



REOPENING AND YOUR COVID-19 SAFETY PLAN

(Version 5. 24 July 2020)

Explanatory Note

What do you need to do?

On 24 July 2020, the NSW Government updated its checklists for the development of COVID-19 Safety Plans for:

- a) Restaurants and Cafes (see [here](#)); and
- b) Bars, Pubs, Clubs, Casinos, Breweries and Distilleries (see [here](#)).

These checklists require completion by identification of Actions associated with each item. Once complete, that will form your COVID-19 Safety Plan.

If you want to open your venue and be in compliance with the Public Health Order, you must have a COVID-19 Safety Plan. The below are not optional:

- **Venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.**
- **The plan must be registered with NSW Government.**
- **The plan must be printed and available onsite for inspection at any time.**

From 24 July, all venues must comply with the below restrictions, in addition to the already existing requirements:

- COVIDsafe registration
 - All venues must now register their COVID Safe plans [here](#). With a COVID Safety Plan already in place registration is quick and easy. Visit nsw.gov.au to register today and avoid new penalties.
 - Venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.
- Venue capacity
 - Maximum of 10 people per booking or table (down from 20).
 - Maximum of 300 people in the pub at any one time or one customer per 4 square metres, whichever is the lesser.
- COVID-19 Safe Hygiene Marshall



- All venues must appoint a dedicated Safe Hygiene Marshall to oversee social distancing, cleaning and hygiene at the venue:
 - At all times where venues have a patron capacity of more than 250
 - At peak times - lunch 12pm to 3pm and dinner 5pm to 9pm- for venues with patron capacity less than 250
- Customer (and contractor/staff) sign-in
 - All customers (and contractors / staff) must sign in and the Safe Hygiene Marshall should ensure the accuracy and legibility of records. Sign in must include name and or number/email.
 - Paper sign-in is permitted however pubs must create a digital record of customer contact details within 24 hours and provide it immediately if requested.
 - QR code sign-in is strongly encouraged.

Visit [what you can and can't do under the rules](#) for the full list of changes.¹

Please note that NSW Government has stated that these tougher measures will be enforced with random and covert inspections of venues. There will be serious penalties if you fail to meet these standards, including fines and enforced closures of businesses. Any business found in breach of the [Public Health Orders](#) could face a penalty of up to \$55,000 and a further \$27,500 penalty may apply for each day an offence continues. On-the-spot fines can also be issued.

Who is this document for?

This document has been prepared to assist all NSW venue owners/operators to complete their COVID-19 Safety Plans. This includes the types of venues listed above in a) and b), as well as live music and performance venues, which have additional factors for consideration (outlined in section 3).

Please register your venue as COVID safe at:

<https://www.nsw.gov.au/register-your-business-as-covid-safe>

Anything else?

If lockdown has taught us anything, it is that a few bad operators can spoil things for the wider industry. NTIA members include many of the best run hospitality businesses in the country. We have a collective responsibility to restore consumer confidence in going out. This will only happen if operators across the board are seen by the public to be complying with NSW Government requirements **at a minimum**.

We would encourage NTIA members to see the Government requirements as exactly that. A minimum. Want customers back? Treat them well and make them feel safe. Happy trading!

¹ NSW Government, Public Health (Tough new COVID-19 compliance measures for pubs) 14 July 2020, <https://www.nsw.gov.au/media-releases/tough-new-covid-19-compliance-measures-for-pubs>



Night Time
Industries
Association

**WARNING: THE INFORMATION CONTAINED IN THIS DOCUMENT IS INTENDED TO BE AN AID.
EACH OPERATOR BEARS RESPONSIBILITY FOR THEIR OWN COVID-19 SAFETY PLAN.**

**THE NTIA WILL UPDATE THESE GUIDELINES AS RELEVANT GOVERNMENT HEALTH ORDERS
ARE RELEASED.**

NSW GOVERNMENT INFORMATION IS LOCATED [HERE](#).



1. Key Concepts for Reopening

Mandatory Obligations

- (a) **Distancing:** Physical distancing of 1.5m is mandatory between tables and/or between groups, between active gaming machines, as well as in waiting areas/bathrooms/other areas. This applies to both the indoor and outdoor areas of a controlled environment. The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups (which are limited to no more than 10 people). There should be no more than 10 customers per tour group for wineries, breweries and distilleries. Members of the same household are not required to physically distance.
- (b) **Overall Capacity:** 1 person per 4 square metres in established seating/dining areas of the premises. Large venues with multiple seated areas (including areas with gaming machines) should take steps to prevent co-mingling of customers from separate areas, where practical. These capacity limitations do not include staff but they do include customers using gaming machines.
- (i) Clause 8 of the public health order² notes that It is the responsibility of the venue operator to ensure that the 4 square metre rule is followed.
 - (ii) The maximum capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser.
 - (iii) Display conditions of entry (website, social media, venue entry).
- (c) **Customer, Contractor and Staff Registration/Tracing:** An increase in public gatherings brings with it the risk of community transmission. In order to help contact trace should an outbreak occur, customer registration is mandatory. NSW Government advises that venues must keep the name and a contact number for all staff, customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely
- (i) At a minimum, venues must:
 - (1) Train staff in the process of how to collect and store contact details of patrons and contractors;
 - (2) keep a record of the name and telephone number or email address for all staff, dine-in customers and contractors/suppliers;

² NSW Government, Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 3) 2020, 29 May 2020

[https://www.legislation.nsw.gov.au/_emergency/Public%20Health%20\(COVID-19%20Restrictions%20on%20Gathering%20and%20Movement\)%20Order%20\(No%203\)%202020.pdf#page=5](https://www.legislation.nsw.gov.au/_emergency/Public%20Health%20(COVID-19%20Restrictions%20on%20Gathering%20and%20Movement)%20Order%20(No%203)%202020.pdf#page=5)



