

SITE SPECIFIC COVID SAFE PLAN



The Ville

RESORT — CASINO

SIR LESLIE THIESS DRIVE
TOWNSVILLE QLD 4810

The Ville Resort-Casino has supplied a copy of this document to the Australian Workers Union (AWU) to ensure employer and employee obligations are fulfilled. These include the “worker’s rights” and “employer’s” responsibility to provide a safe workplace. This is further re-iterated in the mandatory training. All patron/worker protocols will be formalised in venue induction programs and all patron and contractor contact tracing details are to be completed to provide further safety of workers.

Version 1.5
Approved by: Michael Jones CEO



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Purpose

Our purpose is *“To implement protocols that allow The Ville Resort-Casino (“The Ville”) to serve greater numbers of patrons to minimise the chance of infection within venues.”*

Chief Health Officer Public Health Direction No 5 issued 24 July 2020 requires that patrons must be seated while drinking. Drinking may occur at the bar where patrons are seated and appropriate physically distanced. Otherwise patrons may order and pay for their drinks at the bar, but then must return to a seat to consume the drink. This condition does not apply to patrons who are not eating or drinking or patrons looking for a seat or are waiting for a seated position to become available on the provision that physical distancing is maintained.

This document is designed specifically for The Ville to develop a Risk Management Approach to COVID-19 and is scalable to suit different sized outlets within The Ville.

Under Queensland’s Roadmap to Easing Restrictions, adoption of an approved COVID Safe Site-specific Plan enables additional customers on the premises, given The Ville is large enough to do so and still meet the Queensland Chief Health Officer’s current Public Health Directions.

A COVID Safe Site-specific Plan enables The Ville to operate with more than the maximum number of people as specified in the Direction – Restrictions on Businesses, Activities and Undertakings.

A COVID Safe Site-specific Plan can be developed by eligible operators that are larger in scale due to unique aspects of their business, such as casinos. These plans are different from Industry COVID Safe Plans that are limited to eligible industries, having been developed by representative groups or businesses within that industry.

While Queensland Health are the lead agency for the declared health emergency, Workplace Health and Safety Queensland (WHSQ) also provides further advice and guidance. This plan is to be updated when and if the Chief Health Officer’s public health directions change.

This plan will form part of The Ville’s overall COVID Safe Operating Plan and Procedures. The Ville has various outlets providing services such as accommodation, food and beverage and gaming (when permitted).

Key Principles

Key outcomes for The Ville are based on the major mechanisms to reduce transmission.

Wherever the below terms are mentioned the following definition and requirement is applied. The plan must constantly address the following key principles that are critical in reducing the risk of transmission of COVID-19. They will be referred to throughout the document.

- **Physical Distancing** – The Ville must ensure physical distancing is observed to the extent possible. Physical distancing includes remaining at least 1.5 metres away from other persons where possible, regular washing of hands and avoiding handshaking.
- **Maximum Occupancy** – Maintaining 4 square metres per person in a defined area. This applies to areas of the business that are open to or used by the public (for example, a café or restaurant, the dining area, but not the kitchen).
- **Personal Hygiene and Infection Control** – All measures complement the workplace’s current policies on disease control and that the measures utilised are based on information provided by Queensland Health and Workplace Health and Safety Queensland.
- **Following the published Queensland Chief Health Officer’s Public Health Directions.** These may change over time and may vary the conditions established in this plan.

Checklists

The Ville will utilise checklists to evaluate each area for the known risks and proposed methods of control. Each of these Risk and Control Checklists are displayed in each respective area to remind staff, whilst ensuring customers the venue is providing a safe environment for them.

Signs at entry points to The Ville instruct customers not to enter The Ville if they are unwell or have symptoms consistent with COVID-19. The sign states that the venue has the right to refuse service and must insist that anyone with these symptoms leaves the premises.

Checklists

1. COVID Safe Checklist - Food and Beverage Areas
2. COVID Safe Checklist - Accommodation, Reception, Entry and Exit, Offices, Swimming Pools, Gymnasium and Communal Areas
3. COVID Safe Checklist - Gaming Rooms

Each of these checklists covers the following (where applicable):

- Physical distancing
- Record keeping
- Staff wellbeing
- Hygiene and cleaning
- Deliveries, contractors, and visitors attending the premises

The Ville will use these checklists as a guide for each respective area. The Ville has assessed the risk based on its layout and other factors. The checklists cover most items for consideration and can be simply adjusted to suit individual outlet needs.

COVID Safe Checklist – Food and Beverage Areas

Physical distancing	Limit walk-ins and client interaction at counters through the use of online or phone bookings.	<input 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 type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Implement measures to restrict numbers at each outlet, including maintaining the approved number of patrons, as defined by the plan.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Ensure physical distancing by placing floor or wall markings or signs to identify 1.5m 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 type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Use physical barriers where practical around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Remove waiting area seating or space seating at least 1.5m apart.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Where practical provide contactless or online payments for services.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Menus are:		
	1. Laminated and sanitised after each use using an approved sanitiser;	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	2. Use non-contact signage to display menus, i.e. electronic screens; or	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	3. Have single use paper menus available.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	For takeaway services place menus outside the venue or online.	<input 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 type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville will monitor and maintain records of staff working in designated areas and roster to minimize staff interactions in multiple areas.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville will provide table service where practicable to reduce the movement of patrons and the number of surfaces touched.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville removed any self-serve, buffet-style food service areas and communal water stations or condiments.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Stagger seating times and manage the duration of sittings to control the flow of patrons.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Tables and booths to be utilised with appropriate physical distancing or barriers between each booking group.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Patrons must be seated while eating or drinking. Eating or drinking may occur at the bar where patrons are seated and appropriately physically distanced. Otherwise patrons may order and pay at the counter or bar, but then must return to their seat to consume their meal or drink.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Service bars staffed to allow for appropriate distancing between employees.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Where members of the same household or social group wish to occupy the same or adjacent table or seating, the 1.5m rule may not apply.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	

Record keeping	Contact information will be kept for patrons, contractors, and staff including name, address/email address and mobile phone number for a period of at least 56 days.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Staff wellbeing	Implement measures to maximise the distancing between staff to the extent that 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 staff interaction and identify ways to modify these to increase physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	All staff have completed the mandatory COVID Safe training.	<input 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 type="checkbox"/> Yes <input type="checkbox"/> N/A
	1. Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	2. Implement processes so front of house staff can collect food without needing to go into food preparation areas.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	3. Postpone or cancel non-essential face-to-face gatherings, meetings and training.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	4. Direct staff to stay at home if they are sick, and to go home if they become unwell. Staff need to get tested as soon as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	5. 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
	6. Put signs and posters up to remind staff and others of the risk of COVID-19.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Hygiene and cleaning	All staff will be instructed 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 as per the standard method for washing hands. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol 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, and 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
	Non-disposable crockery/cutlery/glassware will be used and cleared after each course and washed using a commercial grade dishwasher or glasswasher.	<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

Hygiene and cleaning	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant including shared equipment and tools, EFTPOS equipment, tables, countertops and sinks). Surfaces used by clients, such as tables, will be cleaned between clients. Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For back of house, sanitisation of all areas and equipment to be sanitised regularly in accordance with existing food safety requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Sanitisation of all spirit bottles, nip dispensers, serving equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove non-essential items i.e. counter bar mats, straw containers, and self-service items (i.e. Keno pencil holders) that multiple people may touch. These will be provided on request.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Deliveries, contractors, and visitors attending the premises	Direct delivery drivers to not access the building and other contractors visiting the premises will minimise physical interaction with staff.	<input 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 type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed: _____ Date: _____ / _____ / _____

