

Unite against COVID-19



QHA

QUEENSLAND HOTELS ASSOCIATION
COVID-19
SAFE PLAN

INDUSTRY COVID SAFE PLAN

FOR QUEENSLAND HOTELS 2020

**THIS COVID SAFE PLAN IS
BASED ON 3 KEY PRINCIPLES:**

1. TRAINING

All staff are trained on hygiene and safety protocols.

2. TRACKING

All patrons are encouraged to have the COVIDSafe App. All patrons will supply their contact details.

**3. SEATED, SEPARATED
AND SERVICED**

Seated dining and drinking; separated with social distancing and patron control; and serviced via waiter service, contactless ordering and payments systems.

QHA

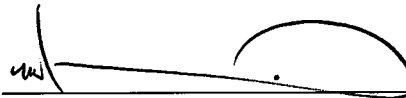
QUEENSLAND HOTELS ASSOCIATION
COVID-19
SAFE PLAN

STATEMENT OF COMPLIANCE

**This venue is operating in compliance
with the Industry COVID Safe Plan for
Queensland Hotels and Clubs.**

- Follow the rules and keep us all safe
- Maintain social distancing between patrons
- Wash your hands
- Be prepared to leave your contact details with this venue for tracing purposes
- This is a COVID Safe Venue

SIGNED BY LICENSEE / APPROVED MANAGER:



DATE: 04/06/2020

Unite against **COVID-19**



HOW TO USE THIS CHECKLIST

LICENSEES SHOULD ASSESS THEIR BUSINESS OPERATIONS AND WHERE APPLICABLE, IMPLEMENT THE ACTIONS IN THE CHECKLIST.

SOCIAL DISTANCING

Signs at entry points to instruct customers not to enter the venue if they are unwell or have COVID 19 symptoms. The sign should state that the venue has the right to refuse service and must insist that anyone with these symptoms leaves the premises.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Limit walk-ins and client interaction at counters through the use of online or phone bookings.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
If practicable set up separate exit and entry points and separate order and collection points to minimise contact. Minimise crossover of traffic flows wherever possible.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas (e.g. modify reception to limit numbers that can congregate at service point through use of barriers or screens).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Remove waiting area seating or space seating at least 1.5 metres apart.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Where practically possible, provide contactless payments and payment online for services.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Ensure menus are: 1. laminated and sanitised after each use or, 2. use general non-contact signage to display your menu, such as electronic screens or, 3. have single use paper menus available.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
For takeaway services place menus outside the venue.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Set up different areas for ordering and collection, and where practical, separate entry and exit paths.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Venues will monitor and maintain records of staff working in designated areas and roster to minimize staff interactions in multiple areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Restrict service to table service only to reduce the movement of patrons and the number of surfaces touched.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Remove any serve yourself buffet style food service areas and communal water stations or condiments.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A



SOCIAL DISTANCING	Stagger seating times and manage the duration of sittings to control the flow of patrons.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Tables and booths to be utilized with appropriate physical distancing between each booking group	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement controls to ensure patrons for areas do not mingle.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Service Bars will be staffed to allow for appropriate distancing between employees	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where members of the same household (validated by staff) wish to occupy the same or adjacent table or seating, the 1.5m rule may not apply	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
RECORD KEEPING	Contact information must be kept for patrons, contractors, and staff, including name, address and mobile phone number, for a period of at least 56 days. Venues can utilise electronic systems or POS (Point of Sale Systems), or written registers or written personnel records of attendance).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Venues must actively encourage all patrons to download the COVID Safe App.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
WELLBEING OF STAFF	Implement measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between staff.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	All staff have completed the mandatory COVID SAFE training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Modify processes behind the counter (including in the kitchen) to limit staff having to be in close contact, as much as possible.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	<p>For example:</p> <ol style="list-style-type: none"> assign staff to specific workstations to minimise the need to go into other spaces. implement processes so front of house staff can collect food without needing to go into food preparation areas. postpone or cancel non-essential face-to-face gatherings, meetings and training. direct staff to stay at home if they are sick, and to go home if they become unwell. consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work. Put signs and posters up to remind staff and others of the risk of COVID-19. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A



HYGIENE AND CLEANING

Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.
If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.)

Yes
 N/A

Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.

Yes
 N/A

Non - disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use disposable/recyclable cutlery/glass ware when available, or strict table clearing guidelines requiring gloves.

Yes
 N/A

Reduce the sharing of equipment and tools.

Yes
 N/A

Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, EFTPOS equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.

Yes
 N/A

For back of house, sanitisation of all areas, and equipment to be sanitised regularly in accordance with existing Food Safety Requirements.