- (3) retain records for a period of at least 28 days;
 - (4) ensure records are used only for the purposes of tracing COVID-19 infections;
and
 - (5) Ensure records are stored confidentially and securely.
 - (6) Paper sign-in is permitted, but premises must digitise these within 24 hours and provide immediately on request. QR Code sign-in is encouraged. Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.
 - a) If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use. Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions
 - (7) Online bookings are recommended where possible.
- (d) **Clean and Hygienic Environment:** Businesses should clean frequently touched and shared surfaces more frequently (e.g. tables, chairs, other items in service areas to be cleaned after each use with a detergent or disinfectant solution or wipe), several times per day at a minimum. Businesses should also increase cleaning regimes for all other areas frequented by staff or customers, daily at a minimum. Hand hygiene facilities sanitisers should be readily accessible throughout the venue for staff and customers.
- (e) **COVID-19 Safe Hygiene Marshall:** From 24 July all venues must employ a COVID-19 Safe Hygiene Marshall who will be in distinctive clothing and responsible for ensuring all aspects of the COVID-19 Safety Plan is being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.
- (i) It is the role of the COVID-19 Safe Hygiene Marshall to ensure the accuracy and legibility of records.
 - (ii) The Safe Hygiene Marshall must be dressed in distinctive clothing eg. badge, shirt, lanyard.
 - (iii) If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshall/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshall/s must be present during peak operational hours (at a minimum during lunch 12pm to 3pm and dinner 5pm to 9pm).
- (f) **COVIDSafe Plans:** Businesses must self-assess their ability to operate safely and document how they will manage risks and protect staff, customers and suppliers in a COVIDSafe Plan. Training around COVID-19 safety protocols specific to hospitality must be completed by staff. At a minimum, the training should cover the COVIDSafe plan for the venue.



- (i) Venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.
- (ii) The plan must be printed and readily available.
- (iii) The COVIDSafe plan must be registered at [nsw.gov.au](https://www.nsw.gov.au). Registration is not optional.

(g) **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.

Frequently Asked Questions

Do customers and staff have to download the COVIDSafe App?

No, but you should encourage them to do so.

What about standing and counter service?

Patrons may stand in bar areas and payment/collection areas for those purposes, but not to eat or drink. Counter service is allowed, as long as physical distancing is maintained and venue capacity limits are managed.

Can customers attend but not eat?

Patrons may be in the venue for the purposes of drinking only and not necessarily to dine, as long as they are seated when consuming alcoholic beverages and physical distancing is maintained. RSA applies of course.

What about self-service stations, snacks and communal food?

Self-service stations (such as water, bar snack and condiment stations) and buffet dining services are not permitted. Cutlery and single use items such as straws and napkins must not be stored in communal areas or on tables.



2. What to consider before reopening - All venues

2.1 Every venue is different

Our hospitality sector comprises venues of all shapes and sizes, with different trading models and diverse customers. The following list has been created to step you through the process of trading during the initial phases of reopening. Some of it seems obvious but no time like the present to be thorough!

More detailed guidance is provided throughout this document.

2.2 Topline considerations

- (a) Consider the **health and safety obligations** for your workplace, including the requirement to consult with workers and prepare a COVIDSafe Plan.
- (b) Consider your **rostering** and any requirements to reorganise the kitchen layout and service areas to manage **physical distancing between staff**.
- (c) Display conditions of entry (website, social media, venue entry).
- (d) Would using a **reservation system** help manage customer limits and physical distancing requirements? Ensure you communicate to customers, if you do take reservations. Do you need to employ additional security and use “clickers” or some other method? How will you double check head counts regularly and record this?
- (e) Consider your **menu**. If you added takeaway / delivery to your business for the first time since March 2020 is it viable to continue these operations? How will you update the systems in place for these operations, now that customers are allowed to enter your premises. Consider opening with a smaller, focused dine-in menu.
- (f) Review and update **cleaning schedules** and consider how you will record this is being done.
- (g) How will you ensure that all staff are aware of, and **trained in**, all additional requirements and are empowered to manage these? How will you keep records of this?
- (h) How will you record **customer details**? What will you do? How will you manage privacy and record management? Who is responsible for safely dealing with any customers that refuse to comply?
- (i) How will you regularly review and assess your **processes**?
- (j) Consider if you will be able to safely manage **coat check areas**. It is recommended that you close these areas and have customers keep their coats with them.
- (k) Consider seating requirements and reorganise the **layout** of your venue.
- (l) If you currently have **counter service**, consider if you can change to table service, or if not, the measures you will need to implement to manage counter service safely and within requirements.



- (m) Consider having a separate **pick up** area in the business for takeaway pick-ups.
- (n) If you have **outdoor areas**, how will you manage the indoor / outdoor access points?
- (o) Review **footpath outdoor seating areas** to ensure there is an appropriate distance between seated customers and anyone walking down the footpath. You will also need to check with your local council to ensure you are abiding by any rules they have in place for footpath use.
- (p) How will you manage queuing at **bathrooms** and ensure that they do not become crowded?
- (q) Consider **payment areas**. These may need to be reconfigured to ensure groups of people are not queuing, or that other customers do not need to pass within the physical distancing requirements of people waiting to pay.
- (r) How will you communicate to, and **educate**, your customers on the requirements? Consider your customer communications, update website and social platforms. What customer facing signage do you need, and where will you display it?
- (s) Have the appropriate staff got the appropriate **qualifications** as required by relevant State provisions. Have staff completed the mandatory safety training? How will you record all of this?
- (t) NSW Government has confirmed that **premises cannot operate as a nightclub** (open late into the evening primarily for the purpose of providing a venue for patrons to dance), but may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant.³
- (u) Dancefloors are not permitted

2.3 Health & Safety

2.3.1 COVIDSafe Plan

If you want to open your venue and be in compliance with the Public Health Order, you must have a COVID-19 Safety Plan that is registered with NSW Government. The plan must be printed and available onsite for inspection at any time. It is not optional.

