as directed by staff. Procedures have been modified to minimise physical interaction with staff.
- Records of all deliveries stating company, staff person, time and date are kept, assisting if any tracing may be required.

Gaming Rooms /TAB /Keno (Once permitted)

Risks

- Social distancing not practiced in these areas.
- An infected person could touch an Electronic Gaming Machine (**EGM**), Cash Redemption Terminal (**CRT**), Self-Serve Terminal (**SST**) for Keno, TAB play or an ATM, which are high contact points.
- Significant movement of patrons in area could lead to social distancing being breached.
- Staff have to come in regular contact with patrons in these areas to complete payouts etc. and therefore risk infection if a contaminated person was in the area.

How we are keeping you safe

- Where possible, using physical barriers to direct patrons throughout rooms maximising the distance apart whilst travelling in these areas.
- Where possible providing separate exit and entry points to the room to minimize crossover of paths of patrons.
- Use barriers or floor markings to maintain 1.5m around key areas patrons will congregate including gaming counter, CRT, SST terminals.

- Compliance with the maximum number of patrons allowed in the area.
- Provided signage for:
 - General information for use of room including the need to maintain social distancing and that no patron can occupy an EGM either side of one that is already in play.
 - Clearly defining the maximum number permitted in each area.
 - Hygiene reminders to regular wash hands or use the sanitiser provided.
 - Floor decals and directional signs for proposed traffic directions through the room.
- Provided hand sanitiser at multiple points around the gaming room to ensure the distance a player has to travel to obtain hand sanitiser is reasonable. Specific signage at ATM, CRT, SST, reminding patron of hand hygiene.
- Staff are trained in all COVID safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue.
- Staff will systematically supervise and enforce social distancing in the gaming room.
- Staff will systematically clean EGMs regularly and after use by a patron wherever possible.
- Regularly cleaning all high touch points.
- Encouraging patrons to use visitor and member cards and reducing use of cash wherever possible.

COMMUNAL FACILITIES AND SPACES

Communal amenities and shared zones (toilets, walkways)

Risks

- Social Distancing not practiced in these areas.
- Lack of supervision in these areas to ensure key elements (e.g. social distancing rules are enforced).
- Infected person may contaminate this area at various points (i.e. toilets, sinks etc.).

What we are doing to keep you safe

- Where practicable, all physical barriers or other means used to manage social distancing.
- Barriers, floor decals and signage are all used to manage social distancing, direct traffic flows to minimise risk of breach of social distancing and reduce times that patrons are in close proximity to one another.
- Provided signage for:
 - notifying of maximum numbers allowed in communal toilet areas.

- promoting patrons must adhere to all directions of staff and leave the premises if requested to do so.
 - Promoting hand hygiene is essential and details on this.
 - Requesting patrons minimise contact with surfaces wherever possible.
- Regular and systematic cleaning of all amenities and shared zones.
 - Record of cleaning frequency logged and visible within amenity area.
 - Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland Guidelines in terms of types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
 - Staff are trained in all COVID safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID safe venue. Staff to regularly check these areas to ensure compliance to maximum numbers is adhered to.

Elevators and escalators

Risks

- Social Distancing not practiced in these areas.
- Lack of supervision in these areas to ensure key elements (e.g. social distancing rules are enforced).
- Infected person may contaminate these areas at various points.

What we are doing to keep you safe

- An employee will be present to sanitize the button panels & handrails at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests will be permitted per elevator except in the case of family groups from the same household.

MANAGING EMERGENCY EVACUATION

Venues to follow established emergency evacuation procedures as per WH&S Plans and Queensland Fire and Rescue service protocols.

Positive case response management

Managing symptoms of COVID-19 at work, if a person develops flu-like symptoms at work, separate the person by placing them in an area away from others. Provide them with tissues, hand sanitiser and a face mask, if available, to cover their coughs and sneezes. Inform their supervisor and arrange for the person to be sent home or to access medical assistance.

Clean and disinfect their workstation and other areas they have been (refer to sections on Cleaning). Queensland Health will contact an employer if contact tracing of the workplace is required. The employer should follow the advice provided by [Queensland Health](#).

STAFF TRAINING

Venues must provide staff with a level of training required to carry out their roles in a manner which is safe to themselves, fellow staff and patrons. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent visitor contact including Housekeeping, Food & Beverage.

Resources for formulation of training materials and format can be found in the resource links at the end of this document.

Training must ensure the staff member is aware of all safe work practices as prescribed by the safety management plan specific to their individual area of work. Staff are inducted in new safety and operational protocols, prior to starting shift.