Name of licensee or approved person: _____

COVID Safe Checklist - Accommodation, Reception, Entry and Exit, Offices, Swimming Pool, Gymnasium and Communal Areas

Physical distancing	While number restrictions remain in place, limit walk-in trade through the use of online or phone bookings. Encourage patrons to call prior to attendance.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practical, set up separate exit and entry points.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Minimise crossover of traffic flows wherever possible using directional signage and decals.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement measures to restrict numbers, including maintaining the approved number of patrons as defined by this plan.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Ensure physical distancing by placing floor or wall markings or signs to identify 1.5m distance between persons for queues and waiting areas.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Use physical barriers where practical, such as bollards around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove waiting area seating or space seating at least 1.5m apart (e.g. remove any double lounges etc. and replace with single seating that is appropriately spaced, or signage stating one per lounge only).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where practically possible, provide contactless payments and or online payment for member services etc.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practically possible, ensure traffic flows are clearly denoted from entry point, reception through to all areas of venue. Can be achieved by use of signage, floor decals and barriers.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
For toilets and baby change rooms: Guests will be encouraged to shower in their rooms prior to using the pool. Cordoning off urinals for physical distancing every second one. Air dry hand dryer would likely spread droplets throughout the room. Maintain hygiene and physical distancing guidelines through signage instructing maximum number allowed in the area; and suitable cleaning processes with visible cleaning schedule in the area as a check and measure to ensure protocols are followed.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	

Record keeping	Guest accommodation records (including name, address and contact details) are maintained in the system for a period longer than 56 days and can be made available on request.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	The Ville actively encourages all patrons to download the COVID Safe app.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Staff wellbeing	Implement measures to maximise the distancing between staff to the extent that 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 physical distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For reception, ensure directional signage, floor decals, patron instructions are highly visible.	<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. Staff need to get tested as soon as possible.	<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	All staff will be instructed 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 and drying on paper towel. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol 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, and 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, and counter tops. Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).	<input 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 type="checkbox"/> Yes <input type="checkbox"/> N/A
	For toilets and baby change rooms: Provide appropriate personal protective equipment (PPE) to staff for cleaning all high-touch areas such as toilets. Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).	<input 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 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 type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practical provide a drop-off or collection area for deliveries to reception area.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed: _____ Date: ____ / ____ / ____

Name of licensee or approved person: _____

COVID Safe Checklist - Gaming Rooms

Physical distancing	Signage clearly defines the need for physical distancing and staff are trained to monitor areas to remind guests of physical distancing controls.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Signage clearly explains COVID Safe gaming play (e.g. patrons cannot occupy a gaming machine directly adjacent to a machine that is already being played unless they are from the same family/social group). Please respect physical distancing requirements at all times where practical. Staff will enforce these requirements at all times. Alternatively, every second electronic gaming machine can be disabled.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Limit the number of seated players at each gaming table to four. Higher volume games such as Roulette and the Wheel of Fortune will be monitored by gaming staff to ensure customer comfort is maintained. Non-gaming customers will not be permitted to stand in close proximity to customers playing at the table.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement measures to restrict numbers in the gaming rooms, including maintaining the approved number of patrons as defined by this plan.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Patrons must be seated while eating or drinking. Eating or drinking may occur at the bar where patrons are seated and appropriately physically distanced. Otherwise patrons may order and pay at the counter or bar, but then must return to their seat to consume their meal or drink.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Ensure physical distancing by placing floor or wall markings or signs to identify 1.5m distance between persons for queues, cashier areas, and around Cash Redemption Terminal (CRT) (e.g. modify cashier to limit numbers that can congregate at service point through use of barriers or screens).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Plexiglass barriers used at the Cashier Desk where there is high volume interactions with customers. Barriers will not stop the virus however may be used to help manage patrons in an area.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Staff to monitor and discourage any congregation around machines or gaming tables that blocks traffic flow and results in physical distancing failures.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	EGMs may be turned on and signage may also be deployed on every second EGM explaining the distancing requirements. Staff and managers will ensure that guests do not congregate around EGMs or move signage without consulting or approval from staff or a manager.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Visitors to maintain 1.5m of separation and no more than one person per four square metres to be permitted in the gaming rooms and controlled by staff and management.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where members of the same household/social group wish to play the same or adjacent machines, the 1.5m rule may not apply.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Hand sanitising stations will be on the gaming floor and located near redemption terminals and ATMs.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Digital payment technologies for gaming where possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Workstations to be sanitised at least once every two hours.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	
Staff will sanitise EGMs after each guest's use, where possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	

Physical distancing	All EGMs and gaming tables to be sanitised prior to opening the floor daily.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Gaming hosts to complete a log to track each EGM's sanitisation schedule.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Signage will be placed throughout the gaming floor to remind guests to sanitize EGMs before use or contact a staff member for assistance.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Record keeping	The Ville actively encourages all patrons to download the COVID Safe app.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	The Ville records Vantage Rewards members' details (including name, address/email address and contact) and tracks their play activity in a gaming management system which includes locations and times.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Staff wellbeing	Implement measures to maximise the distancing between staff to the extent that 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 physical distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Ensure directional signage, floor decals, patron instructions for service are highly visible.	<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 move 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. Staff need to get tested as soon as possible.	<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
	Put signs and posters up to remind staff and others of the risk of COVID-19.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

Hygiene and cleaning	Instruct all staff and patrons to practice good hygiene by frequently washing 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 and dry on paper towel. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol is recommended.)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	If practical, limit entry to one point. Ensure appropriate hand sanitiser and signage is at entry reminding patrons to utilise sanitisation on entry.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, and paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser at various locations in gaming room dependent on size.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Encourage card-based play to minimise use of cash.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Regular cleaning of pens, paper, payout holders etc. for those still using manual payout methods.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where practical, staff to sanitise hands after any transaction involving cash.	<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 using an appropriate method for the equipment being cleaned. Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where possible each EGM, CRT and other high touch equipment to be cleaned by staff after each use.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Back of house sanitisation of all areas, and equipment to be sanitised regularly in accordance with existing safety requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Remove non-essential items (i.e. communal coffee and snack stations) that multiple people may touch.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	

Signed: _____ Date: ____ / ____ / ____

Name of licensee or approved person: _____

COVID Safe Checklist - Functions and Events

Physical distancing	Limit walk-ins and client interaction at counters through the use of organised guest lists, online or phone bookings	<input 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 type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Implement measures to restrict numbers for each event, including maintaining the approved number of patrons, as defined by the plan.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Ensure physical distancing by placing floor or wall markings or signs to identify 1.5m distance between persons for queues and waiting areas (e.g. modify reception or registration desks to limit numbers that can congregate at service points.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Use physical barriers where practical around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Where practical provide contactless or online payments for services.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Menus are:		
	1. Laminated and sanitised after each use using an approved sanitiser;	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	2. Use non-contact signage to display menus, i.e. electronic screens; or	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	3. Have single use paper menus available.	<input 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 type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville will monitor and maintain records of staff working in designated areas and roster to minimize staff interactions in multiple areas.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville will provide table service where practicable to reduce the movement of patrons and the number of surfaces touched.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	The Ville removed any self-serve, buffet-style food service areas and communal water stations or condiments.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Arrival canapes (in individual containers) and drinks may be served by staff to guests in a function, providing the guests make their way to a seated location.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
	Function tables may be preset with entrees, bread and drinks.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A
Seating arrangements for private functions will encourage physical distancing however it will also accommodate the event organisers requirements for family and social groups.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Patrons must be seated while eating or drinking. Eating or drinking may occur at the bar where patrons are seated and appropriate physically distanced. Otherwise patrons may order and pay at the counter or bar, but then must return to their seat to consume their meal or drink.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Service areas staffed to allow for appropriate distancing between employees	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	
Where members of the same household or social group wish to occupy the same or adjacent table or seating, the 1.5m rule may not apply.	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A	

