

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



## Your COVID-19 Safety Plan

Restaurants and cafes (including food courts and other food and drink premises)

### Business details

Business name	Northern NSW Helicopter Rescue Service Ltd
Business location (town, suburb or postcode)	Pirtek Park, Singleton, Dunnolly Street, NSW 2330
Completed by	Danny Eather
Email address	<a href="mailto:danny.eather@rescuehelicopter.com.au">danny.eather@rescuehelicopter.com.au</a>
Effective date	15 January 2021
Date completed	20 January 2021

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### Wellbeing of staff and customers

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

Conditions of Entry signage displayed at the entry points of venue asking them to complete a self-assessment Wellness Check consisting of a series of questions to determine if they are unwell to enter advising that they will be denied entry to venue.

Self Assessment Wellness Check Questions

-Have you been diagnosed with COVID-19? YES / NO

-Have you been in close contact \* with a person who has been diagnosed with COVID19?  
YES / NO

- Have you been in contact with someone who is suspected\*\* of having COVID-19 YES / NO
- Do you have a cold or any flu like symptoms or have you had any symptoms in the last 24 hours? E.g. sore throat, fever, aches, nasal congestion, runny nose, headaches. YES / NO
- Have you travelled to or been in a known hotspot or case location in the last 14 days or otherwise been advised to self-isolate? YES / NO
- Have you travelled overseas in the last 14 days? YES / NO

Entry will be only granted for those that can answer NO to all questions.

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

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

All staff and volunteers participating have undertaken Covid-19 Safety Training based on internal protocols and safety measures.

A Covid-19 Safety Briefing will be provided to all prior to competition day to refresh expectations and how to deal with certain situations that may arise.

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

Staff leave entitlements are available upon request. Staff have access to their leave accruals if required to self-isolate.

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

Conditions of entry will be displayed at entry points.

These will also be communicated via the events social media channel, website and press releases.

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

a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.

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

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

Food courts are exempted from the requirement for a COVID-19 Safe Hygiene Marshal, but should still have strategies in place to ensure the venue COVID-19 Safety Plan is implemented.

Two CovidSafe Hygiene Marshal will be assigned for the duration of the day in which the event will be ran. These Marshals will be responsible for ensuring all aspects of the Covid Safety Plan are adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.

Marshals will be identifiable with a high vis safety vest.

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## **Physical distancing**

Capacity in regions outside of Greater Sydney must not exceed one customer per 2 square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less.

Children count towards the capacity limit.

*Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.*

Maximum venue capacity given it is outside of Greater Sydney will not be exceeded and capacity will allow for 1 person per 2 square metres.

Self imposed limited of 1000 people will be able to attend the venue.

In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less, provided that each separate area is:

- **separated from other areas on the premises**
- **designated a separate area by the occupier of the premises**
- **has staff that are providing food and drink only in that area**
- **does not allow people in different areas to mingle**
- **monitored by a designated COVID-19 Safe Hygiene Marshal at required times.**

Venue not located within Greater Sydney

**Face masks must be worn by public facing staff in Greater Sydney, unless exempt.**

Venue not located within Greater Sydney

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

Food served is a barbecue sausage sizzle. Customers will order at a designated station and collect food at designated collection point. People we return to the seats or blankets to consume food and drink.

Ensure 1.5m physical distancing where possible, including:

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

Physical distancing will be strongly enforced throughout the venue inline with the 1 person per 2 square meters rule as contained within the Public Health Order. This will include points of mixing or queuing for food and bar facilities, toilets and entrance and

exit point.

The use of physical barriers and ground marking to keep distance will be used throughout the venue.

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

Markers will be placed on the ground at food order and collection areas along with bar.

Physical barriers will also be placed to ensure adequate distancing from staff and volunteers.

**Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations.**

Rooms will have limits placed on how many individuals can be in an area at any one time, with limited seating available.

Staff / Volunteers will have a designated outdoor break area ensure distancing enforced.

**In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors.**

Venue is an sporting field and there are no indoor areas where alcohol can be consumed.

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

Adjustments to work roster for volunteers / staff to stagger breaks.

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

Physical barriers such as bollards and additional tressle tables will be used to increase distance between staff and customers

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

Contact-less delivery and signing requested of suppliers where possible.

## **Introduce strategies to manage gatherings that may occur outside the premises.**

Security Guards will be posted to exit of the venue and all people will be polite advised to move on and not to gather outside the gates. Traditionally this has never been an issue.

**No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members older than 12 years should wear masks if singing or chanting.**

No performers will be in attendance singing.

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## **Hygiene and cleaning**

### **Adopt good hand hygiene practices.**

Hand washing and sanitising facilities available at the venue. Hand sanitisation stations will be set up at front of the venue and signage requesting hands to be sanitised before entry being displayed as per conditions of entry. Hand sanitiser will available on all counters and in high contact area. Hand washing and hand rub signage displayed throughout the venue.

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

As part of event management procedure, bathrooms will be stocked with adequate hand soap, hand sanitiser and paper towels regularly throughout the day of the competition.

Hand washing signage will be place within bathrooms to advise of appropriate measures.

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

Use of physical barriers to keep customers away from touching areas.

Despite the barrier, the surfaces will be cleaned regularly (hourly) during the course of the day as per cleaning procedure

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

*Note: under the Smoke-Free Environment Act 2000, smoking, including use of hookahs, is not permitted in certain public places including 'enclosed public places' and 'commercial outdoor dining areas' (within the meaning of the Smoke-Free Environment Act 2000).*

Food service is a sausage sizzle barbecue. All condiments (sauces) will be added by staff/volunteer serving food and will not be accessible by customers

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

Cutlery and tableware will not be available to customers. Utensils used by staff/volunteers will be wash with hot water and detergent as per our Safe Work Practices

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

Menus will not be used. Large signage will be used to display food options

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

Cleaning of hard surfaces including high touch areas will be undertaken hourly in accordance with clean procedure.

No communal table or chairs will be provided to customers. They will need to supply their own.

PPE will be supplied and readily available at all times for staff and volunteers.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with**

## **the manufacturers' instructions.**

All cleaning products will be used in accordance with manufacturers instructions

## **Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.**

As per cleaning procedure all staff will wear PPE and wash hands thoroughly before and after cleaning.

## **Encourage contactless payment options.**

Cash transactions will be discourage through signage encouraging contactless payment

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

Windows and doors to be opened where practicable

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## **Record keeping**

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

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

All attendees register digitally via QR Code. It will be a condition of entry that register is to occur.

## **Ensure records are used only for the purposes of COVID-19 contact tracing and are**



collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](http://nsw.gov.au)

Records only stored for contract tracing purposes and only available to select staff.

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

Signage recommending downloading of the app displayed on entrances, social media.

**Except for food courts, all venues must register their business through [nsw.gov.au](http://nsw.gov.au). Food courts should consider registering their business through [nsw.gov.au](http://nsw.gov.au).**

Northern NSW Helicopter Rescue Service Ltd is registered through NSW government.

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

Internal plan details how to manage positive cases and when and how to liaise with NSW Health and Safe WorkNSW.

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

Yes