

# > HELPING BUSINESS GET BACK TO WORK

30 June 2020

## COVID-19 Safety Plan

**Effective 1 July 2020**

### Major recreation facilities (including stadiums, showgrounds and racecourses)

**We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.**

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions or advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](https://nsw.gov.au)

#### BUSINESS DETAILS

**Business name:****Plan completed by:****Approved by:**

## > REQUIREMENTS FOR BUSINESS

**Requirements for your workplace and the actions you will put in place to keep your customers and workers safe**

#### REQUIREMENTS

#### ACTIONS

##### Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

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

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

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

Wellbeing of staff and customers	
Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).	
<p>Ensure COVID-19 Safety Plans are in place, where relevant, for:</p> <ul style="list-style-type: none"> <li>• Restaurants and cafes</li> <li>• Functions and conferences</li> <li>• Community centres and halls (if hiring out space)</li> <li>• Community sports</li> </ul> <p>Please note there is a separate COVID-19 Safety Plan for theme parks.</p>	
REQUIREMENTS	ACTIONS
Physical distancing	
The total number of people in a major recreation facility hosting a ticketed event with allocated seating areas must not exceed 25% of its capacity, to a maximum of 10,000 people.	
The total number of people in a major recreational facility hosting a non-ticketed or non-seated event must not exceed one person per 4 square metres of publicly accessible space (excluding staff), to a maximum of 500 people.	
Alcohol can only be served to seated patrons.	
Seated groups should be separated by 1–2 empty seats on both sides to support physical distancing. Develop strategies to achieve this, such as allocated seating or an allocated seating area. Have strategies in place to ensure physical distancing between non-household groups.	
Have strategies in place to prevent co-mingling of spectator groups, such as by using alternate sections and closing access corridors. Each section should have a designated entry/exit, toilets and food/drink service where practical.	
Consider exiting each section in staggered times to avoid crowding outside the venue. If a facility has multiple grounds, consider staggering the start times of different shows/matches to minimise crowding.	
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks, or in areas where people stand, such as along the railing at racetracks. Use separate doors or rope barriers to mark the entry and exit wherever practical.	
Use signage at entrances to any halls or exhibit areas to communicate the maximum safe capacity, and consider displaying signage with arrows to direct the flow of visitors through these spaces if crowds are anticipated.	
Consider implementing a time-based booking or ticketing system for long events or popular exhibits to minimise crowding across the facility.	
If there are security bag checking arrangements in place, have strategies to minimise crowding such as additional staffing and asking people to have their bags open ready for quick visual inspection. If staff need to touch the bag or items within, have hand sanitiser available for them to use before and after.	

Physical distancing	
Consider strategies to manage crowding during breaks, such as allowing people to bring their own food and drinks into the venue, or additional personnel available to assist with crowd control.	
Promote online ticket purchasing and electronic ticket checking where these are available.	
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times including at meal breaks and in any office or meeting rooms.	
Use telephone or video for essential staff meetings where practical.	
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	
Review regular deliveries and request contactless delivery and invoicing where practical.	
Have strategies in place to manage gatherings that may occur immediately outside the premises, such as before and after events.	
Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger events, if crowding on public transport may occur.	
Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.	

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	

Hygiene and cleaning
Have hand sanitiser at key points around the facility, such as entry and exit points.
Avoid handing out pamphlets, signs or other sponsored materials. Consider digital alternatives.
Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces such as door handles and handrails several times per day.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.
Staff should wear gloves when cleaning and wash hands thoroughly before and after with soap and water.
Encourage contactless payment options.

REQUIREMENTS	ACTIONS
Record keeping	
Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	
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.	