Yes
 N/A

Sanitization of all spirit bottles, nip dispensers, serving equipment.

Yes
 N/A

Remove non-essential items i.e. counter bar mats, straw containers, self-service items (i.e. Keno pencil holders) that multiple people may touch.

Yes
 N/A

DELIVERIES, CONTRACTORS, AND VISITORS ATTENDING THE PREMISES

Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.

Yes
 N/A

Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

Yes
 N/A

SIGNED: 

DATE: 04/06/2020

NAME OF LICENSEE OR APPROVED PERSON: Michaela Nielsen



HOW TO USE THIS CHECKLIST

LICENSEES SHOULD ASSESS THEIR BUSINESS OPERATIONS AND WHERE APPLICABLE, IMPLEMENT THE ACTIONS IN THE CHECKLIST.

SOCIAL DISTANCING

- | | |
|---|--|
| <p>Signs at entry points to instruct customers not to enter the venue if they are unwell or have COVID 19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Whilst number restrictions remain in place, limit walk-in trade, through the use of online or phone bookings. Encourage patrons to call prior to attendance.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>If practicable set up separate exit and entry points.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Minimise crossover of traffic flows wherever possible.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website)</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Remove waiting area seating or space seating at least 1.5 metres apart (e.g. remove any double lounges etc. and replace with single seating appropriately spaced or signage stating one per lounge only).</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>Provide contactless payments and or online payment for member services etc.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>If practically possible, traffic flows clearly denoted from entry point, reception through to all areas of venue. Can be achieved by use of signage, floor decals and barriers.</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |
| <p>For takeaway bottle shop services:
 If possible and size of area allows, have traffic flows clearly denoted. Where practical, monitor patron numbers to reflect any current requirements as per CHO directives.</p> | <p><input type="checkbox"/> Yes
 <input checked="" type="checkbox"/> N/A</p> |
| <p>For toilets, baby change rooms:
 Consider options to maintain hygiene and social distancing guidelines (e.g. signage instructing maximum number allowed in the area, suitable cleaning processes with visible cleaning schedule in the area as a check and measure to ensure protocols are followed).</p> | <p><input checked="" type="checkbox"/> Yes
 <input type="checkbox"/> N/A</p> |



RECORD KEEPING	Contact information must be kept for patrons, contractors, and staff, including name, address and mobile phone number, for a period of at least 56 days. Venues can utilise electronic systems or POS (Point of Sale Systems), or written registers or written personnel records of attendance).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Venues must actively encourage all patrons to download the COVID Safe App.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
WELLBEING OF STAFF	Implement measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For reception/bottle shop service, ensure directional signage, floor decals, patron instructions are highly visible (e.g. Dear Patrons, limits of one person to the reception/ bottle shop counter apply at all times).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Modify processes behind the counter to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
HYGIENE AND CLEANING	Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, cash registers, electronic sign in equipment, EFTPOS, tables, counter tops).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A



HYGIENE AND CLEANING	Sanitisation of all spirit bottles, nip dispensers, serving equipment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove items and processes that may harbour the virus i.e. promotional material holders, self-service items (e.g. removal of any pamphlet holders, or entry boxes etc).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	For takeaway bottle shop services Limit touch points in area by use of signage (e.g. Dear Customers, please try and make your selection without touching numerous products and returning them to shelves) and other measures such as providing hand sanitiser.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
	For toilets, baby change rooms Provide appropriate PPE equipment to staff for cleaning all high touch areas such as toilets.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
DELIVERIES, CONTRACTORS, AND VISITORS ATTENDING THE PREMISES	Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practical provide a drop off or collection area for deliveries to reception area.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

SIGNED: _____



DATE: _____

04/06/2020

NAME OF LICENSEE OR APPROVED PERSON: _____

Michaela Nielsen



QHA

QUEENSLAND HOTELS ASSOCIATION

COVID-19
SAFE PLAN

UNDER OUR COVID SAFE PLAN

THE CAPACITY OF THIS AREA ALLOWS

115 PATRONS

SIGNED BY LICENSEE / APPROVED MANAGER:



DATE: 04/06/2020

Unite against COVID-19





WORK HEALTH AND SAFETY PLAN FOR COVID-19

Use this template to record how you and your workers will stay safe at work during the COVID-19 pandemic. This information will help your workers and others know exactly what to do and expect.

Refer to our guide, [Work health and safety during COVID-19](#) to assist in completing your plan.

You need to consult with your staff and their representatives to develop responses to the questions below—and other people who are relevant to reopening your business.

The COVID-19 pandemic is an evolving situation—review your plan regularly and make changes as required.