You need to self-assess your ability to operate safely. This includes thinking about how you're going to manage risks and protect staff, customers and suppliers. **It is critical that your business completes a risk assessment. You must document this thinking in a COVIDSafe Plan.** You also need to discuss and share the plan with your workers, to understand their concerns and work together to ensure your workplace is COVIDSafe.

Please note that venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.

³ NSW Government (2020), *COVID-19 Safety Plan*
https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-pubs-clubs-bars-breweries-and-casinos_1.pdf



The National COVID-19 Coordination Commission has published a planning toolkit⁴ to help businesses prepare a plan for the different stages of this pandemic. They advise that you revise your plan frequently, particularly as restrictions and conditions change, in order to keep your workplace healthy, safe and virus-free.

The toolkit will help you work out what resources are available and where you can go for support, as well as help you develop a clear plan for trading through and after the COVID-19 pandemic. It has 3 sections:

1. Keeping people safe (you, staff, customers and the public)
 - Complete a risk assessment to understand how your business risks have changed because of COVID-19 and make a plan to manage them
 - Prepare and Prevent: making sure your workplace is safe and clean
 - Maintain good hygiene and cleaning (including checklists to complete)
 - Stay physically distant⁵
 - Follow Advice: Additional changes for your specific business or industry
 - Responding to a COVID-19 infection: Do you know what to do in the event of an infection?
2. Adapting my business now and in the future
 - Identifying tasks to get your business up and running
 - Considering how your business can adapt to the changes in the operating environment
3. Accessing support and assistance
 - Access Government and industry support
 - Important contacts

Note that this is a planning tool only, and the National COVID-19 Coordination Commission advises that businesses seek advice from their local WHS authority, guidance from Safe Work Australia, or contact the Fair Work Ombudsman to ensure you meet all your legal obligations.

All Australian Governments have agreed to a set of National COVID-19 Safe Work Principles⁶ to guide businesses and ensure that workplaces are healthy and safe. Your business should regularly visit the Safe Work Australia online hub, review the information, complete relevant checklists and include the information in your plan.

⁴ <https://pmc.gov.au/sites/default/files/files/my-business-covidsafe-plan.pdf>

⁵ COVIDSafe Plan should include information on how you will implement and manage customer physical distancing. Ensure all staff are aware of your policy and are empowered to manage as appropriate.

⁶ <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/hospitality/about-covid-19?tab=tab-toc-employer>



2.3.2 COVIDSafe Plan content

To ensure you are minimising the risk of COVID-19 appropriately, and that your business can continue to operate safely, you should consider the following tasks and questions listed by the National COVID-19 Coordination Commission in its planning toolkit. Your plan is a record of how you will achieve this.

Reopening

- Contacting your **bank** (e.g. to reactivate merchant terminals).
- Reactivating **subscriptions and licences** (e.g. online booking systems, music licences etc.).
- Updating your **website** (e.g. with expected reopening details).
- Reaching out to your **employees** (e.g. organise a staff meeting, to discuss reopening/scaling up procedures).
- Contacting your **suppliers** (e.g. to check what their lead times for production are and the impact there is on deliveries).
- Checking your **building and workplace** is ready to open (e.g. checking the heating, water, electricity are all connected).
- Reaching out to your **industry association** (e.g. for specific advice about reopening and recommended actions for dealing with restrictions).
- Checking your **legal obligations to your staff** under your new arrangements (e.g. Fair Work Act, award or enterprise agreement requirements) and contacting the Fair Work Ombudsman for advice if unsure.
- Researching and registering for all of the relevant **support/stimulus/relief packages** available. Make sure you check out what assistance your local state government is providing, along with checking in with your bank and other organisations that provide a service for your business.
- Checking your **insurance, including workers compensation**, to make sure it covers you if you change your business model or workers' duties.
- Identifying your **critical resources and staff** (e.g. ensuring business continuity if staff get sick [winter is coming!]).
- Make staff aware of their leave entitlements if they are sick or required to self-isolate.
- Making sure your **Terms and Conditions** and other documents reflect your new arrangements – you might need to get legal advice.

Adapting

- Do physical **distancing requirements** change the way your business engages with customers? Are you able to change the physical setup/delivery of your service so it is safe for everyone?
- What elements of your **business model** will be difficult to maintain in this new environment? Is there an opportunity to minimise this (for instance, by moving online)?



- Can your business **temporarily change or expand** the range of goods and services it offers?
- Are there opportunities to **expand or change an element of your business** to respond to an opportunity in the current environment?

2.3.3 Food safety

Currently there is no evidence to support transmission of COVID-19 associated with food. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers in food businesses follow standard, good hygiene practices, described below, that reduce the risk of transmission of most foodborne illnesses.

As a food business, good hygiene practices are a part of your business as usual. These usual practices should be maintained, but additional measures will need to be adopted to ensure you're protecting yourselves, your staff and your customers during these extraordinary times.

These practices include:

- good hand hygiene;
- safe food practices;
- cough/cold hygiene practices;
- avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing;
- food handlers must wash hands (even if they have no disease symptoms):
 - before starting work;
 - before handling cooked or ready-to-eat food;
 - after handling or preparing raw food;
 - after handling waste;
 - after cleaning duties;
 - after using the toilet;
 - after blowing their nose, sneezing or coughing;
 - after eating, drinking, or smoking; and
 - after handling money.