All staff to complete the approved COVID safe training identified on www.COVID19.qld.gov.au. This training would include:

- Clean your hands regularly with soap and water or alcohol-based hand sanitiser.
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing, dispose of tissues immediately after use and wash your hands or apply hand sanitiser.
- Avoid touching your face, nose and mouth and shaking hands.
- Avoid close contact with anyone who is unwell. Try to stay 1.5 metres away from anyone coughing or sneezing.
- Stay home if you are unwell.
- Notify your employer if you have come in close contact with someone with COVID 19 and self-quarantine for the 14 days required or as directed by Queensland Health.

EMPLOYER OBLIGATIONS

Industry has consulted and discussed with the United Workers Union (**UWU**) to ensure employer and employee obligations are fulfilled. These include the “worker’s rights” and “employer’s” responsibility to provide a safe workplace. This is further re-iterated in the mandatory training. Ill patron/worker protocols will be formalised in venue induction programs and all patron and contractor contact tracing details are to be completed to provide further safety of workers.

Employers are bound to provide a safe working environment under the *Work Health and Safety Act 2011* (Qld). Employers must take action to protect workers and others from risk or harm. This includes the risk of exposure to COVID 19.

At all times, an employer must:

- Ensure all infection prevention and control policies and procedures are updated.
- Provide hand washing facilities and make sure these are kept clean, properly stocked and in good working order.
- Provide soap or alcohol-based hand sanitiser if available, tissues and cleaning supplies.
- Promote good hygiene practices, e.g. display hand hygiene posters.
- Keep the workplace clean and hygienic. Regularly cleaning high-touch surfaces such as door handles, and workstations helps prevent contamination. Special consideration to Service points, Gaming Machines, ATM’s, and all high contact infrastructure of the venue.
- All venue employers will advise staff to “Stay home if unwell or show signs of illness” as per CHO requirements and advice from WHSQ.
- Encourage workers who are sick with respiratory illness to stay home until they have recovered.
- If someone becomes ill with respiratory symptoms at work, immediately isolate them by placing them in a room or an area away from others until they can be sent home or to doctor.
- Arrange for the person to be sent home or access medical assistance.
- Take and follow any directive then prescribed by Queensland Health officials.
- Signage is to be posted throughout venue staffing areas reminding employees of the correct hygiene procedures including the use gloves in positions deemed appropriate, hand washing, sneezing, coughing and to avoid touching their faces.

APPLICABLE PUBLIC HEALTH DIRECTIONS

Venues’ operations must be determined by the Chief Health Officer’s (**CHO**) directives which are subject to change and the plan must have processes and mechanisms to be updated accordingly. This plan has been formulated on basis of all current directives of the Chief Health officer. Only the parts of the venue that can operate in line with this management plan will be able to operate.

REVIEW AND RISK MANAGEMENT

Review and monitor

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Regular reviews, in conjunction with effective feedback and communication from staff, must be used to update plan and ensure there is a mechanism for continuous improvement.
- All tools in the plan must be based on a risk analysis basis ensuring any new risks are identified and suitable controls to mitigate risk are added as required.
- Venues should publicly display a notice that your venue has an extensive COVID plan and is a COVID safe business. A summary of areas covered could be included similar to a Venue Management plan currently required under licensing requirements.

Internal reporting and investigation procedures

- Management are to provide a vehicle to receive feedback and reports in relation to all COVID 19 policies and or incidents including maintaining written records of all reports and investigations.
- Methods to include - Verbal feedback, regular management discussion and review, documentation. Having a set date for review (considering changing nature of virus propose this is reviewed in line with any new announcements from Chief Health Officer).
- Consultation with staff must occur in formulation of all safe work practices and COVID safe measures to be implemented.
- Investigations must be carried out and acted upon in a timely manner.
- All records to be maintained for presentation to external bodies if required.
- Any outcomes of such reporting and investigations are acted upon and any changes made to reduce reoccurrence of failures.

Other risks

- When dealing with patron aggression, venues must have a policy for dealing with aggressive patron behaviour as a result of COVID restrictions. It should be based on normal procedures for such matters as covered in your existing staff handbook.

RESOURCES AND LINKS

- Queensland Health - <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-COVID-19> and Workplace Health and Safety Qld <https://www.worksafe.qld.gov.au/> are the two approved sites for all venues to seek supplementary information to assist in further development of their plans.
- Staff Induction Video for Self-Distancing Also for Inhouse advertising Screens. Has subtitles and can be played with no volume. <https://youtu.be/2WCtGFNENYU>.
- Workcover Queensland Risk Manage Fact Sheets.
- <https://www.worksafe.qld.gov.au/news/2020/coronavirus-covid-19-workplace-risk-management>.
- 30 Second COVID Safe App promo video. Proposed use Venue Facebook, Internal Televisions etc. https://www.youtube.com/watch?v=2WCtGFNENYU&feature=emb_rel_end.

The following Departments and Organisations Referenced or Directly Quoted in this document include:

- Safe Work Australia (Website and Resource Documents) Safe Work Australia provides a resource kit that may be of assistance [Safe Work Australia](#).
- Safe Work QLD / Workcover QLD (Website information and resource documents).
- QLD Health (Website information and resource documents).
- Australian Government Department of Health. (Website information and resource documents).



STATEMENT OF COMPLIANCE

**This venue is operating in compliance
with the Industry COVID Safe Plan for
Queensland Hotels and Clubs**

- **Follow the rules and keep us all safe**
- **Maintain social distancing between patrons**
- **Wash your hands**
- **Be prepared to leave your contact details with this venue for tracing purposes**
- **This is a COVIDSAFE Venue**

Signed by Licensee / Approved Manager

Date

APPENDIX 1

EXAMPLE SIGNAGE

GENERAL AREA SIGNAGE LIMITING NUMBERS (AREA AND CAPACITY TO CHANGE AS REQUIRED)

* PENALTIES APPLY FOR NON-COMPLIANCE

SPORTS BAR: Maximum 60 People

This is a capacity monitored venue.

To help us adhere to Government Restrictions, please follow the direction of staff at all times.

We ask that you please practice safe social distancing (1.5m). You may be asked to leave if you are not practicing social distancing

Thank you for your understanding, Management

GAMING MACHINE SIGNAGE

ATTENTION

Some gaming chairs have been removed to ensure social distancing of 1.5m is adhered to.

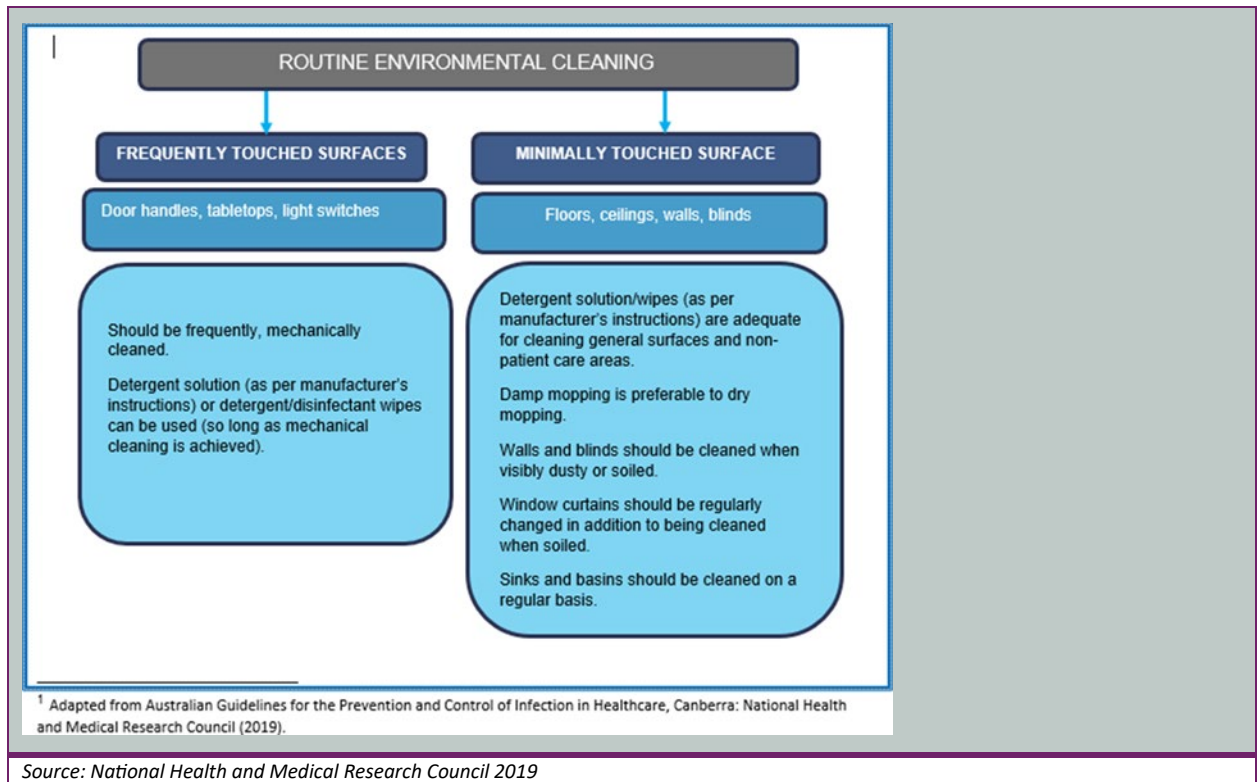
This sign should not be moved without consulting or approval from Staff or a Manager

Thank you for your understanding, Management

* PENALTIES APPLY FOR NON-COMPLIANCE

APPENDIX 2

Routine environmental cleaning requirements can be divided into two groups:



Example: Office environment, provide detergent/disinfectant wipes to employees to clean workstations, and workstation equipment such as monitors, phones, keyboards and mouses. Provide supplies of alcohol-based hand sanitiser around the office space, where possible.

