

COVID-19 SAFETY PLAN

VENUES WEST

Operating during the Novel Coronavirus pandemic
Phase-4 Restrictions

26 June 2020

CATEGORY: Safety and Risk

OWNER: Chief Safety and Risk Officer

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1. Definitions / Abbreviations

Term	Meaning
Activity space	A place where a permitted activity is intended to be performed.
AHA	Australian Hotels Association (for COVID Hygiene training)
Area	A large place within a venue that is normally whole but can be arranged into separate Activity Spaces for the purpose of separating multiple gatherings within the 2sqm rule.
COO	Chief Operating Officer
CSRO	Chief Safety and Risk Officer
Patron(s)	A person at a venue who is a player, customer, participant, parent of a participant or child at the venue or spectators. These people are included in the occupancy count.
Permitted Activity	A gathering of patrons for the purposes permitted within the restrictions (i.e. exercise, sporting, event, café, bar, etc)
Physical distancing	Application of the 2sqm rule for density control
Social distancing	Application of the 1.5m distancing rule
2sqm	Two square metres. Measure the patron access areas only total sqm by 2 to give the max permissible number of patrons. Note: staff only areas, toilets and areas occupied by fixed furniture such as counters and bars must not be included in this calculation.
Venue	An entire, aggregated facility
WA DoH	Western Australian Department of Health
Worker	A VenuesWest or contracted services staff member who is employed at a venue to deliver the permitted activity.
Zone	An outdoor activity space that is within, or is itself, an outdoor venue.

2. Purpose and Scope

This plan has been developed to comply with the WA State Government requirements for re-opening venues and operating under COVID-19 Phase-4 restrictions. The plan applies to all VenuesWest managed facilities and operations.

3. Roles / Responsibilities

- The Chief Safety and Risk Officer is responsible for delivering the plan in accordance with all applicable compliance requirements.
- The Executive Team approves the plan and is responsible for ensuring proper resources are provided for effective implementation.
- The Chief Operating Officer coordinates implementation of the Plan's requirements and is responsible for approving the Safety Plan Certificate for each venue.
- The Senior Management team shall implement the requirements of the Plan within areas of responsibility and is responsible for ensuring continued compliance with these requirements.
- Employees shall familiarise themselves with the Plan and comply with its requirements, where applicable.

4. Operating Principles

1. We will incorporate COVID-19 risk controls into our day-to-day planning and operations.
2. We will prepare for the likelihood of COVID-19 exposures and be ready to respond immediately, effectively and consistent with advice from health authorities.
3. We will provide the resources to implement, promote and maintain practices for cleaning, physical / social distancing and hygiene measures consistent with WA DoH advice.
4. We will strictly apply the WA DoH physical / social distancing requirements.
5. We will only provide services to the public that comply with WA DoH advice, directives and exemptions.
6. We will control public access to ensure gatherings do not exceed the restricted limit..

5. Phase 4 Requirements

The requirements for the safe operation of sport, and entertainment venues under phase 4 restrictions are:

5.1. New / changed from previous phase

- Removal of the 100/300 rule,
- Gathering limits now only determined by the 2sqm rule,
- The 2sqm rule will only include staff at venues that hold more than 500 patrons,
- All events permitted except for large scale, multi-stage music festivals,
- Up to 50% capacity is permitted for events held at Optus Stadium, RAC Arena and HBFP, and is calculated to include event staff / contractors. The full capacity of event seating will be made available to encourage / enable patrons to space themselves from others who are not part of the same family / group,
 - NOTE: Clarity is being sought from DoH to determine what (if any) 1.5m distancing requirements will apply for event mass-gatherings.
- Patrons are encouraged to maintain 1.5m social distancing from others who are not part of the same household / group, where possible, and as an individual responsibility,
- Unseated performances permitted at venues such as concert halls, live music venues, bars, pubs and nightclubs,
- Gyms may operate unstaffed, but regular cleaning must be maintained,
- Removal of the need to maintain 1.5m spacing between gym machines,
- Removal of swimming pools restricted maximum of 100 patrons per undivided area,
- Drink fountains returned to full service,
- Alcohol can be served as part of unseated service arrangements,
- No requirement to maintain patron register at food businesses and licensed premises; which is interpreted as removal of this requirement across all venues and events,
- Removal of seated service requirements at food businesses and licensed premises, and
- Travel is permitted throughout all of Western Australia (excluding entry into remote Aboriginal communities).

