

★ WILMA

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COVIDSAFE

VENUE PLAN

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COVIDSAFE

VENUE PLAN

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Wilma & The Pearl Venue COVIDSafe Plan

Under the rules and regulations prescribed by the ACT Government's COVID-19 response and associated Public Health Directions, a hospitality venue must have a COVIDSafe Plan before it is permitted to reopen.

Wilma & The Pearl has prepared this risk assessment template to function as a COVIDSafe plan

**WHAT IS A RISK ASSESSMENT?**

Risk assessment is a term used to describe the overall process or method where you:

- Identify hazards and risk factors that have the potential to cause harm (hazard identification).
- Analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation).
- Determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control).

A risk assessment is a thorough look at your workplace to identify those things, situations, processes, etc. that may cause harm, particularly to people.

After identification is made, you analyze and evaluate how likely and severe the risk is. When this determination is made, you can next, decide what measures should be in place to effectively eliminate or control the harm from happening.

**VENUE DETAILS**

<b>VENUE NAME:</b>	Wilma & The Pearl	<b>VENUE CONTACT:</b>	Adrian Tyler	<b>POSITION:</b>	Venue Manager
<b>ADDRESS:</b>	1 Genge Street, City, Canberra, ACT 2601	<b>EMAIL:</b>	<a href="mailto:adrian@wilmapb.com.au">adrian@wilmapb.com.au</a>	<b>PHONE:</b>	0499 627 097

**VENUE CHARACTERISTICS**

<b>MAIN BAR</b>	<b>Floor Space - Available SqM:</b>	194	<b>Capacity for this Plan:</b>	194
<b>BUNDA STREET OUTDOOR SEATING</b>	<b>Floor Space - Available SqM:</b>	70	<b>Capacity for this Plan:</b>	70
<b>MEZZANINE</b>	<b>Floor Space - Available SqM:</b>	194	<b>Capacity for this Plan:</b>	194
<b>BUNDA STREET BALCONY</b>	<b>Floor Space - Available SqM:</b>	25	<b>Capacity for this Plan:</b>	25
<b>GENGE STREET BALCONY</b>	<b>Floor Space - Available SqM:</b>	53	<b>Capacity for this Plan:</b>	53
<b>TOTAL VENUE (INDOOR) CAPACITY:</b>		<b>536</b>		

**OTHER AREAS**

<b>GENGE STREET OUTDOOR SEATING</b>	<b>Floor Space - Available SqM:</b>	59	<b>Capacity for this Plan:</b>	59
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**SPECIFIC RISKS & MITIGATION STRATEGIES**

*The below is based on the specific pandemic risks of transmission and social distancing*  
**Inside; Un-restricted (as per licensed capacity)    Outside; Un-restricted (as per licensed capacity)**

**SPECIFIC RECOGNISED RISK AREA - Person to Person Transmission / Object to Person Transmission**

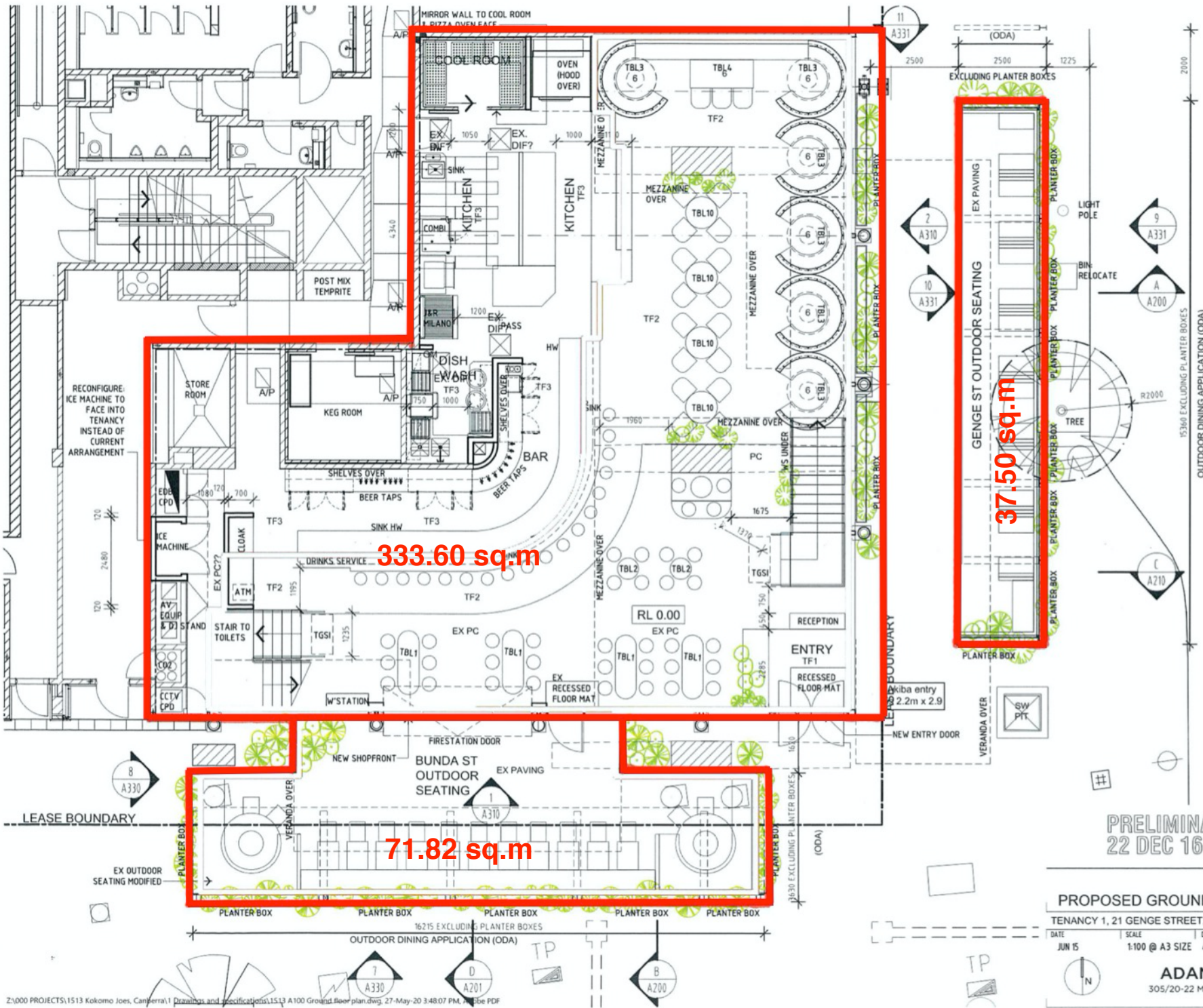
<b>VENUE AREA:</b>	<b>ENTIRE VENUE</b>	<b>ACTION COMPLETE</b> <i>(Yes, No or N/A)</i>
<b>MITIGATION(S):</b>	Hygiene training completed for all staff, where possible- see attached checklist	Y
	Patron areas to be cleaned and sterilised after each guest use	Y
	Compliance of all staff with Venue Policy and Procedures on COVID-19 Operations, including attached checklist	Y
	Electronic payment preferred - Cash transactions still accepted - Staff to wash hands after handling cash	Y
	Check In CBR' app signs displayed for use by customers who wish to use it	Y
	QR-Codes are provided at multiple locations including staff & security carrying them	Y
	Sanitiser available throughout venue	Y
	Laminated (able to be sanitised) or disposable menus - customers urged to use app or website	Y
	No Communal Cutlery, Serviettes and Condiments	Y
	No tablecloths and table sanitised after each use, or tablecloths to be replaced between customers	Y
	Existing cleaning policies and procedures in place and continue to be complied with	Y
	PPE - Education about increased usage and importance, where possible	Y
	PPE - Policy in venue about when, where & how PPE is required to be used where possible	Y
	Patrons who feel ill are advised not enter the venue, or to leave premises	Y
	Staff Member ill: Staff Member required to exit venue and seek treatment, requires Medical Certificate to Return to Work	Y
	Separate staff are responsible for each dining space, where possible	Y