Record keeping	Contact information will be kept for patrons, contractors, and staff including name, address/email address and mobile phone number for a period of at least 56 days	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For private events and ticketed events, the required contact information may need to be supplied to The Ville by the event organiser or ticketing company and must include: name of attendee, contact phone number, email address, home address (or residential postcode at minimum).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Staff wellbeing	Implement measures to maximise the distancing between staff to the extent that 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 staff interaction and identify ways to modify these to increase physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	All staff have completed the mandatory COVID Safe training.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Modify processes including in the kitchen to limit staff having to be in close contact as much as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	1. Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	2. Implement processes so front of house staff can collect food without needing to go into food preparation areas.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	3. Postpone or cancel non-essential face-to-face gatherings, meetings and training.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Hygiene and cleaning	4. Direct staff to stay at home if they are sick, and to go home if they become unwell. Staff need to get tested as soon as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	5. 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
	6. Put signs and posters up to remind staff and others of the risk of COVID-19.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	All staff will be instructed 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 as per the standard method for washing hands. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol 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, and 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	
Non-disposable crockery/cutlery/glassware will be used and cleared after each course and washed using a commercial grade dishwasher or glasswasher. Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A	

Hygiene and cleaning	Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant including shared equipment and tools, EFTPOS equipment, tables, countertops and sinks. Surfaces used by clients, such as tables, will be cleaned between clients. Refer to page 6 of the Office of Industrial Relations COVID Guide when providing staff with Personal Protective Equipment (PPE).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	For back of house, sanitisation of all areas and equipment to be sanitised regularly in accordance with existing food safety requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Sanitisation of all spirit bottles, nip dispensers, serving equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Remove non-essential items i.e. counter bar mats, straw containers, and self-service items (i.e. Keno pencil holders) that multiple people may touch. These will be provided on request.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Deliveries, contractors, and visitors attending the premises	Direct delivery drivers to not access the building and other contractors visiting the premises will minimise physical interaction with staff.	<input 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 type="checkbox"/> Yes <input type="checkbox"/> N/A

Signed: _____ Date: _____ / _____ / _____

Name of licensee or approved person: _____

Best Practice Guidelines

The Ville must achieve the following objectives and ensure compliance with all existing Workplace Health and Safety Queensland requirements as prescribed by the Act.

The measures ensure compliance with this plan and the plan is amended (as required) to reflect any changes in CHO directions.

The Ville has a reporting and investigation process in place to identify and rectify system failures to prevent any reoccurrence.

This plan is subject to regular review by key staff and management, using feedback from staff to create a cycle of continuous improvement to processes and procedures.

The Ville must provide external reporting to industry regulators, including but not limited to the Office of Liquor and Gaming Regulation and Queensland Health.

The following are risks that are common across the industry and contribute to the above checklists, including risk and risk mitigation strategies.

Employee and Patron Health Concerns

Risk

- As restrictions are wound back, there may be some concern from some staff members and visiting patrons regarding their health.

What we are doing to keep you safe

- Employees will be given training to respond swiftly and report on any presumed cases of COVID-19 in the venue.
- Employees are instructed to stay home if they do not feel well or exhibiting any indicators, and are required to contact a manager if they notice a co-worker or visitor with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees who are exhibiting any of the symptoms of COVID-19 while at the venue will be instructed to immediately notify their manager and follow individual duty of care requirements. Employees will be sent home and required to be tested as soon as possible.
- Signage will be displayed throughout the venue regarding COVID Safe practices.
- If a venue is alerted to a presumptive case of COVID-19, staff will work with Queensland Health and relevant government agencies to follow the appropriate actions recommended.

Managing Entry and Exits

Risks

- Area of entry or exit may not allow patrons to egress whilst practicing appropriate physical distancing.
- Entries and exits may be manual doors or openings that require people to touch and could result in contamination.
- People may congregate in the area waiting for another patron or taxi and not maintain physical distancing or require one person per four square metres.
- Contaminated person can enter or exit this area.

What we are doing to keep you safe

- Use physical barriers (bollards) to direct patrons and ensure physical distancing requirements are met.
- Provided separate exit points where possible.
- Removed or appropriately placed furniture in entry area to minimise congregation of people and maintain physical distancing measures.
- Taxi pick-up areas located suitably away from entry, and physical distancing signage and floor markings provided.
- Signage is prevalent directing our staff and patrons of their requirements. This includes general information signage such as:
 - » Notice to all patrons that if sick, please do not enter the venue;
 - » Patrons must adhere to all directions from staff and leave the premises if requested to do so;
 - » Hand hygiene awareness and instruction;
 - » Physical distancing awareness;
 - » Room occupancy for each area clearly displayed at the entry;
 - » Floor markings for suitable physical distancing; and
 - » Encouraging patrons to download the COVID Safe app.
- Staff are trained in all COVID Safe measures and empowered to supervise and enforce all aspects of our plan to ensure we are a COVID Safe venue.
- Regular cleaning of entry doors and other touchpoints.
- Cleaning and hygiene measures are known and followed at all times. All such measures are based on CHO and Work Health and Safety Queensland guidelines including types of cleaners used, how they are used, and the frequency they are to be used to ensure best practice sanitation and control measures.
- Hand sanitiser is available on venue entry and where possible supervised and offered by staff.
- Thermal imagery technology is installed at both casino guest and staff access points to alert The Ville of anyone who presents with a fever level reading in excess of 37.5 degrees. The Ville Entry Point Screening Policy details the controls and processes for managing guests and staff at these locations.
- The Ville has a 24/7 dedicated security and surveillance presence to actively monitor report and review matter of concern.

-
- Arrival of ill patron or staff member:
 - » Patron to be refused entry to premises.
 - » If possible, contact details of person should be gathered.
 - » Move the person to an area away from other patrons immediately.
 - » Maintain physical distance when communicating and informing patron of need to leave.
 - » Maintain a written record of when the incident occurred including name, time, date, number of others with the ill person and brief description of incident.
 - » Request that the person immediately seek medical advice.
 - Patron or staff member develops illness or sickness whilst already present in the venue:
 - » If someone becomes ill in the venue, immediately isolate them to an area or preferably a room away from others until they can be sent home or to a medical practitioner.
 - » Make whatever arrangements required to get the person home or to a medical practitioner.
 - » Take and follow any directive then prescribed by Queensland Health officials.
 - Tracing is critical:
 - » The Ville encourages its patrons to download the COVID Safe app. www.health.gov.au/resources/apps-and-tools/COVIDsafe-app.
 - » The Ville maintains details of who attends the venue on any given day. This can be by electronic sign-in, or a simple register of attendance where patrons provide their Vantage Rewards membership number or their name, address and contact number.

Customer Interaction

Risk

- At times, patrons will queue or congregate in various areas of the venue and physical distancing may not be maintained.

What we are doing to keep you safe

- Any area where visitors or employees queue will be clearly marked for appropriate physical distancing using an appropriate identifier which could include permanent or semi-permanent bollards, retractable barriers, floor stickers and tape.
- The Ville will ensure, where practical, the specific distance of 1.5m from counter areas or separating patrons is identified and the interaction between staff and patrons is minimised. This includes reception and foyer areas, elevators, coffee shops, dining areas, toilets, gaming rooms, fleeting areas (paths crossing), and taxi lines.
- The Ville's marketing team will be communicating The Ville's requirements for physical distancing and personal hygiene to our Vantage Rewards members.

