



COVID SAFE INDUSTRY PLAN FOR THE COMMUNITY CENTRE

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EMPLOYEE, RESIDENT AND VISITOR HEALTH CONCERNS

Risk

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

What we are doing to keep you safe

- Employees have been 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 physical 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 physical distancing.
- Contaminated person can enter or exit this area.

What we are doing to keep you safe

- Where possible, using physical barriers to direct our patrons and ensure physical distancing requirements are met.
- We have removed or appropriately placed furniture in entry area to minimise congregation of people and maintain physical distancing measures.
- Signage is prevalent directing our staff and patrons of their role in helping. This includes general information signage such as:
 - Notice to all patrons to not enter the venue if they;
 - are unwell;
 - have been in close contact with a known case of COVID
 - have COVID-19 symptoms
 - have travelled overseas in the previous 14 days or
 - have been to a declared COVID-19 hotspot in the previous 14 days.
 - Businesses have the right to refuse service and insist that anyone with these criteria leaves the premises.
 - Patrons must adhere to all directions of staff and leave the premises if requested to do so;
 - Hand and respiratory hygiene is essential and details on this;
 - Physical distancing awareness;
 - Floor markings for suitable physical 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.
- 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.
- Contact 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-andtools/COVIDsafe-app>.
 - Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose, and deleted after 56 days.

CUSTOMER INTERACTION

Risk

- At times, patrons will cue or congregate in various areas of the venue and physical 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 appropriate distance from counter areas or separating patrons is identified and the interaction between staff and patrons is minimised.

OPERATING THE COMMUNITY CENTRE

Bar Service and Associated Areas

Risks

- Patrons congregating for bar service breaching physical 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 physical 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.
- 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).
- 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.
- Hand Sanitiser is available on entry to venue and where possible supervised and offered by staff.

Dining/Sitting and Associated Areas

Risks

- Patrons congregating for food service breaching physical 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 physical distancing requirements.
- Contamination of bottles/ serving equipment/ serving vessels.
- Too many patrons in the dining areas.

What we are doing to keep you safe

- Where possible barriers used to stop patrons at required distance from the service area.
- Furniture settings all distanced appropriately to reflect current CHO Directions on physical distancing.
- 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 the venue.
- Condiments placed on meal prior to serving with no self-serve areas available.
- Table set (including placement of cutlery) by Staff/Resident wearing gloves.
- Buffets must only be operated by staff as per the current CHO Directions.
- Platter of food, e.g. sandwiches, should not be placed on a table for patrons to dish themselves as this is considered self-serve buffet.
- Staff may serve patrons from a platter at table side.
- Any situation where people would dish themselves from communal plates at a table etc. should be considered a buffet and as such is not permitted.
- 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.
- 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 physical distancing between staff.
- Increased receptacles to allow for easy disposal of what could be contaminated materials.

Kitchen

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 physical distancing requirements.
- Staff do not practice physical 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/residents to specific work areas to avoid any extended period of staff/residents being in close proximity and limiting to fleeting proximity if at all required.
- Regular and systematic cleaning of all food service areas, all equipment, serving vessels and other touchpoints.
- Regularly checking and monitoring of 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 is kept in the little sink 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.

Entertainment Area

Risks

- Physical distancing not practiced in these areas.
- An infected person could touch a performer.
- Significant movement of patrons in area could lead to physical distancing being breached.
- Patrons dance.
- Staff may have to come in regular contact with patrons in these areas to ensure physical distancing is observed and therefore risk infection if a contaminated person was in the area.
- Aggression from patrons towards staff when encouraging physical distancing.

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.
- Use barriers or floor markings to maintain physical distancing around key areas patrons will congregate.
- Compliance with the maximum number of patrons allowed in the area.
- Provide alcohol-based hand sanitiser at multiple points around the entertainment area.
- 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.
- Regularly cleaning all high touch points.

COMMUNAL FACILITIES AND SPACES

Communal Amenities and Shared Zones (Toilets, Walkways)

Risks

- Physical distancing not practiced in these areas.
- Lack of supervision in these areas to ensure key elements (e.g. physical 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 physical distancing.
- Where practical barriers, floor decals and signage may be used to manage physical distancing, direct traffic flows to minimise risk of breach of physical distancing and reduce times that patrons are in close proximity to one another.
- Provided signage for:
 - 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.
- 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.