**SPECIFIC RECOGNISED RISK AREA - Social Distancing**

<b>VENUE AREA:</b>	<b>ENTIRE VENUE</b>	<b>ACTION COMPLETE</b> <i>(Yes, No or N/A)</i>
<b>MITIGATION(S):</b>	Chairs removed and/or floor markings/signage ensure compliance with permitted capacity	N/A
	Ingress and Egress are at different locations in the venue, where possible	N
	Patrons directed to separate toilets, where possible	Y
	Separate 'enclosed spaces' are physically seperated	N/A
	Separate outdoor spaces are physically seperated	N/A
	Signage displaying capacity in each enclosed space	N/A
	Controls in place to ensure compliance with venue capacity	Y
	Dancefloor area marked with bollard/ropes to monitor capacity	Y

**OTHER IDENTIFIED RISK AREAS**

<b>RISK:</b>	Transmission of germs via door handles on shared facilities
<b>MITIGATION:</b>	Contactless door opening devices installed on doors where possible

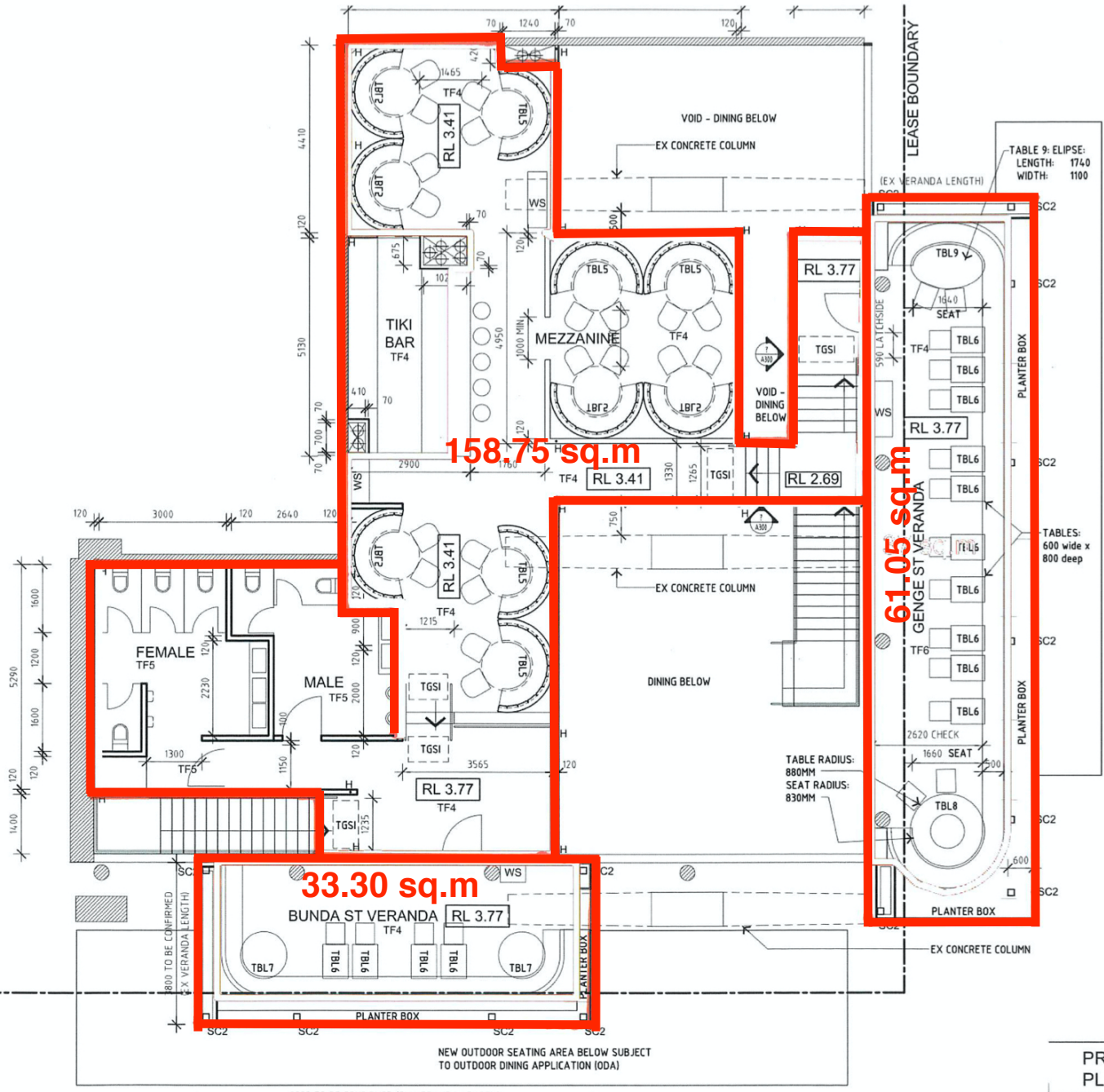


GENGE STREET

PRELIMINARY DOCUMENTATION  
22 DEC 16

**PROPOSED GROUND FLOOR PLAN** | **A100**  
 TENANCY 1, 21 GENGE STREET, CITY, CANBERRA  
 DATE: JUN 15 | SCALE: 1:100 @ A3 SIZE | DRAWN BY: AD | JOB No: 1513  
**ADAM DETTRICK ARCHITECTS**  
 305/20-22 McKillop Street, Melbourne 3000 | p 03 9606 0774  
 www.adamdettrickarchitects.com.au

Z:\000 PROJECTS\1513 Kokomo Joes, Canberra\1 Drawings and specifications\1513 A100 Ground floor plan.dwg, 27-May-20 3:48:07 PM, 1:100 PDF



16925 TO BE CONFIRMED  
 NEW OUTDOOR SEATING AREA BELOW SUBJECT  
 TO OUTDOOR DINING APPLICATION (ODA)

PRELIMINARY DOCUMENTATION  
 22 DEC 16

PROPOSED MEZZANINE FLOOR  
 PLAN A110

TENANCY 1, 21 GENG ST, CITY, CANBERRA  
 DATE: JUN 15 SCALE: 1:100 @ A3 SIZE DRAWN BY: AD JOB No: 1513



**ADAM DETTRICK ARCHITECTS**  
 305/20-22 McKillop Street, Melbourne 3000 p 03 9606 0774  
 www.adamdettrickarchitects.com.au