Operating the Venue and Payments

Accommodation

Risks

- Patrons congregating for check-in and check-out at reception.
- Staff and patrons getting too close due to traditional counters not providing sufficient separation.
- Contaminated surfaces and equipment.
- Patrons contaminating rooms and general facilities.

What we are doing to keep you safe

- Signage to indicate physical distancing requirements at front desk
- Personal issued hand sanitiser to staff so that they can sanitise between guests and any contact with luggage.
- Regular and managed hand washing intervals to ensure staff and guests are safe.
- Implemented a reservation and reception checklist to ensure all guests are aware of safety measures.
- Pre-requisite of guest address, phone number and email.
- Knowledge of guest travel through booking information.
- Physical distancing during any queuing or check-ins with designated computers set out for individual staff member use (i.e. no multi-use stations).
- Issuing hand sanitiser to guests as part of their pack for use throughout the property.
- A letter advising guests of all precautions taken for their stay, outlining the COVID Safe Plan and what we have done as a business for their safety.
- Glassware, cups and saucers are cleaned and sanitised between bookings.
- Use of a 'Do Not Disturb' to empower guests to not have their room entered if they choose (outlined in letter to guests).
- Increased PayWave and PayPass limits across the property from \$100 to \$200 in an effort to reduce the amount of contact for patrons and staff.
- Only clean rooms when the room is vacant or the guest is not present.
- Additional staff training for cleaning high touch areas in public and guest areas.
- Use eWater Hygiene System for cleaning and sanitising surfaces.
- Room attendants to wash or sanitise hands between each room clean.
- Single use gloves provided for room attendant and cleaners.
- Dedicated hygiene team focused on continual cleaning of touch point areas such as lift panels, ATMs, handrails, and door handles etc. and maintaining records of frequency.

Bar service and associated areas

Risks

- Patrons congregating for bar service breaching physical distancing requirements.
- Staff and patrons getting too close due to traditional counters not providing sufficient separation.
- Contaminated surfaces and equipment.
- Patrons continually crossing paths when moving to and from bar breaching physical distancing requirements.
- Contamination of bottles, serving equipment, and serving vessels.
- Too many patrons in the lounge and bar areas.

What we are doing to keep you safe

- Where possible barriers, signage and floor decals used to direct traffic to and from service areas reducing crossover of traffic flows (i.e. in and out for service).
- Removed items that may be difficult to clean or harbour the virus (e.g. material or rubber counter mats removed to allow for easy sterilisation of bar tops).
- Signage notifying of maximum numbers allowed in bar and lounge areas.
- All communal items such as water and coffee stations removed from bar areas.
- If provided, all straws individually wrapped.
- Patrons must be seated while eating or drinking. Eating or drinking may occur at the bar where patrons are seated and appropriately physically distanced. Otherwise patrons may order and pay at the counter or bar, but then must return to their seat to consume their meal or drink.
- Staff are trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plan to ensure we are a COVID Safe venue.
- Regular and systematic cleaning of all bar surfaces, equipment, serving vessels and other touch points.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland guidelines in terms of the types of cleaners used, how they are used, and the frequency they are to be used to ensure best practice sanitation and control measures.
- Hand sanitiser is available on entry to the venue and where possible supervised and offered by staff.

Restaurant, bistro, café, function and associated areas

Risks

- Patrons congregating for food service breaching physical distancing requirements.
- Staff and patrons getting too close due to traditional counters not providing sufficient separation.
- Staff and patrons getting too close during service of food to tables.
- Back of house staff could be infected and touch multiple items in food preparation.
- Contaminated surfaces and equipment.
- Patrons continually crossing paths when moving to and from food service area breaching physical distancing requirements.
- Contamination of bottles/serving equipment/serving vessels.
- Too many patrons in the dining café areas.

What we are doing to keep you safe

- Where possible barriers used to stop patrons at required distance from the service area.
- Where possible barriers, signage and floor decals used to direct traffic to and from service area, reducing crossover of traffic flows (i.e. in and out for service).
- Furniture settings distanced appropriately to reflect current CHO directives on physical distancing and maximum numbers.
- Outlets to remove items that may be difficult to clean or harbour the virus (e.g. material or rubber counter mats removed to allow for easy sterilisation of counter tops).
- Outlets to encourage bookings where possible to ensure the maximum number of patrons is not exceeded in each area.
- Signage notifying of maximum numbers allowed in dining areas.
- Condiments and cutlery provided in single service packaging with meal. If not possible, condiments placed on meal prior to serving with no self-serve areas available.
- Buffets and possible high contamination food service methods are not practiced at this time.
- Staff trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID Safe venue.
- Regular and systematic cleaning of all food service areas, equipment, serving vessels and other touch points.
- Cleaning and hygiene measures are known and followed at all times. All such measures are based on CHO and Work Health and Safety Queensland guidelines including the types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Hand sanitiser is available on entry to venue and where possible supervised and offered by staff.
- Adjusted service methods and techniques 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, we have reviewed tasks and processes that usually require close interaction and modified these to increase physical distancing between staff.
- Increased receptacles to allow for easy disposal of what could be contaminated materials.

Kitchens

Risks

- Contaminated or ill staff members working in kitchen area.
- Contaminated equipment and serving items.
- Contaminated items brought back to kitchen area.
- Staff getting too close and breaching physical distancing requirements.
- Staff not practicing physical distancing.
- Contaminated products brought to the kitchen.

How we are keeping you safe

- Using barriers restricting entry to kitchen other than authorised staff.
- Allocating staff to specific work areas to avoid any extended period of staff being in close proximity and limiting to fleeting proximity if at all required.
- Ensuring our operations can be carried out in line with maximum of one person per four square metres.
- Regular and systematic cleaning of all food service areas, equipment, serving vessels and other touch points.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland guidelines including types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Regularly checking and monitoring all automated cleaning equipment to ensure it is functioning correctly especially in regard to dishwashers operating at required temperature and duration to kill any virus etc.
- Hand sanitiser and or soap and water cleaning sinks are available allowing staff to follow prescribed hygiene guidelines.
- Staff are trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID Safe venue.
- Deliveries are dropped to a designated point as directed by staff. Procedures have been modified to minimise physical interaction with staff.
- Records of all deliveries stating company, staff person, time and date are kept, assisting if any tracing may be required.

Gaming rooms, TAB and Keno (once permitted)

Risks

- Physical distancing not practiced in these areas.
- An infected person touching high contact points such as Electronic Gaming Machines (EGMs), gaming chips, Cash Redemption Terminals (CRTs), Self-serve Terminals (SSTs) for Keno, TAB Play or an ATM.
- Significant movement of patrons in an area leading to physical distancing being breached.
- Staff coming in regular contact with patrons in these areas to complete payouts etc. and therefore risking infection if a contaminated person was in the area.

How we are keeping you safe

- Where possible, using physical barriers to direct patrons throughout rooms maximising the distance apart whilst travelling in these areas.
- Use barriers or floor markings to maintain 1.5m around key areas patrons will congregate including gaming counter, CRT, SST terminals.
- Compliance with the maximum number of patrons allowed in the area.
- Provided signage for:
 - » General information for use of room including the need to maintain physical distancing, and that no patron can occupy an EGM either side of one that is already in play.
 - » Clearly defining the maximum number permitted in each area or at gaming tables.
 - » Hygiene reminders to regularly wash hands or use the sanitiser provided.
 - » Floor decals and directional signs for proposed traffic directions through the room.
- Patrons must be seated while eating or drinking. Eating or drinking may occur at the bar where patrons are seated and appropriately physically distanced. Otherwise patrons may order and pay at the counter or bar, but then must return to their seat to consume their meal or drink.
- Provided hand sanitiser at multiple points around the gaming room to ensure the distance a player has to travel to obtain hand sanitiser is reasonable. Specific signage at ATM, CRT, and SST reminding patrons of hand hygiene.
- Staff are trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID Safe venue.
- Staff will systematically supervise and enforce physical distancing in the gaming room.
- Staff will systematically clean EGMs and gaming table cushions regularly and after use by a patron wherever possible.
- Regularly cleaning all high touch points.
- Encouraging patrons to use visitor and member cards and reducing use of cash wherever possible.