2.3.4 Other safety steps

Ensure these steps are followed to maximise safety in the workplace:



- (a) Ensure clean uniforms are worn, put on at work and changed before traveling home etc. Uniforms must be washed after every shift.
- (b) Ensure gloves, where appropriate, are used for food safety. Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.
 - (i) Specify staff to be task-specific when preparing ready-to-eat foods with gloves to reduce the need for changing gloves when tasks change. However, gloves will still need to be changed regularly and hands must be washed between glove changes and when they are removed. Gloves allow bacteria to build up on the surface of hands, so handwashing is important when they are removed to avoid contamination of food.
- (c) Appropriate hygiene and sanitation protocols should be implemented for all reusable containers.
- (d) Ensure appropriate hygiene practices are upheld in regard to packaging. This could include only using single use containers for meal and beverage orders once (preferably recyclable), and packaging meals in paper delivery bags to ensure no direct contact.
- (e) Check your food safety equipment.
- (f) Purchase batteries and spare thermometers and test strips.
- (g) Make sure your first aid kits are stocked.

IMPORTANT: Maintaining physical distancing in the absence of effective hygiene practices may not prevent the spread of COVID-19. Food operations should be vigilant in their hygiene practices, including frequent and proper hand-washing and routine cleaning of all surfaces.

2.4 Managing orders and payments

2.4.1 Ordering

When possible, customers at your premises should place orders at the table. If your business does not currently offer table service, consider if it is possible to change your operating model to accommodate this. If table service is not possible for food focussed venues such as small cafes and bars, as the business uses counter service, measures must be put in place to minimise queues and maintain physical distancing between customers.

Customers waiting to order food at the counter must maintain a distance of 1.5 metres from each other and at least 1.5 metres from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements. Where practical, consider separating customer order and collection points.

Continue to facilitate online or phone ordering if you can make this work for your business.



You do not have to use disposable/single use menus, but you will need to ensure menus can be sanitised/disinfected and cleaned after every use (e.g. laminated) or menus are otherwise displayed. Place takeaway menus outside the venue. Consider chalk board alternatives if not already in use.

2.4.2 Paying

To reduce any risk of transmission of the virus, when customers are ordering online or by phone, payment should also ideally be made online or by phone using cashless methods.

For customers dining on the premises, where possible we recommend contactless payment options. Also, encourage taking payment from the table - this will minimise the risk of managing a large group of people queuing. Please let guests know that when they are going to be paying at a payment counter to have one person from the table come up to the counter.

If payment is not collected online or by phone, payWave is recommended as the preferred payment option, as this maintains a contactless transaction.

Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements between customer and staff member. Systems to maintain physical distancing and good hygiene practices with payment transactions should include:

- Consider timing of payment and managing payment areas to ensure customers are not queuing to pay and pick-up their food;
- Physical distancing markers to maintain 1.5 metre distancing requirements between your staff and customer;
- Clear signage and instructions outlining that customers must wait at physical distancing markers before being called forward by your staff to pay;
- If cash is accepted (and should only be done so as a last resort to other payment methods) develop systems that limit the amount of handling time for your staff;
- Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals);
- EFTPOS terminals should be sanitised after every transaction that has required the customer to touch the terminal.

2.4.3 Counter and communal areas

Customers must have a barrier between them and the food, and customers will not be able to access the food or select food for themselves (e.g. self-serve). Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

Hookahs should not be provided to customers due to the high risk of transmission.



Add a hand sanitiser station near to the pick up areas, for customers to use. Regularly sanitise the counter area and any surfaces that the customer may be able to touch while waiting to order, or waiting for their meal.

Communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on social distancing guidance, and that customers also have responsibility for this.

2.5 Managing gathering limits

Every venue will have an occupancy limit but must adhere to either the permitted occupancy for the venue, or fewer than the capacity limit (within each single enclosed area), whichever is less. At no time can you exceed your normal maximum occupancy limit or have more than 1 person per 4 square metres. Keep the numbers of customers in the venue, or in each single area, to fewer than the capacity limit at any one time.

Other considerations include:

- Ensure you have appropriate customer facing signage stating the maximum limit. Ensure no more than 10 customers at a table. Bookings or tables must not exceed 10 customers.
- Taking bookings in advance will aid in reduced wait times in queues, managing customer congestion in the establishment, and ensuring that sections are evenly filled. Consider implementing a time-based booking system, with phone or online options, to limit the number of people entering the premises or waiting outside.
- Monitor entry and exit as you normally would to manage occupancy limits.
- Consider the use of a counter or clicker at the door. Make sure all staff know how to properly work these.
- Do a regular head count during business hours to maintain your occupancy limit.
- Manage outdoor/indoor customer flow appropriately. You may have to consider having a staff member stationed at cross-over points to manage customer flow.
- Where practical, consider using separate doors for entry and exit.
- Manage any queues outside your premises to ensure appropriate physical distancing – ideally 2 metres apart, but a minimum of 1.5 metres apart, and that customers are aware of the requirements once inside.

2.6 Managing physical distancing on your premises

2.6.1 Management of physical distancing – Customers



Part of your COVIDSafe Plan should include information on how you will implement and manage customer physical distancing and seating. Ensure all staff are aware of your policy and are empowered to manage as appropriate.

It is important to communicate the changes to your operation to your customers. Talk to your customers but also ensure that you have appropriate customer-facing visible signs at the venue entrance relating to physical distancing guidance, and that customers also have responsibility for this. Further to this, you could display customer conditions of entry on public platforms, such as the business website and social media platforms.