Check list		Y/N
<b>Venue Pre-Open clean</b>	<ul style="list-style-type: none"> <li>• Prior to re-opening, conduct a deep clean of All contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals (e.g. Point of Sale, EFTPOS, ATM, EBT)</li> <li>• <a href="https://www.safeworkaustralia.gov.au/doc/cleaning-prevent-spread-covid-19-fact-sheet">https://www.safeworkaustralia.gov.au/doc/cleaning-prevent-spread-covid-19-fact-sheet</a></li> </ul>	Y
<b>“Covid-19 Contact Tracing App”</b>	<ul style="list-style-type: none"> <li>• Encourage all staff and patrons to download the “Covid-19 Contact Tracing App”</li> <li>• <a href="https://apps.apple.com/au/app/coronavirus-australia/id1503846231">https://apps.apple.com/au/app/coronavirus-australia/id1503846231</a></li> </ul>	Y
<b>Management Training</b>	<ul style="list-style-type: none"> <li>• All management to undergo online training in safe work practices</li> <li>• <a href="https://www.safeworkaustralia.gov.au/doc/5-things-do-your-workplace-covid-19-infographic">https://www.safeworkaustralia.gov.au/doc/5-things-do-your-workplace-covid-19-infographic</a></li> <li>• <a href="https://www.safeworkaustralia.gov.au/doc/workplace-checklist-covid-19">https://www.safeworkaustralia.gov.au/doc/workplace-checklist-covid-19</a></li> </ul>	Y
<b>Staff Training</b>	<ul style="list-style-type: none"> <li>• All staff to undergo infection control training (ongoing for all new staff), e.g.</li> <li>• <a href="https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training">https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training</a></li> </ul>	Y
<b>Staff Hand washing</b>	<ul style="list-style-type: none"> <li>• Staff to undertake frequent (e.g. each 30 minutes) hand washing with soap and water for at least 20 seconds</li> <li>• <a href="https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1">https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1</a></li> </ul>	Y
<b>Staff Consultation</b>	<p>Venue operators should consult with staff on health and safety matters, e.g.</p> <ul style="list-style-type: none"> <li>• Ensure staff understand they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others</li> <li>• Ensure staff understand their point of contact with any questions or observations</li> <li>• Assessing the risk COVID-19 presents to the health and safety of staff and patrons</li> <li>• Deciding on the control measures to put in place to eliminate or minimise the risk of exposure to COVID-19</li> <li>• Deciding on the adequacy of facilities for the welfare of workers (e.g. hand washing facilities)</li> <li>• Considering other changes to the workplace as a result of COVID-19 which may affect health and safety</li> <li>• Allow staff to express their views and raise work health and safety issues that may arise directly or indirectly because of COVID-19</li> <li>• Consult with workers and ensure there is a means for them to raise any concerns about the steps you are taking to manage the risks.</li> <li>• Take the views of workers into account when making decisions and advise workers of the venue’s decision</li> <li>• Bearing in mind that that working from home is generally impractical in hospitality, where possible facilitate working from home arrangements for staff (e.g. bookkeeper)</li> </ul>	Y
<b>Staff infection check</b>	<ul style="list-style-type: none"> <li>• Consider implementing daily temperature checks on all staff</li> <li>• Direct all workers (whether they are at the workplace or not) to report if they have any of the following: <ul style="list-style-type: none"> <li>○ are experiencing any symptoms</li> <li>○ have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested) <ul style="list-style-type: none"> <li>○ have undertaken, or are planning to undertake, any travel</li> </ul> </li> <li>• Stop workers working if they are displaying symptoms.</li> <li>• Stop workers who have contracted COVID-19 from returning to the workplace until they provide evidence that they are clear of the virus.</li> <li>• <a href="https://www.safeworkaustralia.gov.au/doc/what-do-if-worker-has-covid-19-infographic">https://www.safeworkaustralia.gov.au/doc/what-do-if-worker-has-covid-19-infographic</a></li> </ul>	Y