5.2. Key items continued from previous phase

- Maintain 2sqm rule per-person,
- 1.5m distancing is promoted between patrons not from the same household / attendance group,
- Maintain hygiene standards,
- Maintain frequent cleaning standards,
- Complete a COVID Safety Plan and display the safety plan certificate at relevant venues.

6. Operating Requirements

The following requirements are necessary to ensure adherence with Phase 4 conditions.

6.1. Physical and social distancing

Requirements to ensure physical and social distancing is encouraged, while promoting a *'get in, play / train, get out'* philosophy. Staff are permitted to move within 1.5m of patron(s) for the purpose of providing important services, such as mobility assistance, patron safety and first aid. In these situations, staff should, where possible, avoid direct contact, minimise face to face time and perform good hygiene practice.

- 6.1.1. Maintain a strict limit of a maximum of 2sqm per-patron in each patron-access area ('patron' = a player, customer, participant, parent of a participant or spectators), as follows:
 - Measure only the areas accessible to patrons, not including toilets and areas occupied by fixed furniture such as counters and bars.
 - Ensure the COVID-19 occupancy limit does not exceed to normal DoH and building code occupancy limit for the space.
 - Update the COVID Safety Plan Certificate at main entry points to certify that 'Occupancy limits are imposed to comply with COVID-19 Phase-4 requirements.
- 6.1.2. Maintain 1.5m social distancing signage and floor markers at entrance, queueing locations and throughout the venue to encourage separation between people who are not from the same household or groups.
- 6.1.3. For events, a patron limit of 50% of the venue capacity is permitted at Optus Stadium, RAC Arena and HBFP, and is calculated to include event staff / contractors. The full capacity of event seating will be made available to encourage / enable patrons to space themselves from others who are not part of the same family / group,
- 6.1.4. One-way flow at building main entry / exit, where possible
- 6.1.5. Ingress and egress of outdoor or indoor venues to be managed to ensure physical distancing, to achieve one-way traffic flow (where possible).
- 6.1.6. Manage transition times where congestion is likely to occur due to crossover of patrons entering and exiting the venue at the same time. Where this is likely, the activity times and/or duration should be modified to reduce interactions and avoid congestion
- 6.1.7. Manage the timing of payment and payment areas to avoid customers having to queue to pay.

6.2. Hygiene

Requirements to ensure hygiene standards are effective and maintained include:

- 6.2.1 Signage at main entrance and throughout the venue advising patrons to not enter if they are unwell or have been in close-contact with a confirmed / suspected COVID-19 case.
- 6.2.2 Hand hygiene stations and signage at main entrance points, each indoor activity space entry/exit points and at multiple convenient locations within event areas.
- 6.2.3 Encourage patrons to bring their own exercise mats and to clean their own equipment after use.
- 6.2.4 Promote cashless payments, noting that cash cannot be refused if a patron chooses to use it for payment.

6.3. Cleaning

Requirements to ensure cleaning standards are effective and maintained include:

- 6.3.1 Ensure increased cleaning and sanitation regime by:
 - Frequent environmental cleaning and waste removal in activity spaces and other public access areas
 - More frequent cleaning and disinfection of common 'high-touch' objects such as shared amenities, handles, handrails, counter-tops, vending machines, EFTPOS Keypads, drink fountains, toilets etc,
- 6.3.2 Gym and fitness equipment to be cleaned and disinfected during the day, including:

- cleaning shared equipment between each use;
- encouraging patrons to wipe down equipment after each use;
- gym staff to monitor and remind patrons to carry out cleaning tasks; and
- regular disinfection cleaning of the activity area and equipment.