To help manage physical distancing requirements, review your venue floor plan and:

- Consider working with a space planning expert to rework the layout is required to maintain both customer occupancy limits and 1.5 metres physical distancing requirements. Bear in mind that in the future you may be able to set your layout back to the way it was, so new permanent fixtures aren't recommended if they will require a lot of effort and expense to revert back.
- Assess the placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance.
 - Tables should have a minimum 1.5 metres distance between the occupied chair back to the chair back of the closest table, or 1.5 metres between table edges, if seated side by side.
 - Fixed, allocated outside dining would also need to follow the above guidance.
 - Temporary pavement dining, where there is public thoroughfare, should try to ensure a 2 metre gap between either back of the occupied chair or table edge and the thoroughfare.
- If you are operating counter service, measures must be put in place to minimise queues and maintain physical distancing between waiting customers.
- If you are also operating a takeaway pickup service - consider marking customer service lanes at the counter / bar area for takeaway order/pickup (e.g. floor stickers or tape on the floor, signs etc). Move tables and chairs at least 1.5 metres away from the takeaway/pickup area(s) or from areas marked off for those waiting for takeaway pickup. Those waiting for pick up need to also maintain 1.5 5metres distance from each other.
- Consider if you can create semi private or private dining areas for groups through room layout changes and the use of moveable partitions or screens.
- If you are hosting a wedding event, please refer to the NSW Government checklist requirements [here](#). Please note that NSW Government has noted that if the premises hosts events and/or has an area for dancing, venue operators are to ensure there is adequate room



to promote physical distancing. Please develop strategies to avoid crowding and to ensure people don't take alcoholic drinks on to the dancefloor.⁷

- No more than 20 customers at a table.
- Large venues with multiple seated food or drink areas should take steps to prevent co-mingling of customers from separate dining areas, where practical.
- Consider walkways – particularly the walkways to the bathrooms, and walkways for service staff to and from the kitchen and bar areas. Will physical distancing requirements still be able to be maintained with customers walking to the bathrooms? Will physical distancing requirements still be able to be maintained by staff as they move through service?
- Add hand sanitizing stations throughout the venue, specifically at the entrance, and near each server station.
- Moving an indoor event to outdoors may also help maintain physical distancing. Consider introducing strategies to manage gatherings that may occur outside the premises.

2.6.2 Management of physical distancing – Staff

Review your kitchen and venue floor plan to evaluate, identify and implement operational changes that maintain the required physical separation of 1.5 metres between staff. As part of this:

- It is recommended as a measure to maintain physical distance in the kitchen that you mark off sections in staff service areas and kitchens and assign a staff member to each section. You should consult with your staff on this to ensure that it is appropriate and reasonably practical for service while still maintaining 1.5 metres distancing.
- If it is not reasonably practical to maintain physical distancing between employees at all times, employers will need to consider how to address and manage this risk in another way. This may include, but will not be limited to, the measures they can put in place to minimise the amount of time that employees need to be working at a distance of less than 1.5 metres.
- Signage reminding staff about physical distancing should be in place.
- Keep the number of people involved in the preparation of each menu item at minimum levels to ensure traceability and assurance.
- Where reasonably practical, establish processes so front of house workers can collect food without entering the food preparation area.
- If possible allocate one staff member to one POS system. However, if this is not possible, you will need to address how you can safely manage this risk.

For venues with live music, group singing should be avoided and solo singers should maintain at least 3 metres physical distance from other people. Wind instruments (such as flute, oboe or clarinet) may also be higher risk and should be avoided.

⁷ NSW Government (2020), *COVID-19 Safety Plan*
https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-pubs-clubs-bars-breweries-and-casinos_1.pdf



Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers.

2.6.3 Review shift arrangements and rostering

Changes to limit contact between workers will be effective in slowing down the spread of COVID-19:

- Where reasonably practical, stagger start times so multiple people aren't arriving at the same time and mingling together before the shift starts. Minimise the overlapping of shifts/rosters as much as possible. If this is not possible, consider how else you can manage this to ensure that groups of people are not arriving in one place at the same time.
- Make sure staff arrive at work no longer than 10 minutes before their shift starts and ideally leave immediately after their shift ends.
- Where reasonably practical, also stagger breaks - so staff are not having breaks together, sharing lighters etc - ensure any furniture in social spaces maintains physical distancing requirements.
- Consider splitting kitchen and front of house teams into two teams - Team A and Team B. Roster the shifts so that the teams are not working with each other. This means that if anyone from one of the teams got sick, or if they are required to isolate because of close contact with a person with COVID-19, the second team is still operational.
- Consider increasing time between shifts or service periods (e.g. breakfast and lunch; day/night shifts) to minimise staff interaction and allow for increased cleaning.
- Limit the number of people in contact with each other in the kitchen, where possible. Consider spreading prep out, either physically or by schedule. Kitchens often have tight workspaces where staff are working closely together, particularly in prep areas.
- Restrict face-to-face team meetings as much as possible; use telephone or video for essential meetings where practical. Keep any face-to-face meeting to less than 12 minutes, and ensure physical distancing is maintained.

2.7 Queue management

2.7.1 Inside: Counter areas

Customers waiting to order food at the counter must maintain a distance of 1.5 metres from each other and at least 1.5 metres from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.

2.7.2 Inside: Pick-up areas



Dedicate a separate pick up area, where possible. Or if not possible, consider how you will safely manage different customers, both arriving to order their food for dining in, or coming to pick up their takeaway order.

Your pick up location inside of your premises will need to be carefully managed to ensure, as much as possible, no queuing and that physical distancing is maintained. Mark out physical distancing floor spots so that customers can maintain physical distancing while waiting to pick up their food or drink order. Have a separate pick up area for delivery drivers if applicable.

Add a hand sanitiser station near to the pick up areas, for customers to use before handling packaging.

Note that customers coming onto the premises for the purposes of picking up their takeaway order need not be counted in the capacity limit, but physical distancing must be maintained at all times.

2.7.3 Outside

With gathering limits in place there may be a need to control and manage customers who may need to queue up for entry to your premises. People waiting in queues will need to be appropriately spaced to maintain physical distancing requirements (1.5 metres between each other in the queue, and ideally 2 metres from people who are passing by on footpaths).

Queues should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc.

Orderly, well managed queues allow door staff to walk up and down the outside of the line and keep order and control – door staff can also use the time to check ID, assess for signs of intoxication, assess for signs of illness, monitor behaviour, inform guests of approximate waiting time, inform and educate on physical distancing requirements and any other venue requirements.

Any person showing signs of illness or flu-like symptoms must not be permitted to enter the premises. Customer facing signage noting this requirement should be implemented. These measures help inform guests that they are about to enter a responsible, safe, and well run premises.

Identify how the exclusion of unwell customers will be implemented. This may include symptom screening on entry, signage (as above), temperature checks, or SMS confirmation when booking reconfirmed. The same applies to exclusion of unwell staff.

You should first check with your local council to ensure any queue measures that you want to put in place meet any requirements and bylaws they may have in place. For example, some councils have rules around what type of barriers can be used, and how much footpath must be kept clear at all times.



2.7.4 Barriers

Rope and post barriers are often used outside venues – but you need to consider something functional, attractive, and in keeping with the environment and any council requirements. Important features are the sturdiness of the barriers (if possible, choose a heavier base with a larger diameter), and the ability to be easily cleaned.

Barriers should be cleaned regularly throughout the period of use (paying particular attention to possible touch areas) and thoroughly cleaned at the end of each period of use.

Barriers should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc and should be safely stored inside when not in use.

2.8 Looking after employees and the workplace

2.8.1 Staff requirements & health

All participating businesses must have a health & safety policy and COVIDSafe Plan.

The plan must include:

- Staff wellness policy, making sure staff stay at home when they are sick and monitoring their general health.
- Any employee suspected to be sick at work must be sent home and asked to contact a medical practitioner.
- Advise staff who may have come into contact with someone who has COVID-19 to self-isolate for 14 days and contact a medical practitioner or follow the guidance below.
- Ensure staff self-isolate if required.

Also develop a plan if someone becomes ill at your workplace and it is suspected they may have COVID-19. Isolate the employee immediately and make sure that they have transport home. Provide the person with a disposable mask if there is one available.

Provide staff with information on COVID-19, including when to get tested. Ensure staff are aware of their leave entitlements if they are sick or required to self-isolate.

Specific guidance is available on the Department of Health website.⁸

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https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?gclid=CjwKCAjwqtqj2BRBYEiwAqfzurzB1JY8xkSr2D6w5ALozCclDoKKiRw83ffk2UwTGur4AHVi390n6LxoCcPMQAvD_BwE



If an individual has serious symptoms such as severe difficulty breathing or chest pain, they/you should call 000 immediately for urgent medical help.

If an individual is sick and thinks they might have COVID-19, advise them to check their symptoms using healthdirect's Coronavirus (COVID-19) Symptom Checker.⁹ Symptoms include:

- Fever;
- Coughing;
- Sore throat;
- Shortness of breath.

Alternatively, you or the individual can call the National Coronavirus Helpline (1800 020 080) for information and advice about COVID-19. The line operates 24 hours a day, seven days a week.

If the individual has used the symptom checker or called the Helpline and they are advised to seek help from their GP or get tested, they should do so as soon as possible.

The Australian Government is establishing GP respiratory clinics around the country to assess people with fever, cough, a sore throat, or shortness of breath. These are being rolled out gradually. The health.gov.au website¹⁰ has links to clinics how to register for an appointment. If there is not yet one in their area, the individual can visit healthdirect or their state or territory health department website for more information on fever clinics and other available services.

2.8.2 Hygiene

Ensure your staff are following your established food control plan cleaning list along with a supplementary list of extra tasks:

- **Surface disinfectants** - Use suitable surface disinfectants and continue to adequately clean any food preparation surfaces and equipment using detergent and hot water. Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.
- **Reinforce hand hygiene** amongst staff and make sure they wash their hands before and after they have had their breaks and everyone is taking necessary precautions. Provide hand sanitisers for staff, including delivery drivers who come to pick up the food for delivery.
- **Hand washing** - Regardless of the availability of hand sanitisers, all staff should regularly wash their hands using warm running water, hand soap and drying with disposable towels. For food handlers, hand washing in a separate sink, also using a nail brush to brush under nails. Ensure all staff (including door staff) have frequent opportunities to wash their hands.

⁹ <https://www.healthdirect.gov.au/symptom-checker/tool/basic-details>

¹⁰

https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?gclid=CjwKCAjwqtqj2BRBYEiwAqfzurzB1JY8xkSr2D6w5ALozCcldoKKiRw83ffk2UwTGur4AHVi390n6LxoCcPMQAvD_BwE



Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.

- **Cleaning and sanitising products** are required for food safety and for infection control by all sectors at this time. Businesses must ensure they have sufficient access to sanitisers and cleaning supplies.
- **Monitor sanitiser concentrations** to ensure effective, but not excessive, product is being used.
- **Reduce the amount of space** used in the business, where possible, to reduce cleaning and sanitising needs in both front of house and back of house.

2.8.3 Kitchen operation

- **Cross contamination** - Ensure that the same equipment is not used for raw and ready to eat foods unless these can effectively be cleaned and sanitised between uses.
- **Suppliers** - Ensure continued use of reputable suppliers. Implement a policy around suppliers and delivery that manages delivery processes and ensures appropriate contact tracing protocols are in place. Review regular deliveries and request contactless delivery and invoicing where practical.
- Make sure all non-disposable cutlery, plates, utensils and other kitchen equipment used in food preparation are **cleaned, sanitised and washed** with hot water, washing liquid and dishwasher sanitiser. Use batch dishwashing if possible, to reduce the use of detergents and sanitisers. Use a commercial grade dishwasher and glasswasher.
- Ensure all **hand sinks** (In the kitchen, bathrooms and other areas) are accessible and available for people to use with handwash, warm water and paper towels to dry. Make sure the hand sinks are kept clean and cleaned regularly.
- Make sure that there are **bins** available for the staff to use to dispose of their paper towels and that these bins are disinfected and cleaned as well as emptied as much as possible. It is advisable that bins are plastic bag lined.
- Provide plenty of **paper towels** to encourage hand hygiene and appropriate rubbish disposal.

2.8.4 Staff training

- Continue to **train and retrain staff** in the standard of operating procedures and preventative controls that can be taken to ensure food safety, and health and safety within the establishment.
- **Train all staff in the COVIDSafe Plan. Ensure that the** dedicated COVID Safe Hygiene Marshall in distinctive clothing overseeing social distancing, cleaning and hygiene at the venue.
- **Provide official posters** reinforcing best handwashing practices located in the kitchen and other staff areas.



- **Make staff aware of their leave entitlements** if they are sick or required to self-isolate.
- **Provide staff with information and training on COVID-19**, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons.

2.8.5 Dining areas

- **Display conditions of entry** (website, social media, venue entry).
- **Be pro-active in cleaning surfaces**, including phones, touch-screen monitors, doorknobs other high-touch point items.
- **Sanitise any menus** after they have been used by each customer. Consider boards or any other non- touch menu options.
- **Sanitise the service stations**, bars, counters or any other waiting area within your establishment.
- **Change utensils** as often as possible.
- **Keep doors and windows open** if possible, to make sure that your establishment is well ventilated.
- **Deep clean on and under the tables and chairs** by removing all the objects placed on the table between each group of customers.
- Empty the salt and pepper shakers, cleaning them thoroughly and drying them before placing new salt and pepper in the shakers. Clean the outside of these shakers several times a day. Consider non-touch salt and pepper dispensers, for example sachets. Same applies for sauces.
- If using **fabric napkins** remove for laundering after each use. Consider how and where they are stored in between table clearing and laundering.

2.9 Sample cleaning checklist

It is important to ensure everyone is working together and clear steps are followed. It is recommended that you use a cleaning checklist for guidance on tasks and timing. Here is an outline of what a business can do to ensure it is doing all it can to protect and promote good hygiene practices, however your cleaning checklist must be tailored to your individual business.

2.9.1 General service area/waiting area

- Have sanitiser available to customers on arrival to establishment.
- Clean and sanitise tables and chairs (top and under) - before service and sanitise between customer groups.
- Clean and sanitise high-tops and bars - between services.
- Clean and sanitise post mix guns - end of each day.



- Clean and sanitise keyboard, mouse, computer, screens - every hour.
- Sanitise doorknobs, door handles and/or rails (if you have these) indoors/outdoors - before service & every 2 hours.
- Clean and sanitise salt and pepper shakers and tissue holders – between services (removal would be preferable). Remove any self-serve salt and pepper ramekins.
- Clean and sanitise floor mats - daily.
- Remove any cutlery from tables - bring cutlery with meals.
- Clean and sanitise general seating areas - between services.
- Sweep and mop the floors - between services.
- Vacuum carpet - between services.
- Sanitise any menus - after they have been used by each customer.
- Clean and sanitise tables and chairs - after every customer.
- Sanitise pencils, pens, crayons provided to children after each use, or use single-use activity packs that the children take away with them.
- Remove any reading materials, magazines etc in waiting area.
- Children's play area surfaces and equipment should be cleaned at least daily with detergent or disinfectant. If this is not practical, e.g. indoor ball pits, the play area should remain closed. Remove small toys from the area.

2.9.2 Kitchen/back-of-house

- Clean and sanitise all areas where food is being prepared – as used.
- Clean and sanitise all utensils, plates – after every use.
- Clean and sanitise all washing stations and sinks - every 2 hours.
- Clean and sanitise any grills, cooking equipment and/or ovens - daily.
- Clean aprons/uniform - daily.
- Clean and sanitise all rags, or any other cleaning cloths.
- Clean and sanitise walls - as needed.
- Clean and sanitise floors - between services.
- Empty, clean and sanitise all disposable bins - daily.
- Clean and sanitise walls and other areas that are a high-touch point in walk-in refrigerators/freezers (especially handles and the door) - daily.
- Clean and sanitise coffee machines - between services.
- Clean and sanitise drinks fridge handles - daily.
- Empty, clean & sanitise ice-makers - daily.
- Ensure use of and keep stocked handwashing stations.
- Refill soap dispensers - daily.
- Ensure dish / glass washers are working at correct temperature - daily.
- Sanitise remote controls daily (TVs, stereo etc) and keep away from customers.
- Sanitise all light switches and controls - between services.



2.9.3 Bathroom

- Clean and sanitise inside, around and under the sink - between services.
- Clean and sanitise soap dispenser/ handwash bottle - every 2 hours.
- Clean and sanitise toilets (inside and outside the bowl) - between services.
- Clean and sanitise toilet brush handle - between services.
- Clean and sanitise taps - every 2 hours.
- Clean and sanitise mirrors/toilet roll handles/doorknobs inside and outside door - between services.
- Clean and sanitise the floors - between services.
- Empty, clean and sanitise bins - between services.

2.9.4 Payment

- Sanitise EFTPOS Machine - between each use (unless a contactless transaction has occurred).
- Mobile EFTPOS terminals are recommended but not compulsory.
Ensure that the EFTPOS terminal is sanitised regularly, using recommended cleaning methods to ensure no damage to the terminal.



3. What to consider before reopening - Music and other live performance venues only

3.1 Live performance venues require additional consideration

The NTIA recommends that a live performance venue, of any size, takes into consideration the guidelines listed above as a starting point. The NTIA does acknowledge that some of the guidelines will not be relevant to every venue, particularly live performance venues. That said, live performance venues and traditional hospitality venues share a lot in common and many of the sections are equally relevant.

In addition to applying the relevant guidelines outlined above in sections 1 and 2 of this document, the NTIA suggest the following further safety precautions.

This section outlines the NTIA's additional recommendations for how to be as prepared as possible for the reopening of live performance venues to the public. This section is applicable to live performance venues of all styles. Please note that all performances must be ticketed and seated and follow strict guidelines.¹¹ **The NTIA guidelines are intended to be an additional aid only and are not in force.** These will be updated regularly, based on NSW Government advice.

Current NSW Government advice states that "High energy dance, as well as singing and wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective, including ensuring 3 metres distance from the audience."¹²

Please note that the NTIA recommendations have been developed in collaboration and consultation with MusicNSW. The specifics of the recommendations have been drawn from the Event Safety Alliance Reopening Guide¹³ published in USA and the Arts and Cultural Sector Guidelines¹⁴ published by Creative Victoria. This section will be updated as any government regulations are released.

3.2 Guest education

¹¹ NSW Government (2020), *What you can and can't do under the rules*
<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>

¹² NSW Government (2020), *COVID-19 Safety Plan*
https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-pubs-clubs-bars-breweries-and-casinos_1.pdf

¹³ Event Safety Alliance (2020), *Event Safety Alliance Reopening Guide*
<https://www.musicvictoria.com.au/assets/EventSafetyAllianceReopeningGuide.pdf>

¹⁴ Creative Victoria (2020), *Arts and Cultural Sector Guidelines for Coronavirus (COVID-19): Return-to-Business*
<https://creative.vic.gov.au/coronavirus/return-to-business>

The more guest education messaging, the better. We all need to learn how to behave in a new normal way. Going to a live performance is no exception. To manage expectations, keep your guests informed before they arrive. Here are some suggestions:

- Update your website with your COVID safe practices;
- Share your COVID safe practices on social media;
- Email your guests with information surrounding your COVID safe expectations. Try to do this at regular intervals from date of ticket purchase through to day of show;
- Use clear signage and instructions outlining that guests must wait at physical distancing markers before being called forward by your staff; and
- Encourage staff to model good behaviour and monitor the compliance of your COVID safe practices.

3.3 Equipment handling

3.3.1 Unloading equipment

Ensure that all contractors and touring companies are aware of and comply with the COVID safety guidelines. Production equipment and cargo should also be sanitized both when loaded at the warehouse and unloaded at your venue.

3.3.1 Inside the venue

In addition to the sample cleaning checklist in section 2.9, NTIA suggests regular sanitisation of all high touch items, including:

- Radio transmitter equipment
- Props and sets
- Push plates
- Railings
- Microphones and mic stands
- All backstage and technical equipment

Sanitisation of instruments and microphones is of particular importance.

Other points of health and hygiene consideration include:

- All high contact surfaces should be **wiped between sessions**.
- **Allow sufficient time between performances/sessions** to ensure that the four square metre rule can be applied in all spaces as people enter and leave venues.



- **Breaks between sessions** may need to be extended and schedules adjusted to allow for appropriate cleaning.
- **Maintain an inventory trail of music equipment and props** for the purposes of contact tracing.
- **Minimise the use of shared microphones and props** where possible. Do not share mics/mic stands without sanitising in between use. Wind instruments should not be shared.

3.4 Physical distancing at and during performances

3.4.1 Performers

The NSW Government guidance relating to physical distancing have been extended for performers, including singers and musical instrument players. Their guidelines state that group singing and wind instruments (such as flute, oboe or clarinet) should be avoided and solo singers should maintain at least 3 metres physical distance from other people.

Musicians often breathe deeply and expel aerosols further than people engaged in non-physical activities. Their performance space, including on stage, should be arranged to maximise physical distancing while allowing at least some space to perform together. Consider putting markers on the floor or using sneeze shields, or pop filters.

These practices should also be in place during rehearsal. Where possible, limit the rehearsal time to essential personnel.

3.4.2 Audience

All performances must be seated and ticketed. Consider allocating seats ahead of time. All performances, whether indoors or outdoors, will also need to ensure that physical distancing obligations are met, leaving space between seats. Some suggestions on how to achieve this include:

- Staggering seats between rows;
- Reconfiguring the venue to focus on table service;
- Airline-style of loading and unloading one row at a time;
- Extended duration of intermissions/breaks so there is less crowding;
- Sufficient numbers of staff are on hand to manage crowds safely.

3.5 Queuing and security lines

3.5.1 Staggered queuing



Venue operators should consider ways to schedule staggered entrance in order to minimize queues for wandering, bag check, and ticket scanning. Events with a specific start time could schedule guest arrival times. A limited number of unscheduled entries is recommended to accommodate guests stuck in traffic or physically unable to sit in a seat for a long time.

Consider using wall signage to indicate 1.5 metre distancing in the queue.

3.5.2 Security checks

Encourage contactless security and ticket checking. Contactless temperature checking can be conducted at the same time.

Develop refund policy and protocols to handle groups where one member is denied entry.

3.6 Merchandising

3.6.1 Contactless ordering

Items for sale can be posted on a website or event app that allows for mobile ordering and on-site pickup.

3.6.2 Queuing

Mark merchandise sales lines on floor, with a barricade, or rope and stanchion, patrolled by guest services workers to provide information and enforce physical distancing.

3.6.3 Final sale and no trying on

Only workers may touch items for sale. No returns or exchanges. All sales are final.

3.6.5 Spacing

Merchandise workers must be spaced out far enough so guests can wait in line while maintaining physical distance and not block access for people passing by.