<b>Staff resources</b>	<p>Ensure staff are advised and aware of the various resources and support services available to them, e.g.</p> <ul style="list-style-type: none"> <li>• <a href="#">COVID-19 Information for workplaces</a></li> <li>• <a href="http://Australia.gov.au">Australia.gov.au</a>.</li> <li>• <a href="#">Fair Work Ombudsman – Coronavirus and Australian workplace laws</a></li> <li>• <a href="#">Beyond Blue Coronavirus Mental Wellbeing Support Service</a></li> <li>• <a href="#">Heads Up – Healthy workplaces support</a></li> <li>• <a href="#">Australian Small Business and Family Enterprise Ombudsman</a></li> <li>• <a href="#">Lifeline</a></li> </ul>	Y
<b>Social Distancing (Stage 2.1)</b>	<ul style="list-style-type: none"> <li>• In line with the CURRENT, Government Guidelines</li> <li>• Groups, functions or tables limited as per ACT regulations</li> <li>• Signage displayed with capacity of each enclosed space</li> </ul>	Y
<b>Patron movement</b>	<ul style="list-style-type: none"> <li>• Single entry point with a different exit point where possible</li> <li>• Where practical, encourage patrons to be seated</li> <li>• Offer table service</li> <li>• Place distance markers or bollards at all queuing points, where possible</li> </ul>	Y
<b>Nominated Hygiene, Capacity and Distancing Supervisor</b>	<p>Nominated staff member with responsibility to ensure:</p> <ul style="list-style-type: none"> <li>• regular cleaning and disinfection of all staff and patron touch points each 30 minutes</li> <li>• capacity limits are adhered to</li> <li>• aggregate social distancing requirements are enforced (on average within an enclosed space)</li> </ul>	Y
<b>Patron health</b>	<ul style="list-style-type: none"> <li>• Hand sanitiser for patrons on entry and widely available throughout the premises</li> <li>• Implement extensive approved signage throughout the venue, where possible</li> </ul> <p><a href="https://www.health.gov.au/resources/publications?f%5B0%5D=field_publication_type%3A2181">https://www.health.gov.au/resources/publications?f%5B0%5D=field_publication_type%3A2181</a></p>	Y
<b>Review touch points</b>	<ul style="list-style-type: none"> <li>• Review all staff and patron touch points and aim to reduce frequently touched surfaces (touch points) where possible</li> <li>• Encourage the use of electronic payments wherever possible</li> <li>• Single use menus, or plastic covered and cleaned after each use</li> <li>• Venues to promote menus and ordering on mobile devices if feasible</li> </ul>	Y
<b>Cleaning frequently touched surfaces (touch points)</b>	<ul style="list-style-type: none"> <li>• Usual cleaning schedules will need to be increased</li> <li>• To minimise the risk of exposure, staff who are cleaning and disinfecting should consider wearing disposable gloves, should wash their hands with soap and water, or use alcohol-based hand sanitiser</li> <li>• Touch points to be cleaned and disinfected each 30 minutes or after each sitting, including e.g. doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals (e.g. Point of Sale, EFTPOS, ATM, EBT)</li> </ul>	Y

	<ul style="list-style-type: none"> <li>• Touch points such as tables and counters to be cleaned and disinfected before and after use by customers</li> </ul>	
<b>Communal items</b>	<ul style="list-style-type: none"> <li>• No communal free food or snacks</li> <li>• No communal cutlery trays</li> <li>• No communal water stations</li> </ul>	<b>Y</b>
<b>Deliveries and contractors</b>	<ul style="list-style-type: none"> <li>• Deliveries and other contractors should be given clear instructions of your requirements while they are on site</li> <li>• Minimise the number of workers attending to deliveries and contractors as much as possible</li> <li>• Make hand washing facilities or alcohol-based hand sanitiser available for workers after physically handling deliveries</li> <li>• Direct visiting truck drivers to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible</li> </ul>	<b>Y</b>
<b>Monitor and Review</b>	<ul style="list-style-type: none"> <li>• Venues should regularly monitor and review measures to ensure they remain current and effective</li> <li>• Licensees should keep their knowledge of the COVID-19 situation up-to-date and follow advice from authoritative sources such as the Australian Government Department of Health and check frequently for any updates to safety advice</li> </ul>	<b>Y</b>