6.3.3 Provide disinfectant spray and paper towel / cleaning wipes for patrons to clean the equipment they use.

6.3.4 Provide covered rubbish bins for used paper towel / cleaning wipes.

6.3.5 Contracted cleaning is to conform with the principles and standards set out in the following factsheets provided by WA DoH:

- [Environmental Cleaning and Disinfection Principles for COVID-19](#)
- [Environmental cleaning in non-healthcare settings](#)

6.4. Training and information

Requirements to assist workers to keep themselves and others safe from exposure to COVID-19, including communicating phased restrictions, policies, procedures and information to identify and respond to the common symptoms of COVID-19. This can be via hard copy notices around the venue, electronic communication and activity pre-start briefings (supporting guidelines and resources are listed at paragraph 7).

6.4.1 All staff have completed the AHA Tier-1 Hygiene course prior to starting in phase-4 restrictions.

6.4.2 A staff member with AHA Hygiene officer qualification is rostered to be on-site when venue is open. Hygiene officers do not need to complete AHA Tier-1 training.

6.5. Worker health and safety

Requirements to gather information on the wellness of workers to ensure that they are safe and well to work and to manage the impact of COVID-19 changes.

6.5.1 Workers are informed of the requirement to stay home if they have any of the symptoms referred to in the Australian Government health advice at Appendix A and to comply with the VenuesWest procedures to return to work.

6.5.2 Keep staff contact details up-to-date and maintain contractor records for contact tracing purposes.

6.5.3 Staff are encouraged to download and use the COVID Safe App during whilst at work.

6.5.4 Signage established at key locations for 1.5m social distancing, hand hygiene and respiratory hygiene practices.

6.5.5 Hand hygiene stations at key locations (i.e. stairways, kitchens / lunchrooms, toilets, meeting rooms etc).

6.6. Compliance

VenuesWest continues to undertake management-led inspections and/or internal audits to monitor continued compliance with applicable legislation, codes and directions that underpin and support our COVID safety measures, including (where applicable):

- Workplace Health and Safety Legislation
- Food Act 2008 and Food Regulations 2009
- Liquor Control Act 1998
- Australia and New Zealand Food Standards Code
- Code of Practice for aquatic facilities January 2020
- Other local government environmental health policies and procedures

6.7. Response planning

Requirements to support contact-tracing and ensure a proper response to identify and remove a person suspected of displaying COVID-19 symptoms from our venues.

- 6.7.1 Signs informing patrons of the symptoms of COVID-19 and to leave the venue if they feel unwell, located at main entrances
- 6.7.2 The venue's normal bookings record system is used to support DoH contact-tracing requests
- 6.7.3 Hirer organisations, coaches / instructors are advised that, as a condition of entry, they are to:
 - Identify and not allow people who appear to be unwell to participate in the activity and advise them to leave the venue.
 - Advise VenuesWest staff if the unwell person does not leave the venue.
 - Special circumstances apply for minors who will need to be kept away from other patrons and monitored by a responsible adult until collection by a parent / carer.
- 6.7.4 Decontamination cleaning of affected Activity Spaces will be undertaken upon advice from the DoH of a confirmed COVID-19 exposure.

7. Further Information and Resources

- Identifying the symptoms of COVID-19: www.health.gov.au
- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus
- COVID-19 industry information: www.health.wa.gov.au
- Resources on physical distancing: www.health.gov.au/resources/videos/coronavirus-video-social-distancing
- Occupational safety and health information is available on the WorkSafe website www.dmirs.wa.gov.au
- [National Principles for the resumption of Sport and Recreation activities](#)
- Australian Institute of Sport (AIS) - [Framework for Rebooting Sport in a COVID-19 Environment](#)
- [How to Handwash poster](#) – World Health Organization
- [How to Handrub poster](#) – World Health Organization
- [Keeping Your Distance poster](#) – Australian Government
- [Change of Business Hours poster](#) – Australian Government
- [COVID-19 information for business, industry and local government](#) – WA Department of Health

8. Readiness Checklist

The checklist at Appendix B is provided for each site to review and confirm compliance with the minimum mandatory safety plan requirements.

