

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



## Your COVID-19 Safety Plan

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

### Business details

Business name	The Crossing Theatre Cafe
Business location (town, suburb or postcode)	117 Tibbereena st Narrabri nsw 2390
Completed by	Scott Pollock
Email address	<a href="mailto:scottp@narrabri.nsw.gov.au">scottp@narrabri.nsw.gov.au</a>
Effective date	1 December 2020
Date completed	4 December 2020

---

### Wellbeing of staff and customers

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

All staff have been asked to stay at home if they are unwell or show any symptoms of COVID 19.

If any customers present with flu like symptoms they are asked not to stay

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 if your venue is dine-in.

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

We have held many meetings to discuss all issues arising from COVID 19. A Risk Assessment has also been completed. We collect contact details of all patrons via a QR code or by hand - all contacts are kept digitally. The link for the 'COVID 19 Awareness for Food service' online course has been distributed to all staff

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

All staff are aware of their leave entitlements and also that they are required to self isolate if they are sick or have flu like symptoms

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

Our conditions of entry are placed at our entry point, as is a hand sanitiser station. Our plan is also available on our website

### **Ensure COVID-19 Safety Plans are in place, where relevant, for corporate events (if hiring out space).**

All COVID Safety plans are kept onsite

Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing physical distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safe Hygiene Marshal in each separate area.

The identified Safe Hygiene Marshal/s must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, it is recommended that the identified Safe Hygiene Marshal/s should be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other

peak periods).

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

A COVID MARSHALL is always present during operating hours of the cafe and monitors all COVID requirements

---

## **Physical distancing**

Capacity at the venue must not exceed 300 patrons, or the number allowable by one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser. Children count towards the capacity limit.

Small hospitality venues (up to 200 square metres in size) are permitted to have one customer per 2 square metres indoors, up to a maximum of 100 patrons.

Capacity must not exceed 300 patrons for wedding services and receptions and funerals, memorial services, or wakes. Please see separate checklists for these events.

In food courts, the maximum capacity is one customer per 4 square metres of space.

The capacity for the cafe is 55 people. We have set the table accordingly

**If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser, provided that each separate area is:**

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

We have an outdoor area which consists of two tables for two people

**Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted (e.g. a wedding reception). Venues taking bookings for these events should ensure there is a COVID-19 Safety Plan in place.**

No dancing is permitted

**Bookings must not exceed 30 customers (except for weddings, funerals and corporate events). There should be no more than 30 customers at a table. Children count towards the capacity limit.**

Our maximum booking for a table is 30

**Venues taking bookings for weddings, funerals and school events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.**

We have a separate COVID Safety Plan for Venue Hire and Corporate functions

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

All our patrons are seated at all times to minimise mingling of patrons

**Move or remove tables and seating to support 1.5 metres of physical distance wherever possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.**

All tables are at least 1.5 metres apart

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

These are placed at the entry of the cafe and at the payment desk

**Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

This adhered to

**Alcohol can only be consumed by seated customers.**

This adhered to

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

- use roster to determine separate break times for staff
- encourage staff to follow roster as closely as possible

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

we have a 1.5 metre distance between staff and customers at the pay counter

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

- only necessary deliveries are occurring
- staff are to wash hands after unpacking/signing off orders

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

When this may happen we have a staff member to monitor the situation

---

## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

- wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic items

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

- soap, paper towel and hand dryers are available in all bathrooms

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

All surfaces that are not needed have been taken away - all other surfaces are sanitised between meal sessions

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

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

We don't allow any service stations and all condiment vessels are sanitised between seatings

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

This is adhered to

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

This is adhered to

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

All doors, handles, tables, chairs and utensils are cleaned regularly throughout the door, especially between meals

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.**

-remind staff of dilution rates of sanitiser, currently 1:1 ratio of disinfectant and water

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

This is adhered to

**Encourage contactless payment options.**

- cafe purchases will be encouraged to be done via contactless payment

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

This is adhered to

---

## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

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

This is adhered to

- A QR code is also available to collect contact details of patrons
- Our COVID MARSHALL monitors this

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)**

This is adhered to - we use Guest Track, suggested by the NSW COVID help line

**Make your staff aware of the COVIDSafe app and its benefits to support contact**

**tracing if required.**

we encourage staff to download the app

**Except for food courts, all venues must register their business through nsw.gov.au. Food courts should consider registering their business through nsw.gov.au.**

This is adhered to

**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.**

This is adhered to

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

Yes