## What can I do to keep my workers safe at the workplace and limit the spread of COVID-19?

### 1. Working from home

- Assess who can do their jobs from home. Give those workers the option to do so.
- Provide guidance to your workers on how to set up a safe home work environment (see, for example, [SWA's working from home information and diagrams](#)).
- Require workers to complete a self-assessment checklist to ensure they comply with good ergonomic practices (an example is [Comcare's Working from home checklist](#)).
- Appoint a contact person in your business that workers can talk to about any concerns.
- Set up ways to communicate with workers online (e.g. through Skype or Zoom) and communicate with them daily.
- Provide information to workers about the supports available to them, for example through an employee assistance program.

### 2. Physical distancing

- Put up posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
- Erect signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded.
- Move work stations, desks and tables in staffrooms further apart to comply with social distancing.
- If possible, bring in shift arrangements so less staff are in the workplace at once.
- Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short.

- Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place.
- Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.
- Nominate a person on the work floor to be responsible for keeping everyone the required 1.5 metre distance apart in accordance with the latest government requirements.

### 3. Handwashing and hygiene

- Have hand sanitiser stations at entry and exit points and around the workplace.
- Ensure bathrooms are well stocked with hand wash and paper towel.
- [Put up posters with instructions on how to hand wash/hand rub.](#)
- Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick.
- Have automatic alerts set up on computer systems to remind workers about washing hands and not touching eyes, nose and face
- Instruct your workers to limit contact with others- no shaking hands or touching objects unless necessary.
- If possible, accept only cashless transactions.
- Increase access to closed bins in your workplace.
- Put up signs to request customers only touch objects they are going to buy.

## What can I do to keep my workers safe at the workplace and limit the spread of COVID-19?

### 4. Cleaning

- Ensure any areas frequented by workers or others (e.g. visitors to your premises) are cleaned at least daily with detergent or disinfectant.
- Instruct workers to wear gloves when cleaning and wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves.
- Clean frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes Eftpos equipment, elevator buttons, handrails, tables, counter tops, door knobs, sinks and keyboards.
- Instruct workers to clean personal property that comes to work, such as sunglasses, mobile phones and iPads with disinfectant, such as disinfectant wipes.

### 5. Monitor symptoms

- Put up signs about the symptoms of COVID-19 in the workplace.
- Direct workers to stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to call the National Coronavirus hotline (1800 020 080).
- Instruct workers to tell you if they are displaying symptoms of COVID-19, have been in close contact with a person who has COVID-19 or have been tested for COVID-19.
- Remind staff of their leave entitlements if they are sick or required to self-quarantine.
- Treat personal information about individual workers' health carefully, in line with privacy laws.

- Facilitate working from home, if possible, for staff who are required to self-quarantine but are not displaying symptoms of COVID-19.

### 6. Plan ahead

- Nominate a worker or a team of workers to champion safe practices in the workplace and teach their colleagues the proper procedures listed above.
- Develop a plan to ensure business continuity if there is a suspected or confirmed outbreak of COVID-19 in your workplace.
- Consider what you will do if one of your workers is suspected or confirmed to have COVID-19, including how you will support that worker and what you need to do to ensure the workplace remains safe for other workers.
- Consider if you have appropriate cleaning products and personal protective equipment available to disinfect your workplace following an outbreak. If you do not, consider options for hiring a cleaning company to do this work.
- Put a protocol in place for reopening your workplace after an outbreak or quarantine period.

### Stay informed

Download the official government "Coronavirus Australia" app, or join the [WhatsApp channel](#) and frequently check for updates.

# 5 things to do in your workplace: COVID-19

There are a number of practical steps employers can take to manage the risk of exposure to COVID-19 at the workplace. You must take action, it's the law.

No matter what type of work your business carries out, these steps will help to identify all you can reasonably do to protect the health and safety of workers and others at your workplace.



## 1. Talk to your workers

Everyone is being bombarded with information. Your workers may be confused or concerned about what they hear. Stay across authoritative sources and provide information to workers about the measures you are planning to take to minimise the risk of exposure to COVID-19 at the workplace. And remember, consulting workers is a must. For more information, read the [Model Code of Practice on work health and safety consultation, cooperation and coordination](#) at [swa.gov.au](http://swa.gov.au).



## 2. Think about your workplace

Nominate a person or team to dedicate their time to infection control. Work with them to take a close look at the work environment, find potential areas of risk and come up with a plan to address them. Think about how you will keep high-touch surfaces clean and how you will put in additional hygiene measures such as hand-sanitizing stations.

You should also review your existing policies and practices. Can people work from home if necessary and do they have a safe environment to do so? Have you briefed your workers about the symptoms of COVID-19 and what to do if they are unwell?

Issues will vary for every workplace but to eliminate or minimise risks to health and safety look at your existing protocols. You can't find – and fix – breakdowns if you don't look for them.



## 3. Train your workers

The basics of keeping viral infections out of the workplace are well known: Wash your hands thoroughly and often. Cover your coughs and sneezes. Observe rules for social distancing. Clean and disinfect high-touch surfaces regularly. Stay home if you are sick. These things are straightforward, but we know that people don't always do them enough. Make sure your workers know how to comply with hygiene guidance in their day-to-day activities by providing training.