Completed checklists are to be submitted to the CSRO and approved by the COO for each Venue as a prerequisite for reopening to the public. Once approved, the COVID Safety Plan Certificate (at the end of this document) will be completed and displayed at each main entrance to the Venue.

Endorsed



David Etherton
Chief Executive Officer
VenuesWest
Date: 26 June 2020











Appendix A: Stay at home symptoms



Australian Government

Coronavirus
(COVID-19)

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
Fever 	Common	Rare	Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	Sometimes	No	No
Fatigue 	Sometimes	Sometimes	Common
Aches & Pains 	Sometimes	No	Common
Headaches 	Sometimes	Common	Common
Runny or Stuffy Nose 	Sometimes	Common	Sometimes
Diarrhea 	Rare	No	Sometimes, especially for children
Sneezing 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If you have any infectious or respiratory symptoms (such as a sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) don't go to work. You need to self-isolate and to be assessed by a medical professional. You may need testing for COVID-19. You must not return to work until cleared by a medical professional. You need to ensure that the people you care for are protected and safe.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)

Appendix B: Phase 4 Readiness checklist (updated from previous phase)

Only items that are additional / changed from phase-3 are required to be confirmed prior to reopening under phase-4.

Site:	Area:	Venue Manager:	Date:
To be used in conjunction with the COVID Safety Plan – Phase 3. This form is to be completed, sign and forward to CSRO for approval as prerequisite for reopening in phase-3 restrictions.			
Venue Manager signature	CSRO Signature	COO Signature	
MANDATORY REQUIREMENT			Compliance: Yes / No / NA
EXEMPTIONS			
Has an exemption to the venue limit been approved by the WA Chief Health Officer?			Not required
PHYSICAL & SOCIAL DISTANCING: <i>Maintain a strict limit of a max 2sqm per-patron (player, customer, participant, parent of a participant or spectator).</i>			
Have you determined the maximum number of patrons permitted across the site and displayed 'Total Occupants' signage at main entrances? Total occupancy must not exceed 300 without an applicable exemption.			Changed
Are the activity space numbers adjusted for 2sqm per person and max 100 patron rules, and a booking system is in place to ensure patron limits are not exceed.			Not required
6.1.1. Maintain a strict limit of a maximum of 2sqm per-patron in each patron-access area ('patron' = a player, customer, participant, parent of a participant or spectators), as follows: <ul style="list-style-type: none"> • Measure only the areas accessible to patrons, not including toilets and areas occupied by fixed furniture such as counters and bars. • Ensure the COVID-19 occupancy limit does not exceed to normal DoH and/or building code occupancy limit for the space. • Update the COVID Safety Plan Certificate at main entry points to certify that 'Occupancy limits are imposed in accordance with COVID-19 Phase-4 requirements. 			
Are arrangements in place to ensure each permitted activity is supervised?			Not required
Are fitness stations arranged to maintain 1.5 metres physical distance between each person, where possible?			Not required
6.1.2. Maintain 1.5m social distancing signage and floor markers at entrance, queueing locations, reception points and throughout the venue to encourage separation between people who are not from the same household or groups.			Unchanged
6.1.3. For events, a patron limit of 50% of the venue capacity is permitted at Optus Stadium, RAC Arena and HBFP, and is calculated to include event staff / contractors. The full capacity of event seating will be made available to encourage and enable patrons to space themselves from others who are not part of the same household / group,			
6.1.4. One-way flow at building main entry / exit, where possible			Unchanged
6.1.5. Ingress and egress of outdoor or indoor venues to be managed to ensure physical distancing, to achieve one-way traffic flow (where possible).			Unchanged
6.1.6. Manage transition times where congestion is likely to occur due to crossover of patrons entering and exiting the venue at the same time. Where this is likely, the activity times and/or duration should be modified to reduce interactions and avoid congestion			
Are permitted activity schedules and/or durations modified to reduce interactions at transition times and between separate groups within the venue, where necessary?			Changed
6.1.7. Manage the timing of payment and payment areas to avoid customers having to queue to pay.			
HYGIENE			
6.2.1 Signage at main entrance and throughout the venue advising patrons to not enter if they are unwell or have been in close-contact with a confirmed / suspected COVID-19 case.			
Hand washing / sanitiser stations at main entrance points, café service point, and each indoor exercise and sporting area, with signage to promote hand hygiene?			Changed
6.2.2 Hand hygiene stations and signage at main entrance points, each indoor activity space entry/exit points and at multiple convenient locations within event areas.			
6.2.3 Encourage patrons to bring their own exercise mats and to clean their own equipment after use.			
Are gym / exercise machines arranged to provide for 1.5m distance between users?			Not required