Communal Facilities and Spaces

Communal amenities and shared zones - (Toilets, walkways, swimming pools, and gymnasiums)

Risks

- Physical distancing not practiced in these areas.
- Lack of supervision in these areas to ensure key elements (e.g. physical distancing rules are enforced).
- Infected person contaminating the area at various points (i.e. toilets, sinks, gym equipment etc.)
- Swimming pool chemicals not balanced prior to reopening.
- Gymnasium equipment being used and not sanitised.

What we are doing to keep you safe

- Where practicable, all physical barriers or other means used to manage physical distancing.
- Barriers, floor decals and signage used to manage physical distancing, direct traffic flows to minimise risk of breach of physical distancing, and reduce times that patrons are in close proximity to one another.
- Provided signage for:
 - » Notifying of maximum numbers allowed in communal toilet areas.
 - » Promoting that patrons must adhere to all directions of staff and leave the premises if requested to do so.
 - » Promoting hand hygiene as essential and provide details on this.
 - » Requesting that patrons minimise contact with surfaces wherever possible.
- Regular and systematic cleaning of all amenities and shared zones.
- Record of cleaning frequency logged and visible within amenity area.
- Pools are maintained and sanitised in accordance with Queensland Health Water Quality Guidelines.
- Chemicals are appropriately stocked for start-up and potential delays in delivery.
- Routine inspections are conducted on pumps, strainers, water chemistry and other pool equipment.
- Sanitising wipes are available in the gym for guests to wipe down equipment prior to and after use. Plastic lined bins are available for the safe disposal of sanitising wipes and other rubbish.
- Gym equipment spaced apart to ensure physical distancing.
- Water station will be disabled and guests are encouraged to bring their own water containers for hydration.
- Cleaning and hygiene measures are known and followed out at all times. All such measures are based on CHO and Work Health and Safety Queensland guidelines including types of cleaners used, how they are used and the frequency they are to be used to ensure best practice sanitation and control measures.
- Staff are trained in all COVID Safe measures and are empowered to supervise and enforce all aspects of our plans to ensure we are a COVID Safe venue. Staff to regularly check these areas to ensure compliance to maximum numbers is adhered to. Limit time staff spend together in communal areas with staggered shift breaks, maximum numbers advertised at the entry door to staff rooms.

Elevators and escalators

Risks

- Physical distancing not practiced in these areas.
- Lack of supervision in these areas to ensure key elements (e.g. physical distancing rules are enforced).
- Infected person may contaminate these areas at various points.

What we are doing to keep you safe

- Button panels and handrails are sanitised at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.

Managing Emergency Evacuation

The Ville will follow established emergency evacuation procedures as per WH&S Plans and Queensland Fire and Rescue Service protocols.

Positive case response management

Managing symptoms of COVID-19 at work:

- If a person develops flu-like symptoms at work, separate the person by placing them in an area away from others.
- Provide them with tissues, hand sanitiser and a face mask, if available, to cover their coughs and sneezes.
- Inform their supervisor and arrange for the person to be sent home or to access medical assistance.
- Clean and disinfect their workstation and other areas they have been (refer to sections on cleaning).
- Queensland Health will contact The Ville if contact tracing of the workplace is required. The Ville will follow the advice provided by Queensland Health.

Staff Training

The Ville provides staff with a level of training required to carry out their roles in a manner which is safe to themselves, fellow staff and patrons. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent visitor contact including Housekeeping, Food & Beverage and Gaming staff.

Resources for formulation of training materials and format can be found in the resource links at the end of this document.

Training ensures the staff member is aware of all safe work practices as prescribed by the safety management plan specific to their individual area of work. Staff are inducted in new safety and operational protocols prior to employment or upon recommencing work from stand down.

All food and beverage staff and new starter staff must complete the TAFE Dining In COVID Safe training identified on <https://tafeqld.edu.au/campaign-pages/Covid-19-Response.html?#safe>.

This training would include:

- Clean your hands regularly with soap and water or alcohol-based hand sanitiser.
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing, dispose of tissues immediately after use, and wash your hands or apply hand sanitiser.
- Avoid touching your face, nose and mouth and shaking hands.
- Avoid close contact with anyone who is unwell. Try to stay 1.5m away from anyone coughing or sneezing.
- Stay home if you are unwell.
- Notify your employer if you have come in close contact with someone with COVID-19 and self-quarantine for the 14 days required or as directed by Queensland Health.

All other staff are required to complete either the approved COVID Safe training identified on www.COVID19.qld.gov.au or the infection control training on: www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training

Employer Obligations

The Ville has made a copy of this plan available to the Australian Workers Union (AWU) to ensure employer and employee obligations are fulfilled. These include the “worker’s rights” and “employer’s” responsibility to provide a safe workplace. This is further reiterated in the mandatory training. Unwell patron/worker protocols will be formalised in induction programs and all patron and contractor contact tracing details are to be completed to provide further safety of workers.

Employers are bound to provide a safe working environment under the Work Health and Safety Act 2011 (Qld). Employers must take action to protect workers and others from risk or harm. This includes the risk of exposure to COVID-19.

At all times, an employer must:

- Ensure all infection prevention and control policies and procedures are updated.
- Provide hand washing facilities and make sure they are kept clean, properly stocked and in good working order.
- Provide soap or alcohol-based hand sanitiser if available, tissues and cleaning supplies.
- Promote good hygiene practices (e.g. display hand hygiene posters).
- Keep the workplace clean and hygienic. Regularly cleaning high touch surfaces such as door handles and workstations helps prevent contamination. Special consideration to service points, gaming machines, ATMs, and all high contact infrastructure of the venue.
- The Ville will advise staff to stay home if unwell or showing signs of illness, as per CHO requirements and advice from WHSQ.
- Encourage workers who are sick with respiratory illness to stay home until they have recovered.
- If someone becomes ill with respiratory symptoms at work, immediately isolate them by placing them in a room or an area away from others until they can be sent home or to a doctor.
- Arrange for the person to be sent home or access medical assistance.
- Take and follow any directive then prescribed by Queensland Health officials.
- Signage to be posted throughout venue’s staffing areas reminding employees of the correct hygiene procedures including the use of gloves in positions deemed appropriate, hand washing, sneezing, coughing and to avoid touching their faces.
- If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, the venue must notify Workplace Health and Safety Queensland that the case has been confirmed. Venues must keep a record of these incidents and the notification for at least 5 years.

Applicable Public Health Directions

The Ville is determined by the Chief Health Officer’s (CHO) directives which are subject to change and the plan must have processes and mechanisms to be updated accordingly. This plan has been formulated on basis of all current directives of the Chief Health Officer. Only the parts of the venue that can operate in line with this management plan will be able to operate.

Review and Risk Management

Review and monitor

- Regularly review systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Regular reviews, in conjunction with effective feedback and communication from staff, is used to update plan and ensure there is a mechanism for continuous improvement.
- All tools in the plan are based on a risk analysis basis ensuring any new risks are identified and suitable controls to mitigate risk are added as required.
- The Ville will publicly display a notice that it has an extensive COVID Safe plan and is a COVID Safe business.

Internal reporting and investigation procedures

- All incidents are reported through both or either Surveillance Reports or Incident Reports and provide a vehicle to receive feedback and reports in relation to all COVID-19 policies and or incidents including maintaining written records of all reports and investigations.
- Other methods include verbal feedback, regular management discussion and review, and documentation.
- New announcements from the Chief Health Officer are monitored and impacts on this plan evaluated to determine if any amendments are required.
- Consultation with staff must occur in formulation of all safe work practices and COVID Safe measures to be implemented. This is achieved through the Health and Safety Committee, team member process reviews, and staff feedback.
- Investigations will be carried out and acted upon in a timely manner.
- All records are maintained for presentation to external bodies if required.
- Any outcomes of such reporting and investigations are acted upon and follow up recommendations to determine if any changes are required to reduce reoccurrence of failures.

Risk Management Record Keeping

- Venues must keep records of the risk management process. It is useful to keep information on:
 - » the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
 - » how and when the control measures were implemented, monitored and reviewed
 - » who you consulted with
 - » relevant training records
 - » any plans for changes

Other risks

- When dealing with patron aggression, The Ville has a policy for dealing with aggressive patron behaviour as a result of COVID-19 restrictions. The Ville Security Team have standard process for reduced contact with aggressive patrons with physical removal as the last resort. When physical removal has been implemented, staff involved will sanitise/wash physical contact points.
- If any security team member has any personal concerns they will be encouraged to seek medical advice.
- In extreme circumstances QPS may be called to assist.

Resources and Links

- Queensland Health and Workplace Health and Safety Queensland are the two approved sites for all venues to seek supplementary information to assist in further development of their plans.
 - » www.qld.gov.au/health/conditions/health-alerts/coronavirus-COVID-19
 - » www.worksafe.qld.gov.au
- Staff induction video for self-distancing. Also for in-house advertising screens. Has subtitles and can be played with no volume.
 - » youtu.be/2WCtGFNENYU
- Workcover Queensland risk management fact sheets
 - » www.worksafe.qld.gov.au/news/2020/coronavirus-covid-19-workplace-risk-management
- 30 second COVID Safe app promo video. Proposed use venue Facebook, internal televisions etc.
 - » www.youtube.com/watch?v=2WCtGFNENYU&feature=emb_rel_end
- Water Quality Guidelines for Public Aquatic Facilities
 - » <https://www.health.qld.gov.au/public-health/industry-environment/environment-land-water/water/quality/pool-spa-recreation>


The following departments and organisations referenced or directly quoted in this document include:

- Safe Work Australia (website and resource documents). Safe Work Australia provides a resource kit that may be of assistance Safe Work Australia.
- Safe Work Queensland/Workcover Queensland (website information and resource documents).
- Queensland Health (website information and resource documents).
- Australian Government Department of Health (website information and resource documents).

Statement of Compliance

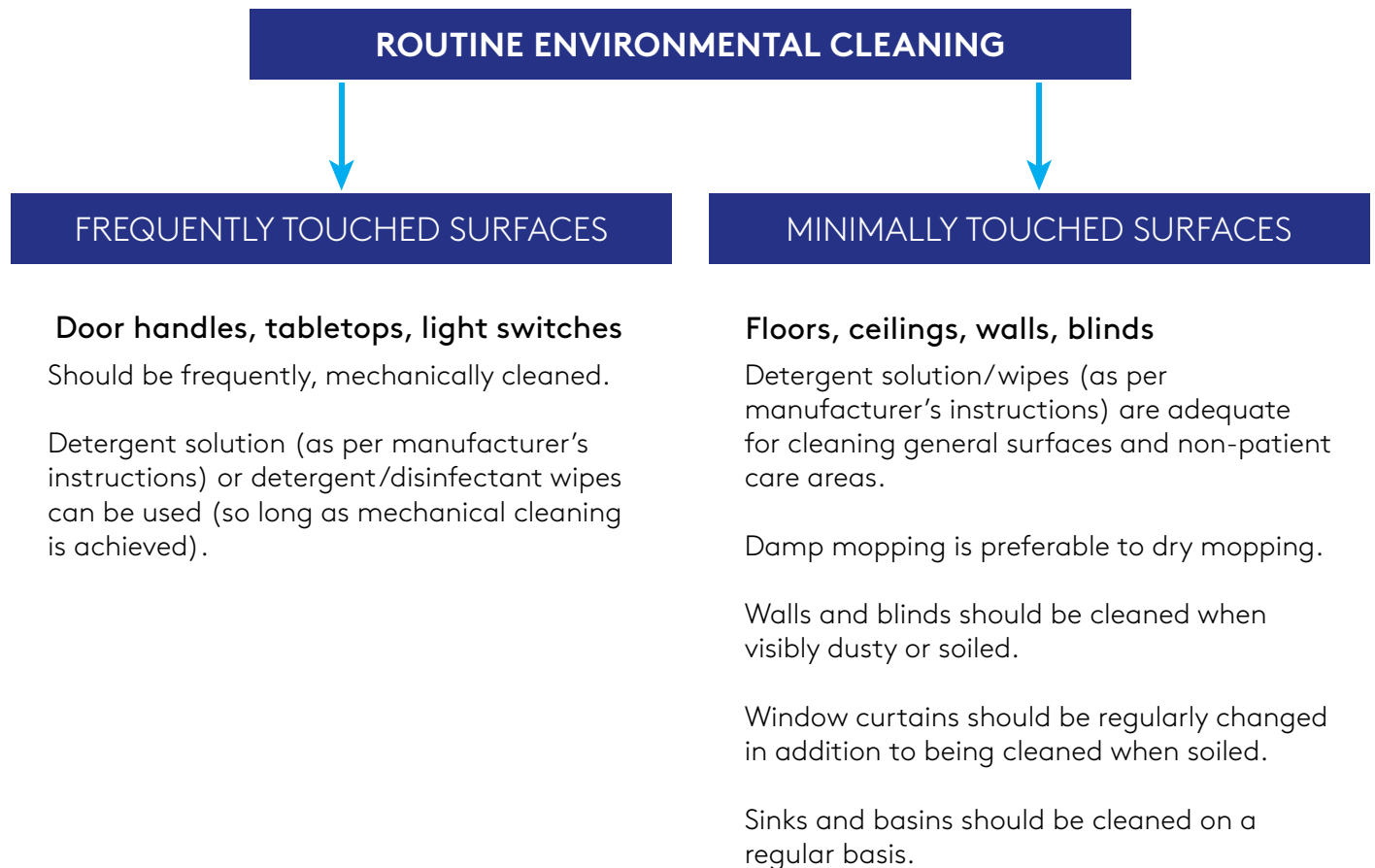
This venue is operating in compliance with a
Site Specific COVID Safe Plan
for
The Ville Resort-Casino

- Follow Queensland Health directions to keep patrons safe
- Maintain physical distancing of 1.5 meters between patrons where possible
- Perform hand washing regularly
- Be prepared to leave your contact details with this venue for contact tracing purposes
- This is a COVIDSAFE Venue

Signed by Chief Executive Officer:  _____ Date: 12 /06 /2020

Appendix 1 - Routine Environmental Cleaning

Routine environmental cleaning requirements can be divided into two groups:

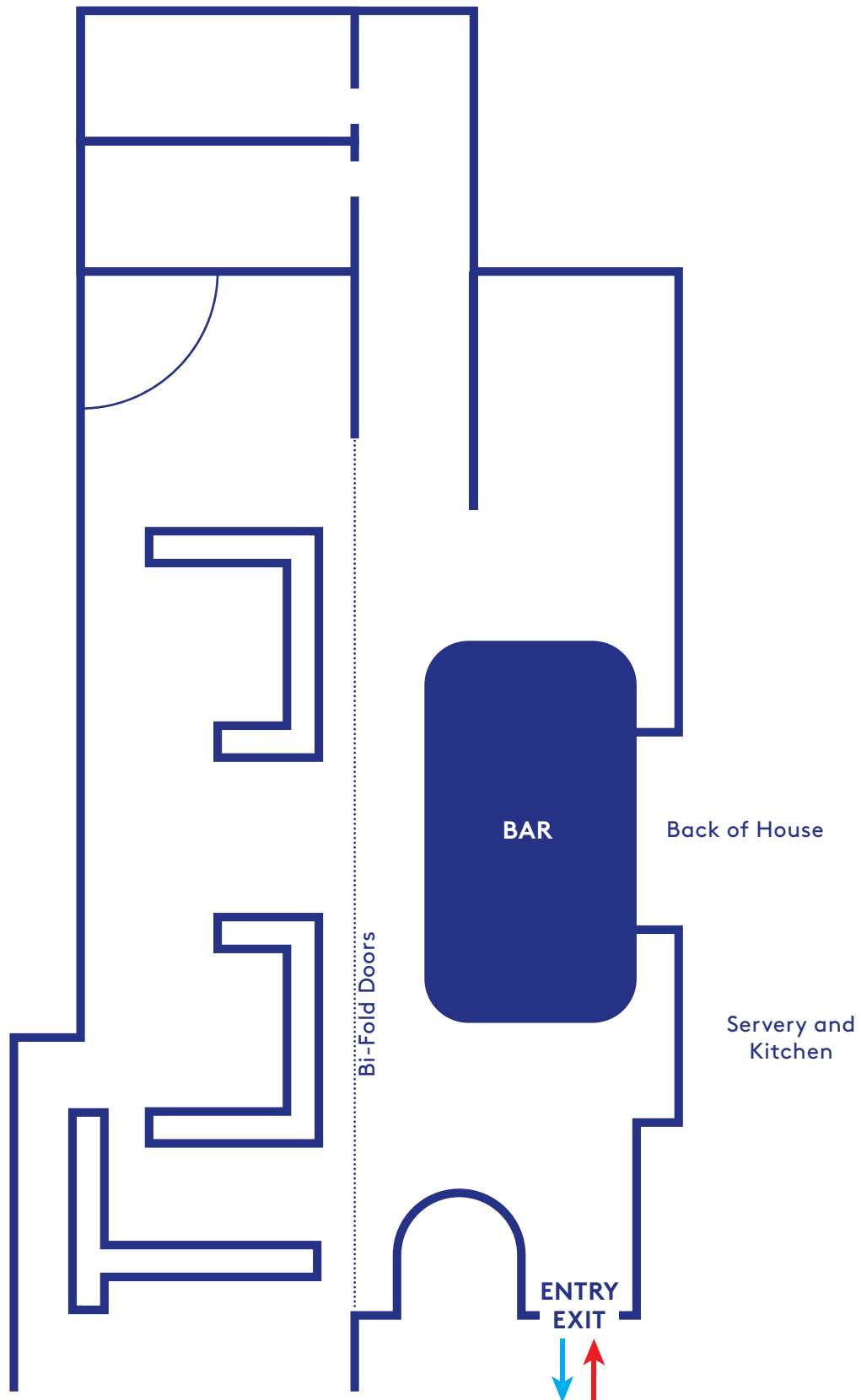


¹Adapted from Australian Guidelines for the Prevention and Control of Infection in Healthcare, Canberra: National Health and Medical Research Council (2019)

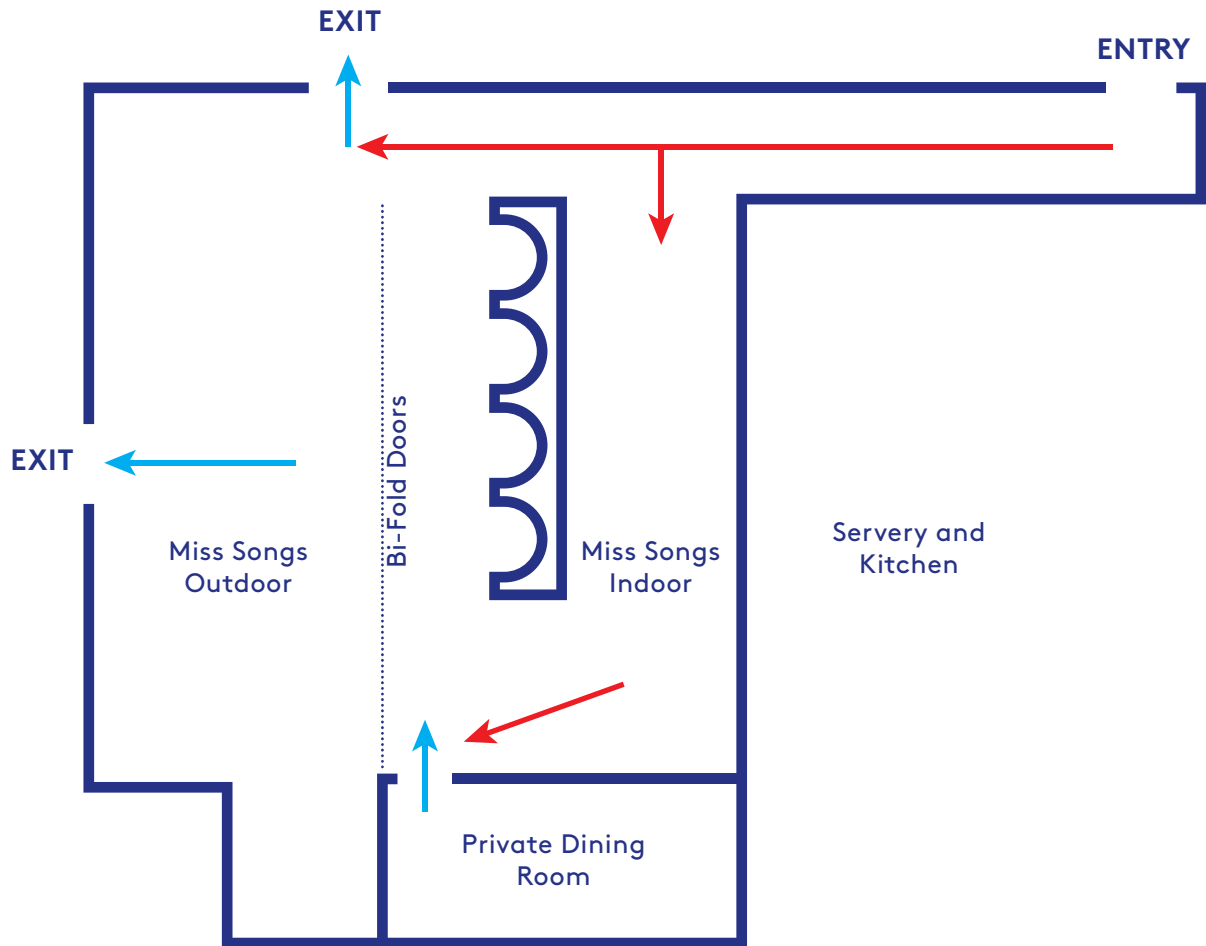
Example: Office environment, provide detergent/disinfectant wipes to employees to clean workstations, and workstation equipment such as monitors, phones, keyboards and mice. Provide supplies of alcohol-based hand sanitiser around the office space, where possible.