Designate members of your infection prevention team to teach their colleagues the proper procedures. Correct handwashing protocol, for instance, is easy to learn. The [Department of Health](#) has instructive posters and videos on their website.



## 4. Review control measures

Be vigilant with health and safety. Ask your infection prevention team and all workers, to keep a close eye on compliance and report any concerns. Continue to review the situation. Are there any obvious breakdowns? Is there anything you missed? Is your plan working? This will enable you to implement further controls as you go along and make further improvements.



## 5. Future proof

The pandemic situation is rapidly evolving. By looking ahead you can start to plan for what you will do if you need to close the doors for a period of time or need to require your workers to work from home.

- > Do you have a plan to ensure business continuity?
- > Do you know what to do if a staff member or one of their close relatives is found to have COVID-19 symptoms?
- > If this were to happen, do you know how to disinfect affected workspaces?
- > Do you have a protocol in place to reopen your workplace after a potential quarantine?

You may not end up needing these protocols, but it's better to think ahead.

# COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

## The person you are concerned about is at the workplace



### 1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



### 2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



### 4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## The person you are concerned about was recently at the workplace



### 1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

**If anything is unclear, see detailed guidance on the Safe Work Australia Website**

### Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

### State and territory health department helplines:

**New South Wales**  
1300 066 055

**Queensland**  
13 432 584

**Victoria**  
1800 675 398

**South Australia**  
1300 232 272

**Western Australia**  
(08) 6373 2222

**Tasmania**  
1800 671 738

**Australian Capital Territory**  
(02) 5124 9213

**Northern Territory**  
(08) 8922 8044



Coronavirus  
**COVID-19**



**safe work australia**

## **COVID-19 POLICY & PROCEDURES TRAINING**

This document outlines the Wilma & The Pearl 'CovidSafe Venue Plan' procedures which **MUST** be adhered to in order for us to re-open & serve patrons in a responsible way which protects both patrons & staff by adopting best practices which should mitigate the risk of people contracting/spreading Covid-19.

It is **all** of our responsibility to ensure that these new policies & procedures are being followed on a daily basis.

### **MITIGATIONS IMPLEMENTED**

- Capacity limited as per ACT Government imposed restrictions – see signage displayed at entry points
- Patrons displaying signs of symptoms refused entry to venue
- Customer register maintained for all patrons
- Social distancing practised wherever possible by staff and implemented by spacing diners a minimum of 1.5m apart
- Cashless transactions only – signage displayed at front door
- Hands free sanitizer stations installed at strategic points;
  - Front door
  - Outside of shared facilities
  - Entry point to bar & kitchen
- Covid-19 instructional signage displayed venue wide as required
- Non-physical menus; menus accessed by use of QR Code, a limited number of menus to be printed if requested and to be disposed of immediately after use
- Table service only in the restaurant
- Enhanced cleaning procedure implemented and executed every 30mins;
  - Full sanitisation of touch points, Tyro terminals, POS screens, Phones, Keyboards & door handles
  - Tables and surfaces to be fully cleaned & sanitized after each use
  - CovidSafe Captain allocated to each service to ensure policy is being upheld
- Staff allocation to dining sections enforced; details to be recorded daily & included in the service report by management
- Single use of water jugs; all jugs to be immediately washed after use
- Staff obligated to inform management of;
  - Signs of symptoms
  - Travel plans
  - Contact with anyone who has travelled internationally
  - Contact with anyone suspected to have contracted Covid-19
- If staff display symptoms;
  - Immediately sent home & obligated to seek diagnosis/treatment and not to return to work until a doctor issued return to work certificate has been issued

Wilma & The Pearl Pty Ltd  
1 Genge Street,  
Canberra, Civic, 2601



### COVIDSAFE CAPTAIN

If you are allocated to be the CovidSafe Captain on your shift it is your responsibility to ensure that all of the CovidSafe procedures are being adhered to and to hold others accountable for not following procedures fully.

This responsibility will be rotated amongst all staff in order to ensure **ALL** staff fully understand **ALL** procedures, the intention of this is to make these procedures second nature and also because it is everyone's responsibility to make sure we are mitigating the risk of spread.

### STAFF RESOURCES

The following is a list of all of the government resource & support services available to you online.

- ⇒ <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces> - Information for workplaces issued by the government
- ⇒ <https://www.australia.gov.au> – Information & updates on Covid-19
- ⇒ <https://coronavirus.fairwork.gov.au> – Fairwork Australia information on Coronavirus & Australian workplace laws
- ⇒ <https://coronavirus.beyondblue.org.au> - Coronavirus mental wellbeing support service
- ⇒ <https://www.headsup.org.au/healthy-workplaces> - Mental health in the workplace advice
- ⇒ <https://www.lifeline.org.au> – Crisis support & suicide prevention service

If you have **ANY** concerns whatsoever with regards to working with the risk of Covid-19 or around the venue policies & procedures contact me directly and we will address them;

Email me on [Fraser@harvac.com.au](mailto:Fraser@harvac.com.au), call me on 0414 832 725 or speak to me directly.

### STAFF RESPONSIBILITIES

It is imperative that you are responsible for your own health and wellbeing during this time of enhanced risk, please adopt good hygiene practices, look after your immune system with a balanced diet and vitamin supplements and follow the governments social distancing guidelines.

Remember that your actions could adversely affect the health and wellbeing of others if you are irresponsible in this manner

### ACKNOWLEDGMENT

I, ..... hereby acknowledge that I have been given training around the Wilma & The Pearl CovidSafe Venue Plan and the appropriate training to uphold the policies and procedures contained within that plan.