Phase 4 Readiness checklist (continued)

Communal showers and changerooms are reopened?	Unchanged
Is there constant supervision of COVID conditions within gyms when patrons are present?	Not required
All urinals and basins within communal amenities are reopened (to avoid queuing)	Unchanged
6.2.4 Promote cashless payments	Unchanged
6.4.1 All staff have completed the AHA Tier-1 Hygiene course prior to starting in phase-4 restrictions.	Unchanged
6.4.2 A staff member with AHA Hygiene officer qualification is rostered to be on-site when venue is open?. Hygiene officers do not need to complete AHA Tier-1 training.	Unchanged
CLEANING AND DISINFECTION	
Frequent environmental cleaning and waste removal throughout the venue	Changed
6.3.1 Ensure increased cleaning and sanitation regime by: <ul style="list-style-type: none"> • Frequent environmental cleaning and waste removal in activity spaces and other public access areas • More frequent cleaning and disinfection of common 'high-touch' objects such as shared amenities, handles, handrails, counter-tops, vending machines, EFTPOS Keypads, drink fountains, toilets etc, 	
Arrangements & resources are in place to ensure shared gym / exercise equipment is cleaned between use?	Changed
6.3.2 Gym and fitness equipment to be cleaned and disinfected during the day, including: <ul style="list-style-type: none"> • cleaning shared equipment between each use; • encouraging patrons to wipe down equipment after each use; • gym staff to monitor and remind patrons to carry out cleaning tasks; and • regular disinfection cleaning of the activity area and equipment. 	
6.3.3 Provide disinfectant spray & paper towel / cleaning wipes for patrons to clean the equipment they use	
6.3.4 Provide covered rubbish bins for used tissues, paper towel / cleaning wipes etc	
6.3.1 Contracted cleaning is to conform with the principles and standards set out in the following factsheets provided by WA DoH:	
COMPLIANCE	
Food Act 2008, Food Regulations 2009, Food Standards Code and Liquor Control Act 1998	Unchanged
Workplace Health and Safety Legislation	Unchanged
Code of Practice for aquatic facilities January 2020	Unchanged
Other local government environmental health policies and procedures	Unchanged
RESPONSE PLANNING: Monitor & respond to symptoms	
6.7.1 Signs informing patrons of the symptoms of COVID-19 and to leave the venue if they feel unwell, located at main entrances	Unchanged
Maintain patron attendance records for the purposes of contact tracing	Changed
6.7.2 The venue's normal bookings record system is used to support DoH contact-tracing requests	
6.7.3 Hirer organisations, coaches / instructors are advised that, as a condition of entry, they are to: <ul style="list-style-type: none"> • Identify and not allow people who appear to be unwell to participate in the activity, and ask them to leave the venue • Advise VenuesWest staff if the unwell person does not leave the facility. <p>Note: Special circumstances apply for minors who will need to be kept away from other patrons and monitored by a responsible adult until collection by a parent / carer.</p>	
6.7.4 Decontamination cleaning of affected Activity Spaces will be undertaken upon advice from the DoH of a confirmed COVID-19 exposure.	Unchanged

END



Sport and Recreation



Premises name

COVID Safety Plan Certificate: Sport and Recreation

Number:

Welcome.

We can accommodate [Number] patrons and agree to maintain the WA Government's safety measures



2sqm per person



Frequent cleaning and disinfection

**We're doing our part to help keep you safe.
Please respect the rules and our staff.**

We're all in this *together.*

Prepared by:

Date: