

> 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

BUSINESS DETAILS

Business name:	C.ex Coffs International Stadium
Plan completed by:	Sharon McDougall, Team Leader - Venue Operations
Approved by:	Daniel Heather, Section Leader - Stadium and Major Events

> 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.	<ul style="list-style-type: none"> - Staff and Stadium Volunteers briefing to stay home if unwell - Signage in place advising that anyone feeling unwell or displaying flu like symptoms is to remain home. - Temperature checks in place on arrival for all staff on event days (permanent and temporary/labour hire staff). If temperature present they will not be able to work - Notify attendees prior to attending venue to not come if unwell - Team Leaders are empowered to send staff home if they are unwell or displaying symptoms - If Venue management observes a visitor displaying cold like symptoms, they will advise event organiser, to ensure visitor is sent home
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> - All staff have been educated on COVID testing protocols and understand their responsibilities regarding physical distancing and work space sanitisation - All staff have read the specific COVID safe risk assessment and safety plan, and signed off. - If Venue management observes a visitor displaying cold like symptoms, they will advise event organiser, to ensure visitor is sent home
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> - Stadium is owned and operated by Coffs Harbour City Council. Council has a comprehensive staff COVID webpage with FAQ's, providing staff comprehensive guidance in relation to leave entitlements and process
Display conditions of entry (website, social media, venue entry).	<ul style="list-style-type: none"> - Signage in place in prominent positions throughout venue displaying physical distancing, hand hygiene and space capacity information. - COVIDSAFE checklist and induction developed for event organisers to ensure they understand their obligation and what the venue is committed to.

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).	- We are committed to enabling flexibility with bookings subject to availability and will not charge cancellation fees for bookings unable to proceed.
<p>Ensure COVID-19 Safety Plans are in place, where relevant, for:</p> <ul style="list-style-type: none"> • Restaurants and cafes • Functions and conferences • Community centres and halls (if hiring out space) • Community sports <p>Please note there is a separate COVID-19 Safety Plan for theme parks.</p>	<ul style="list-style-type: none"> - Food and beverage operations have separate COVIDSAFE plan, and all senior F&B Staff have completed COVID Food safety courses. - We also have a completed Community Centres and Halls COVID-19 Safety Plan
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.	- Capacity for ticketed events is restricted to 2,450
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.	<ul style="list-style-type: none"> - It is encouraged that spectators are limited to essential only - Maximum capacity for non ticketed events is reduced to 500. This information has been communicated to all event hirers.
Alcohol can only be served to seated patrons.	- Bars to remain closed until guidelines allow for safe operation within the venue
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.	<ul style="list-style-type: none"> - Signage in place noting the COVID Safe capacity of each grandstand - Signage in place to remind patrons to ensure 1.5m between themselves and guests already seated
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.	- Where possible, signage in place to minimise co-mingling of spectator groups and noting the COVID safe capacity of each area
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.	<ul style="list-style-type: none"> - Event organisers requested to stagger match times - PA announcements to be made regularly to remind patrons to maintain physical distancing
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.	<ul style="list-style-type: none"> - Barriers used to control queuing - Physical distancing reminders on signage and floor stickers - Venue staff to monitor - Venue PA to be used for announcements as required
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.	<ul style="list-style-type: none"> - Capacity limits for each venue space noted on signage - Floor stickers installed to encourage appropriate 2 way passage - Venue staff to monitor - Venue PA to be used for announcements as required
Consider implementing a time-based booking or ticketing system for long events or popular exhibits to minimise crowding across the facility.	N/A
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.	<ul style="list-style-type: none"> - Where bag checks are required, hand sanitiser will be available and signage will be in place requesting patrons have their bag open and ready. - PPE available for staff

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.	<ul style="list-style-type: none"> - Capacity limits per queuing area noted on signage - Venue staff to monitor - Venue PA to be used for announcements as required
Promote online ticket purchasing and electronic ticket checking where these are available.	<ul style="list-style-type: none"> - Where ticketing agents are to be engaged; online sales and contactless ticket scanning will be required. - Event organisers managing ticketing are to provide COVID Safe plan to cover specific activities
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.	<ul style="list-style-type: none"> - Staff briefed on physical distancing protocols - Reminder signage in place - All venue spaces have capacity signage in place
Use telephone or video for essential staff meetings where practical.	<ul style="list-style-type: none"> - Meetings conducted via Microsoft Teams - new technology installed at venue to support digital meetings as much as possible
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	<ul style="list-style-type: none"> - Where shift times must include a meal break, breaks will be staggered to ensure continuity of service and minimisation of contact
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	<ul style="list-style-type: none"> - Acrylic screens installed at Food Outlet service points
Review regular deliveries and request contactless delivery and invoicing where practical.	<ul style="list-style-type: none"> - Delivery plan in place to minimise interaction with staff and visitors, and maintain sanitation
Have strategies in place to manage gatherings that may occur immediately outside the premises, such as before and after events.	<ul style="list-style-type: none"> - Event Organisers required to provide venue management with their COVIDSafe plan - Venue staff to monitor - PA announcements to be made as required - Floor stickers and eye level signage in place
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.	<ul style="list-style-type: none"> - Event participants predominantly self transport to the venue - Where shuttle buses are engaged, additional COVID Safe practices will also be implemented
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.	<ul style="list-style-type: none"> - Event participants predominantly self transport to the venue - Venue has adequate free parking available

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	<ul style="list-style-type: none"> - Handsanitiser stations positioned throughout venue - Handsanitiser at each workstation - Signage in place in toilet facilities displaying correct handwashing process - Gloves and other appropriate PPE available for staff use
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	<ul style="list-style-type: none"> - Venue staff and cleaners to complete checks of amenities and stock levels during events and restock when required

Hygiene and cleaning	
Have hand sanitiser at key points around the facility, such as entry and exit points.	- Handsanitiser stations positioned throughout venue including at entry gate
Avoid handing out pamphlets, signs or other sponsored materials. Consider digital alternatives.	- Venue messaging restricted to fixed temporary signage. No handouts to be used - Event organisers to provide digital alternatives for partnership collateral
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.	- Cleaner to be onsite for the duration of events to continually clean and sanitise high contact surfaces - a full venue clean and sanitise will be undertaken after each event, ensuring ready for use for next hirer.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.	- Guidelines on packaging followed to ensure appropriate dilution of products
Staff should wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	- PPE available for venue staff - Contract cleaners follow specific COVIDSAFE plan
Encourage contactless payment options.	- Venue staff to encourage contactless payments where possible - Signage in place to encourage contactless payments - communication pre event with hirers will explain this also

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.	- Food and Beverage staff to complete sign in sheet each day - Event Organiser responsible for recording details of each attendee/participant - Visitors to offices of the Hub sign in via Proxy Click app
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	- Staff briefed via Coffs Harbour City Council regular email staff COVID updates - All Staff encouraged to download and use app - Signage in place encouraging use of the app by event attendees
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.	Venue staff briefed on guidelines, and agree to maintain all standards