Signed on the..... of .....



Australian Government

# Attention

If you have experienced a **fever, cough, sore throat, shortness of breath** or **travelled overseas** in the past month, please **do not** enter this facility.



MANAGEMENT RESERVE THE RIGHT TO REFUSE ENTRY IF YOU ARE DISPLAYING SIGNS OF SYMPTOMS.

**BE COVIDSAFE**

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



# HEALTH WARNING CORONAVIRUS (COVID-19)

## INFORMATION FOR TRAVELLERS

Developed a fever or cough?



**FEVER**



**COUGH**



**SORE THROAT**



**SHORTNESS  
OF BREATH**

**[ KNOW THE SIGNS ]**



Australian Government  
Department of Health

[www.health.gov.au](http://www.health.gov.au)

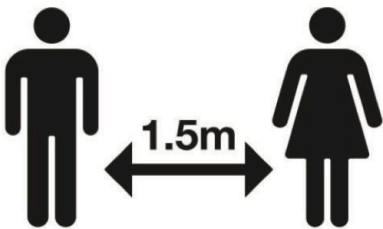


# COVID-19

**Under the 4m<sup>2</sup> rule,  
this area is limited to**

---

**people at any time.**



**Please maintain  
a safe distance  
of 1.5m at all  
times**



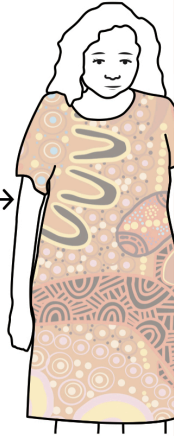
**ACT  
BRANCH**



BE COVIDSAFE

# KEEP OUR MOB SAFE WITH A LITTLE EXTRA SPACE.

Stay two big steps away from people to stop the spread of germs. If you are sick, stay home and keep away from others.



Download the **COVIDSafe** app on your phone so you'll be contacted if you are exposed to coronavirus.



Phone the 24 hour **National Coronavirus Helpline** on **1800 020 080**.



Visit **australia.gov.au** and follow **#keepourmobsafe** on social media.



Australian Government

BE COVIDSAFE

# KEEP THE GERMS AWAY, WASH YOUR HANDS.

Help stop the spread of coronavirus in our communities:

- Cover a cough with the inside of your elbow instead of your hand.
- Avoid touching your eyes, nose and mouth, where the virus can enter your body.
- Where possible wash your hands with soap and water for at least 20 seconds – do this after you cough, sneeze, go to the toilet and before you make any food.



Download the **COVIDSafe** app on your phone so you'll be contacted if you are exposed to coronavirus.



Phone the 24 hour **National Coronavirus Helpline** on **1800 020 080**.



Visit **australia.gov.au** and follow **#keepourmobsafe** on social media.

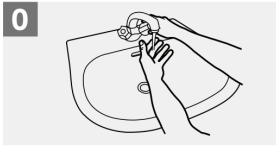


Australian Government

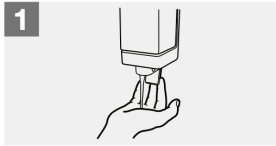
# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

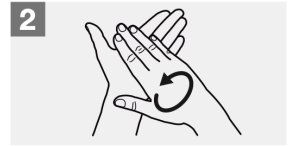
 **Duration of the entire procedure: 40-60 seconds**



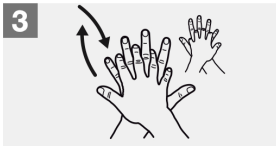
**0** Wet hands with water;



**1** Apply enough soap to cover all hand surfaces;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



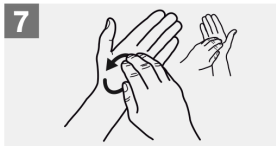
**4** Palm to palm with fingers interlaced;



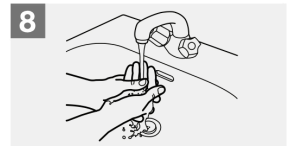
**5** Backs of fingers to opposing palms with fingers interlocked;



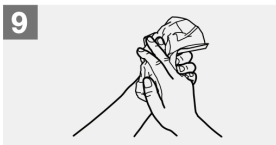
**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



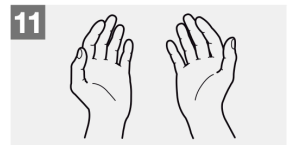
**8** Rinse hands with water;



**9** Dry hands thoroughly with a single use towel;



**10** Use towel to turn off faucet;



**11** Your hands are now safe.



**World Health Organization**

**Patient Safety**

A World Alliance for Safer Health Care

**SAVE LIVES**  
Clean Your Hands

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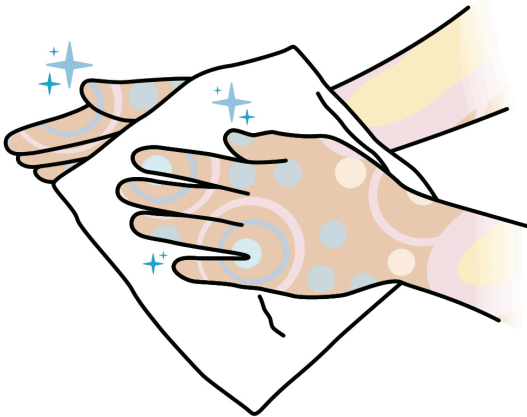
WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

BE COVIDSAFE

# KEEP THE GERMS AWAY, KEEP HANDS CLEAN.

Help stop the spread of coronavirus in our communities:

- Cover a cough with the inside of your elbow instead of your hand.
- Avoid touching your eyes, nose and mouth, where the virus can enter your body.
- Keep hands clean, especially if you are making food or eating.