You do not need to send this plan to Workplace Health and Safety Queensland. However, you must complete and maintain your plan and make it available to our inspectors or other Queensland Government officials if they ask for it.

BUSINESS DETAILS

BUSINESS NAME:
Rambutan Resort

MANAGER APPROVAL:
YES

**WORKER REPRESENTATIVE
CONSULTATION:**
YES

DIVISION/GROUP:
Waratah Management Pty Ltd

DATE COMPLETED:
04/06/2020

DATE DISTRIBUTED:
04/06/2020

MANAGER'S NAME:
Michaela Nielsen

**WORKER REPRESENTATIVE'S
NAME:**
Satish Shrestha

REVISION DATE:
10/07/2020



	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>What checks and preparation have you done to know your business can re-open?</p>	<p>Consider: advice on www.Covid19.gov.au, checked condition of equipment and facilities, condition of perishable items, staff training</p>	
	<p>Restart the line - carry out restart procedure and clean all touch surfaces.</p>	<p>Chefs, Supervisor, Staff</p>
	<p>All surfaces cleaned down with hot soapy water and sprayed with air drying sanitiser</p>	<p>Supervisor, Manager, staff</p>
	<p>All perishable food and beverage items date and contamination checked</p>	<p>Chefs, Supervisor, Manager</p>
	<p>Regimented and strict cleaning and sanitisation procedures that we will be implementing daily and signed off by staff across the venue and between each and every meal.</p>	<p>Supervisor, Manager, Staff</p>



	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>How will your business comply with social distancing requirements?</p>	<p>Consider: Signage at entry points, how are you restricting numbers within the premises, separating entry and exit.</p>	
	<p>Ensured social distancing by placing floor markings to identify 1.5 metres distance between people for queues and waiting areas</p>	<p>Supervisor, Staff</p>
	<p>Government issued signage at entry and exit points</p>	<p>Supervisor, Manager</p>
	<p>Separate entry/ exit point for café and accommodation guests</p>	<p>Supervisor, Staff</p>
	<p>Outside (open air) waiting area for takeaway orders/pick up</p>	<p>Supervisor, Staff</p>
	<p>Guest encouraged to order online or via the telephone</p>	<p>Supervisor, Staff</p>
	<p>1.5m buffer zone , between pods</p>	<p>Manager, Supervisor, Staff</p>
	<p>Encourage patrons to be seated as much as possible</p>	<p>Manager, Supervisor, Staff</p>



	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>What measures have you put in place to keep workers safe?</p>	<p>Consider: Changing work processes to allow for social distancing, increased cleaning frequency, postponing or cancelling non-essential face to face gatherings, meetings or training, re-organising work schedules and rosters, considering alternative work arrangements where possible for workers considered at increased risk.</p>	
	<p>Mandatory COVID safety training completed by all staff</p>	<p>Manager, Staff</p>
	<p>Provided access/copies of government issued fact sheets and safe practice information</p>	<p>Manager</p>
	<p>Staff have been rostered to a specific area , to minimise interaction with other team members during their shift.</p>	<p>Manager</p>
	<p>Staff have been provided with individual hand sanitation gel , they also have access to hand washing facilities as well as " how to wash your hands" diagram at all hand washing stations.</p>	<p>Manager</p>
	<p>Staff have been advised not to attend work if they are unwell or showing flu like symptoms</p>	<p>Manager, Supervisor, staff</p>
	<p>Personal PPE available for use for all staff in all areas</p>	<p>Manager, Supervisor, staff</p>



	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>How is your business managing deliveries, contractors and visitors attending the workplace?</p>	<p>Consider: Contact free deliveries, removing paperwork from delivery interactions, keeping contact details of all visitors to assist with contact tracing.</p> <p>Contract/ delivery register in place as well as accommodation guest details are stored in our RMS booking system</p> <p>QR scan code provided for contactless record keeping</p>	<p>Reception, supervisor, manager, staff</p> <p>Reception, supervisor, manager, staff</p>



	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
How is your business reviewing and monitoring work health and safety compliance?	<p>Consider: review processes to ensure the measures in place are effective, review existing critical risks and whether work practice changes will affect current risk management, are any new critical risks introduced due to changes in worker numbers, work practices, what new risk controls are required?</p> <p>Reviews are scheduled in alliance with the Queensland Governments Road Map, any changes needed to be made will be swiftly implemented</p> <p>All updates regarding safe practice are made available to staff and they are encouraged to read provided material</p>	<p>Manager, supervisor, staff</p> <p>Manager, supervisor, staff</p>



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QUEENSLAND HOTELS ASSOCIATION

COVID-19

S A F E P L A N

WORK HEALTH AND SAFETY PLAN FOR COVID-19

NOTES