Elevator

Risks

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

What we are doing to keep you safe

- Regular and systematic cleaning of the button panels & handrails.
- Signage will be posted to explain the current procedures.

Village Bus

Risks

- By nature of transport, physical distancing cannot be maintained within the vehicle.
- An infected driver or patron using the service.
- Spread of virus through others coming in contact with infected surfaces.

What we are doing to keep you safe

- Staff are advised to not come to work if they are ill.
- Patrons are advised not to come to the Community Centre or travel in the Village Bus if they are ill.
- For tracing purposes, a record of all Village Bus users is kept.
- Passenger seat beside the driver remains empty for physical distancing.
- The Village Bus is sanitised when it returns to the venue after dropping off patrons and prior to picking up the next patrons.
- Ensuring whenever practical, users spread out (social distance) in the bus if it is not full.
- Signage in the bus encouraging passengers to leave a gap between themselves and others where possible.

CHECKLISTS

COVID SAFE CHECKLIST – RECEPTION, ENTRY AND EXIT, OFFICES AND COMMUNAL AREAS

COVID SAFE CHECKLIST- RECEPTION, ENTRY AND EXIT, OFFICES AND COMMUNAL AREAS		
<u>Physical Distancing</u>	Signs at entry points to instruct customers not to enter the venue if they have been to a declared COVID hotspot in the previous 14 days, 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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practicable set up separate exit and entry points.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
	Minimise crossover of traffic flows wherever possible.	<input checked="" 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 Directions (as defined on the Queensland Government COVID 19 website)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Service areas and queues are managed by appropriate floor markings, signage and where practical bollards etc to encourage physical distancing at all service areas including receptions, bar, dining and all other point of sale areas.	<input checked="" 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 checked="" type="checkbox"/> N/A
	Provide contactless payments and or online payment for member services etc.	<input type="checkbox"/> Yes <input checked="" 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 checked="" 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 Directions.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
For toilets, baby change rooms: Consider options to maintain hygiene and physical 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A	
<u>Record Keeping</u>	Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days. Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Venues must actively encourage all patrons to download the COVID Safe App. The COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	<input checked="" 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 physical distancing between staff.	<input checked="" 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 checked="" 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 checked="" type="checkbox"/> N/A
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> N/A
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input checked="" 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 checked="" 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.	<input checked="" 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Reduce the sharing of equipment and tools.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Clean frequently touched areas and surfaces regularly with detergent or disinfectant (including shared equipment and tools, cash registers, electronic sign in equipment, EFTPOS, tables, counter tops).	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).		
	Sanitisation of all spirit bottles, nip dispensers, serving equipment.	<input checked="" 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 checked="" 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 checked="" type="checkbox"/> N/A
	For toilets, baby change rooms Provide appropriate PPE equipment to staff for cleaning all high touch areas such as toilets. Refer to page 6 of Industrial Relations COVID Guide for more information	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A

<u>Courtesy Transport</u>	<p>Courtesy Transport must be frequently cleaned and disinfected between uses.</p> <p>Physical distancing must be maintained as far as possible during use. Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days. Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance.</p>	<input checked="" 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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practical provide a drop off or collection area for deliveries to reception area.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed:



Date: 3.7.2020

Name of licensee or approved person:

Chiou See Anderson, Managing Director.

APPENDIX 1 – CHECKLISTS

COVID SAFE CHECKLIST – FOOD AND BEVERAGE AREAS

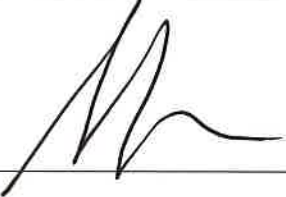
COVID SAFE CHECKLIST - FOOD AND BEVERAGE AREAS		
Physical Distancing	Signs at entry points to instruct customers not to enter the venue if they have been to a declared COVID hotspot in the previous 14 days, they are unwell or have COVID 19 symptoms. The sign should state that the venue has the right to refuse service and must insist that anyone with these symptoms leaves the premises.	<input checked="" 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 checked="" 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 checked="" 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 Directions (as defined on the Queensland Government COVID 19 website).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Service areas and queues are managed by appropriate floor markings, signage and where practical bollards etc to encourage physical distancing at all service areas including receptions, bar, dining and all other point of sale areas.	<input checked="" 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 checked="" type="checkbox"/> N/A
	Ensure waiting area seating appropriately placed to promote physical distancing.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where practically possible, provide contactless payments and payment online for services.	<input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	For takeaway services place menus outside the venue.	<input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> N/A
	Venues will monitor and maintain records of staff working in areas and wherever possible roster to minimize staff interactions in multiple areas.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> N/A
	Implement controls to ensure patrons for areas do not mingle.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Buffets and other communal services are operated by staff as per the current CHO directions.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> N/A
	Stagger seating times and manage the duration of sittings to control the flow of patrons.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> N/A
	Tables and booths to be utilized with appropriate physical distancing between each booking group	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Service Bars will be staffed to allow for appropriate distancing between employees	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Where members of the same groups (validated by staff) wish to occupy the same or adjacent table or seating, the physical distancing rule may not apply	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
<u>Record Keeping</u>	Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days. Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Venues must actively encourage all patrons to download the COVID Safe App. The COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	<input checked="" 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 physical distancing between staff.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	All staff have completed the mandatory COVID SAFE training and a record of this has been kept.	<input checked="" 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 checked="" type="checkbox"/> N/A

	<p>For example:</p> <ol style="list-style-type: none"> 1) assign staff to specific workstations to minimise the need to go into other spaces. 2) implement processes so front of house staff can collect food without needing to go into food preparation areas. 3) postpone or cancel non-essential face-to-face gatherings, meetings and training. 4) direct staff to stay at home if they are sick, and to go home if they become unwell. 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. 6) Put signs and posters up to remind staff and others of the risk of COVID-19. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p><u>Hygiene and cleaning</u></p>	<p>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.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	<p>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.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	<p>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.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
	<p>Reduce the sharing of equipment and tools.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	<p>Clean frequently touched areas and surfaces <u>regularly</u> with detergent or disinfectant (including shared equipment and tools, EFTPOS equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.</p> <p>Refer to page 6 of the <u>Office of Industrial Relations COVID Guide</u> when providing staff with Personal Protective Equipment (PPE).</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

<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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Sanitization of all spirit bottles, nip dispensers, serving equipment.	<input checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> N/A

Signed:



Date:

3.7.2020

Name of licensee or approved person:

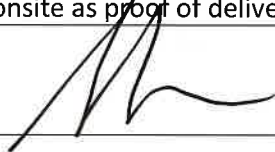
Chiou See Anderson, Managing Director.

COVID SAFE CHECKLIST – ENTERTAINMENT (DJ AND LIVE ENTERTAINMENT AREAS – INCLUDING NIGHTCLUBS)

COVID SAFE CHECKLIST – ENTERTAINMENT (DJ AND LIVE ENTERTAINMENT AREAS)		
Physical distancing	Signs at entry points to instruct patrons 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 does not enter the premises.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If practicable set up separate exit and entry points to the entertainment area and minimise crossover of traffic flows wherever possible.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Implement measures to restrict numbers in the premises, including maintaining the approved number of patrons allowed as per the current CHO Directions (as defined on the Queensland Government COVID 19 website).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Encourage physical distancing by displaying signage to encourage patrons to take personal responsibility to maintain 1.5 metres distance from other persons in entertainment areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Where practically possible, provide contactless payments for services in entertainment areas	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Tables and booths located within entertainment areas should be spaced appropriately to encourage physical distancing between unrelated parties.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Dancing is not permitted under this Industry COVID Safe Plan unless the activity is undertaken in accordance with the <u>Restrictions on Businesses, Activities and Undertakings Direction No.3</u> , or its successor, or an approved Industry COVID Safe Plan. For example, the dance floor may be used: <ul style="list-style-type: none"> a. To facilitate a structured exercise class in accordance with the industry COVID Safe Plan for Fitness Facilities. b. For an adult entertainment performance, with physical distancing between the performer and patron. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Where vocal performers are engaged in entertainment areas a distance of 4 metres must be maintained between the vocal performer and patrons to reduce the risk of saliva particles being projected from the performer on to the patrons. Occupant density of 1 person per 4sqm must be maintained.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Service Bars will be staffed to allow for appropriate distancing between employees	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Record Keeping	Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days. Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Venues must actively encourage all patrons to download the COVID Safe App.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Wellbeing of Staff	All staff have completed the mandatory COVID SAFE training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

	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 physical distancing between staff.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	For example: 1) direct staff to stay at home if they are sick, and to go home if they become unwell. 2) 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. 3) Put signs and posters up to remind staff and others of the risk of COVID-19. 4) 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Hygiene and cleaning	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, EFTPOS equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	For entertainment areas which require mandatory ID Scanning for entry or manual ID checks upon entry, sanitisation of all areas, and equipment regularly is required in accordance with existing guidelines for high traffic areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Remove non-essential items i.e. counter bar mats, straw containers, that multiple people may touch.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Deliveries, contractors, and visitors attending the premises	Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Signed:



3.7.2020

Name of licensee or approved person:

Chio See Anderson, Managing Director.



Checklist: Vehicles and vessels for up to 50 people

As at 3 July 2020 – commencing from 12 noon

This checklist should be completed and read in conjunction with the COVID Safe Principles outlined in the **Queensland Tourism and Accommodation Industry COVID Safe Plan**.

What you need to do to safely re-open your business

1. Wellbeing of workers

- Direct workers to stay at home if they are sick, and to go home immediately if they become unwell. Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home until they get the result and it is negative for COVID-19.
- Implement appropriate WHS controls as outlined in the [WorkSafe COVID-19 guide](#).
- Consider encouraging your staff to get flu shots as an additional public health measure. This should not be a mandatory requirement.
- Implement measures to maximise the distancing between workers to the extent it is safe and practical. Minimise the time that workers are in close contact with each other.
- To separate workers from patrons, either provide physical barriers such as plexiglass, or leave vacant seats to allow for 1.5m social distancing.
- 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 workers and patrons.
- Encourage baggage handling by patrons rather than staff, or if not possible, establish protocols to ensure staff are adequately protected with gloves and handwashing straight after handling.
- Consult and communicate with workers and their representatives on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
- Put signs and posters up to remind workers and others of the risk of COVID-19.

2. Pre-screening

- Check that patrons have not been in a declared COVID-19 hotspot in the past 14 days. This may include checking border declarations or residency documentation before commencing the experience.
- Notify patrons that they will not be able to enter the experience if they are unwell, have COVID-19 symptoms or have been in a declared COVID-19 hotspot in the past 14 days. The notice should state that businesses have the right to refuse service and must insist that anyone with these symptoms will not be able to participate. This should be done at the time of booking and with signs at the entrance.
- Inform patrons of expectations including staying at home if they feel unwell, providing contact details for record keeping and maintaining appropriate respiratory and hand hygiene.
- Introduce flexible booking and refund policies to help encourage sick patrons to stay home.
- Implement measures to restrict numbers within the experience, including maintaining a maximum of 50 people at any one time, in addition to staff. Experiences for more than 50 people are not covered by this checklist.

Unite against COVID-19



- If social distancing cannot be accommodated in the experience, patrons should be informed at the time of booking or refunds offered to patrons who do not wish to proceed. In cases where patrons have consented to participate without social distancing, the entire tour group is considered a single group for activities that are part of the tour, e.g. dining in at a restaurant.

3. Social distancing

- Introduce measures to restrict interaction between different groups in the tourism experience including assigning individual seats for the duration of the experience. Wherever possible, patrons should be seated and remain seated for the experience.
- If practicable, set up separate exit and entry points to minimise contact.
- Introduce measures to provide for appropriate social distancing between tour groups and members of the general public when in public spaces (e.g. lunch breaks on bus tours).
- Limit the use of cash transactions by encouraging patrons to use contactless payment options.

4. Record keeping

- Contact information must be kept on all patrons, workers and contractors, including full name, email address (residential address if not available), phone number and date and time of entry for a period of at least 56 days.
- Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

5. Hygiene and cleaning

- Ensure patrons are provided with hand washing facilities or appropriate alcohol-based hand sanitisers. Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- Where experiences required masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures), they must continue to do so. For controlling the risk of COVID-19 infection, masks and gloves may be considered as part of a range of controls.
- Instruct patrons and workers 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, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- Refrain from providing refreshments in a manner which allows handling of plates, cutlery and other items by multiple people
- Limit time within the confines of a vehicle/vessel wherever practical to help enable frequent cleaning of high touch areas, surfaces and spaces with detergent or disinfectant and to minimise use of shared facilities such as changing areas, toilets, and showers on the vehicle/vessel.
- Any surfaces or equipment used by patrons must be cleaned between patrons. Ensure appropriate sterilisation of relevant equipment and sufficient time is kept between appointments to allow for this.

6. Review and monitor

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- This checklist is a key part of your compliance with a COVID Industry Plan.

CHECKLIST: Cleaning

This checklist will assist you to implement health and hygiene measures at your workplace and do a review of your facilities. Don't forget to also check our [COVID-19 website](#) for additional measures for your industry.

Routine cleaning

What do I need?

- Detergent, either as a solution that can be mixed with water, or as wipes, or
- A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.

When should I clean?

- Clean your workplace at the end of the work day using a detergent, or a 2-in-1 detergent and disinfectant solution.

Focus on:

Frequently touched surfaces such as tabletops, door handles, light switches, desks, toilets and toilet doors, taps, TV remotes, kitchen surfaces and cupboard handles

- Clean objects and surfaces used repeatedly by lots of people frequently throughout the day using a detergent, or 2-in-1 detergent and disinfectant solution.

For example:

Trolleys and baskets, checkouts, EFTPOS machines, handrails, elevator buttons

- Clean surfaces and fittings that are visibly soiled or after any spillage as soon as possible using a detergent, or a 2-in-1 detergent and disinfectant solution.
- Instruct workers to clean personal property that has been brought to work and is likely to be handled at work or during breaks with a detergent or 2-in-1 detergent and disinfectant solution, or wipes.

For example:

Sunglasses, mobile phones, ipads, car keys

How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required personal protective equipment (PPE). Also make sure the product is suitable for use on the surface you are cleaning.
- Instruct workers to wear gloves when cleaning and ensure they know to wash their hands thoroughly with soap and water, or to use alcohol-based hand sanitiser if they cannot wash their hands, both before and after wearing gloves.
- If possible, use disposable gloves when cleaning and discard after each use. Otherwise, only use reusable gloves for routine cleaning and do not share gloves between workers.

After cleaning

- Dispose of any disposable cloths in a rubbish bag, or launder reusable cloths in the usual way.

Cleaning if someone in my workplace is suspected or confirmed to have COVID-19

Preparing to clean

- Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.
- Open outside doors and windows if possible to increase air circulation.

What do I need?

- A detergent, as a solution that can be mixed with water, and

CHECKLIST: Cleaning

- A disinfectant containing alcohol in a concentration of $\geq 70\%$, chlorine bleach in a concentration of 1000 parts per million (see the [Department of Health website](#) for more information on achieving the correct bleach solution), oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds.
- A combined detergent and disinfectant solution.
- Appropriate PPE for cleaning staff, including disposable gloves and safety eyewear.
 - Provide a disposable apron where there is visible contamination with respiratory secretions or other bodily fluids.
- A surgical mask if the person suspected to have COVID-19 is in the room.

What should I clean?

- Thoroughly clean and then disinfect:
- all areas of suspected or confirmed contamination
- any common areas (e.g. break rooms, washrooms), and
- any known or likely touch points in the workplace.

How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required PPE. Also make sure the product is suitable for use on the surface you are cleaning.
- Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.
- Use disposable gloves where possible, and discard after each use. Wash or sanitise hands before and after wearing gloves.

After cleaning

- Dispose of any single-use PPE, disposable cloths and covers in a rubbish bag and place it inside another rubbish bag and dispose of in general waste.
- Launder any reusable cleaning equipment including mop heads and disposable cloths and completely dry before re-use.
- Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.

For more information:

Visit the Cleaning information on the [Safe Work Australia website](#).