Download the **COVIDsafe** app on your phone so you'll be contacted if you are exposed to coronavirus.



Phone the 24 hour **National Coronavirus Helpline** on **1800 020 080**.



Visit **australia.gov.au** and follow **#keepourmobsafe** on social media.



Australian Government

# Cleaning to prevent the spread of COVID-19

## Cleaning and disinfection

Cleaning and disinfecting are two different processes:

**Cleaning** means physically removing germs, dirt and organic matter from surfaces.

**Disinfecting** means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Cleaning reduces the soil load on the surface, allowing the disinfectant to work and kill the COVID-19 virus. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

## Routine cleaning

Workplaces should clean surfaces at least daily. Special attention should be given to frequently touched surfaces (e.g. tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles). Ideally, once clean, surfaces should also be disinfected regularly. Alternatively, you may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.

Surfaces and fittings should be cleaned more frequently when:

- > visibly soiled
- > used repeatedly by a number of people (e.g. trolleys, checkouts, EFTPOS machines), and
- > after any spillage.

For routine cleaning, disinfectants are usually only necessary if a surface has been contaminated with potentially infectious material. For this reason, when and how often a workplace should undertake disinfection as part of routine cleaning will depend on the likelihood of contaminated material being present at the workplace. For example, in a busy retail environment with many customers and others entering a workplace each day, more frequent disinfection is recommended to prevent the spread of COVID-19. By contrast, for a small work crew operating the same item of plant each day with little interaction with other people, routine disinfection in addition to daily cleaning may not be reasonably practicable.



# Coronavirus COVID-19

Updated: 26 May 2020

## How do I clean?

Use the following steps to clean an environment:

1. Wear gloves when cleaning. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and should not be used for other purposes or shared between workers. Wash reusable gloves with detergent and water after use and leave to dry. Clean hands immediately after removing gloves using soap and water or hand sanitiser.
2. Thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs.
3. If you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant (see next section). A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.



## How should I clean if someone at my workplace is suspected or confirmed to have COVID-19?

If a person who has been at your workplace is suspected or confirmed to have COVID-19, you must thoroughly clean and disinfect all areas of suspected contamination.

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows if possible to increase air circulation and then commence cleaning and disinfection.

- > clean and disinfect hard surfaces using either: a physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Bleach solutions should be made fresh daily.
- > a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution (refer to the [Department of Health website](#) for more information on achieving the correct bleach solution).

Once cleaning and disinfection is complete, place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double-bagging) and dispose of the bag in the general waste.

There is no need to close down an entire workplace, while cleaning and disinfection takes place, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. However the cleaning and disinfection must occur before any workers return to affected areas.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in your workplace.

Those cleaning an area of suspected contamination need to be equipped with appropriate Personal protective equipment (PPE). This includes disposable gloves and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaning staff should also wear a disposable apron. If the person with suspected or confirmed COVID-19 is in the area to be cleaned (e.g. a hotel room), put on a surgical mask and ask the person to step outside if possible.

Clean your hands using soap and water for at least 20 seconds, or where this is not possible, hand sanitiser of with at least 60% ethanol or 70% isopropanol as the active ingredient] before putting on and after removing PPE.

Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment such as buckets should be emptied and cleaned with a new batch of disinfectant and allowed to dry completely before re-use.

If your workplace handles food, you should follow the additional advice of [Food Standards Australia New Zealand](#).



## What should I use for routine cleaning?

### *Hard surfaces*

In most circumstances, cleaning with detergent and water is sufficient.

### *Soft or porous surfaces*

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements.

If soft or porous surfaces require regular cleaning, such as seats in offices, or in vehicles, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces.

## What should I use to disinfect?

### *Hard surfaces*

Disinfectants that are suitable for use on hard surfaces (that is, surfaces where any spill liquid pools, and does not soak in) include: alcohol in a concentration of at least 70%, chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective.

### *Soft or porous surfaces*

Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

## Using disinfectants safely

Follow all manufacturer's instructions and read the label and the Safety Data Sheet (SDS). For information on how to read labels and SDS, see the Safe Work Australia [SDS page](#).

Do not use different types of disinfectants together.

Store your disinfectants safely and securely, out of direct sunlight and away from heat sources.

Mix your disinfectants in a well-ventilated area. Some concentrated products recommend the use of a local exhaust ventilation system.

For spraying or misting products, spray directly into the cleaning cloth to dampen the cloth for use. Take care not to generate a mist.

PPE to use when diluting and using disinfectants includes:

- > gloves, elbow-length if available, and
- > eye protection (safety glasses, not prescription glasses).



# Coronavirus COVID-19

Updated: 26 May 2020

## **Disposal or cleaning of materials and PPE**

Reusable, washable cloths, PPE and covers should be washed in a regular cycle wash using the warmest possible setting with normal washing detergent. Avoid shaking out the items before placing in the washing machine.

Wear disposable gloves to handle used cloths, PPE and covers. Wash your hands thoroughly with soap and water for at least 20 seconds after removing the gloves.

Regularly wash the hamper in which used PPE is stored while it is waiting to be laundered. If the hamper is not washable, use a disposable lining, and replace regularly.

Reusable, non-washable PPE such as eye protection, should be wiped clean with a detergent solution first, then wiped over with a disinfectant, and left to air dry. Smearing or residues might result, and this can be cleaned off by using more detergent solution and rinsing clean only after the disinfectant has dried.