Appendix 2 - Outlet Diagrams and Flows

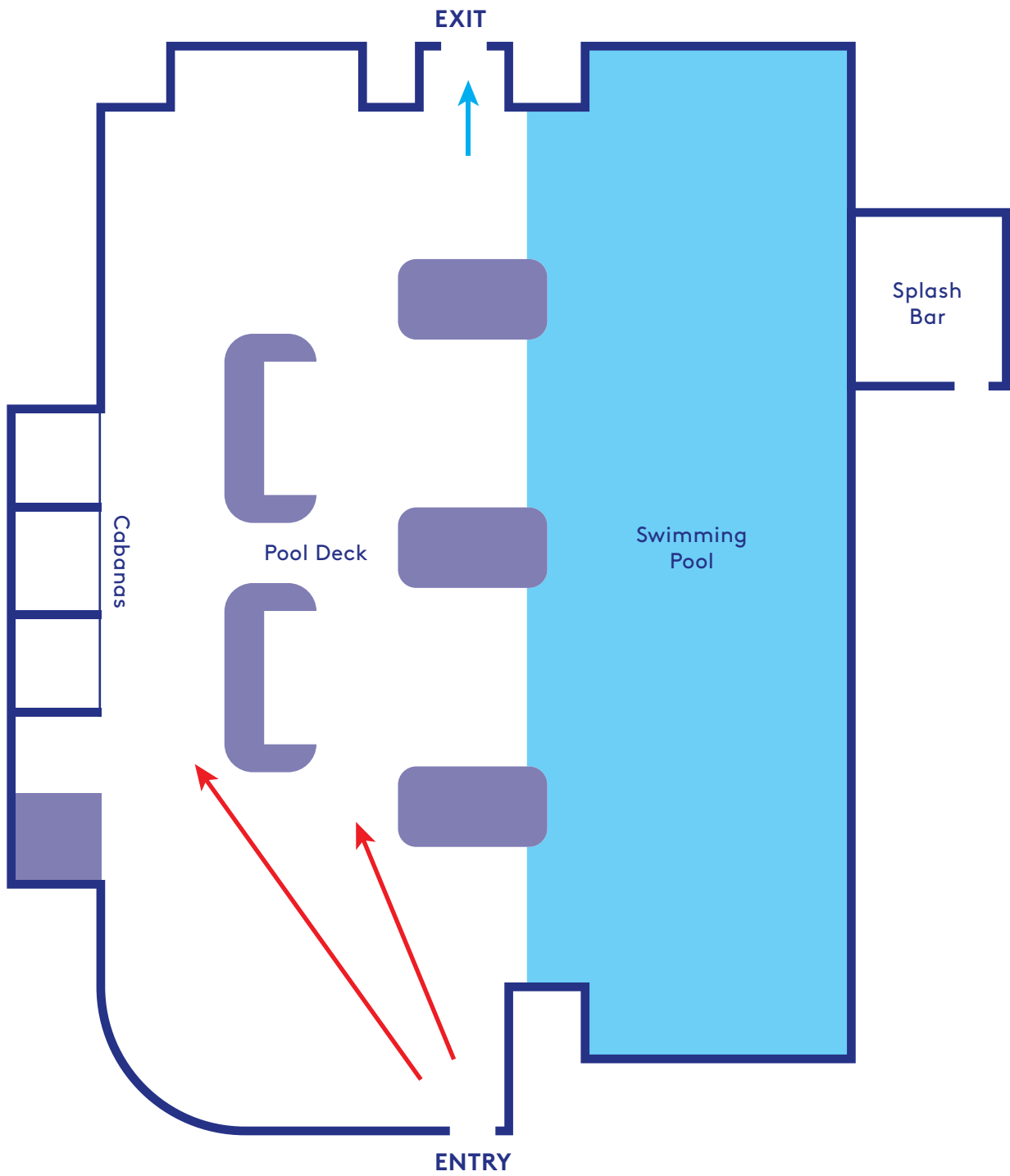
Quarterdeck



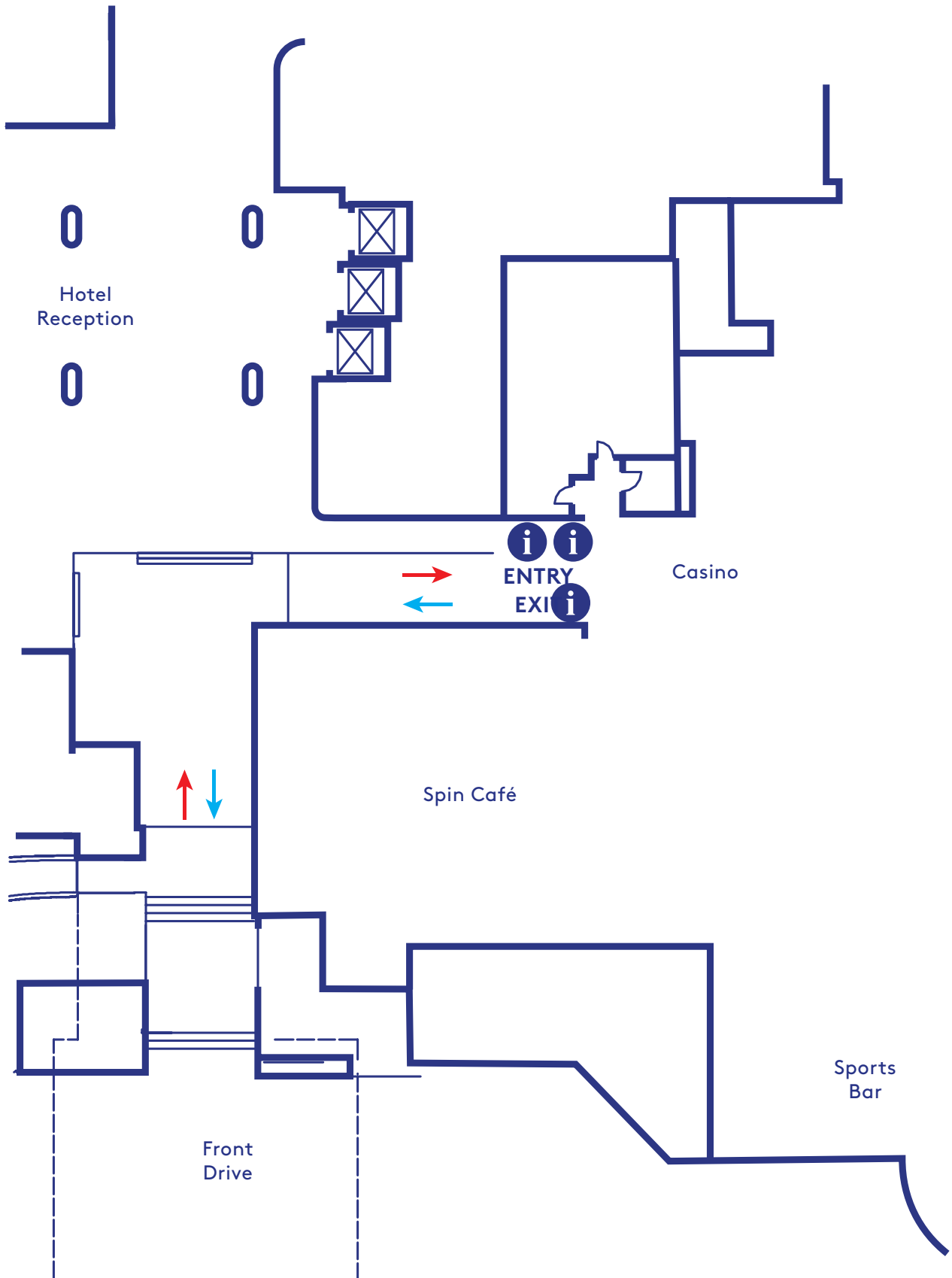
Miss Songs



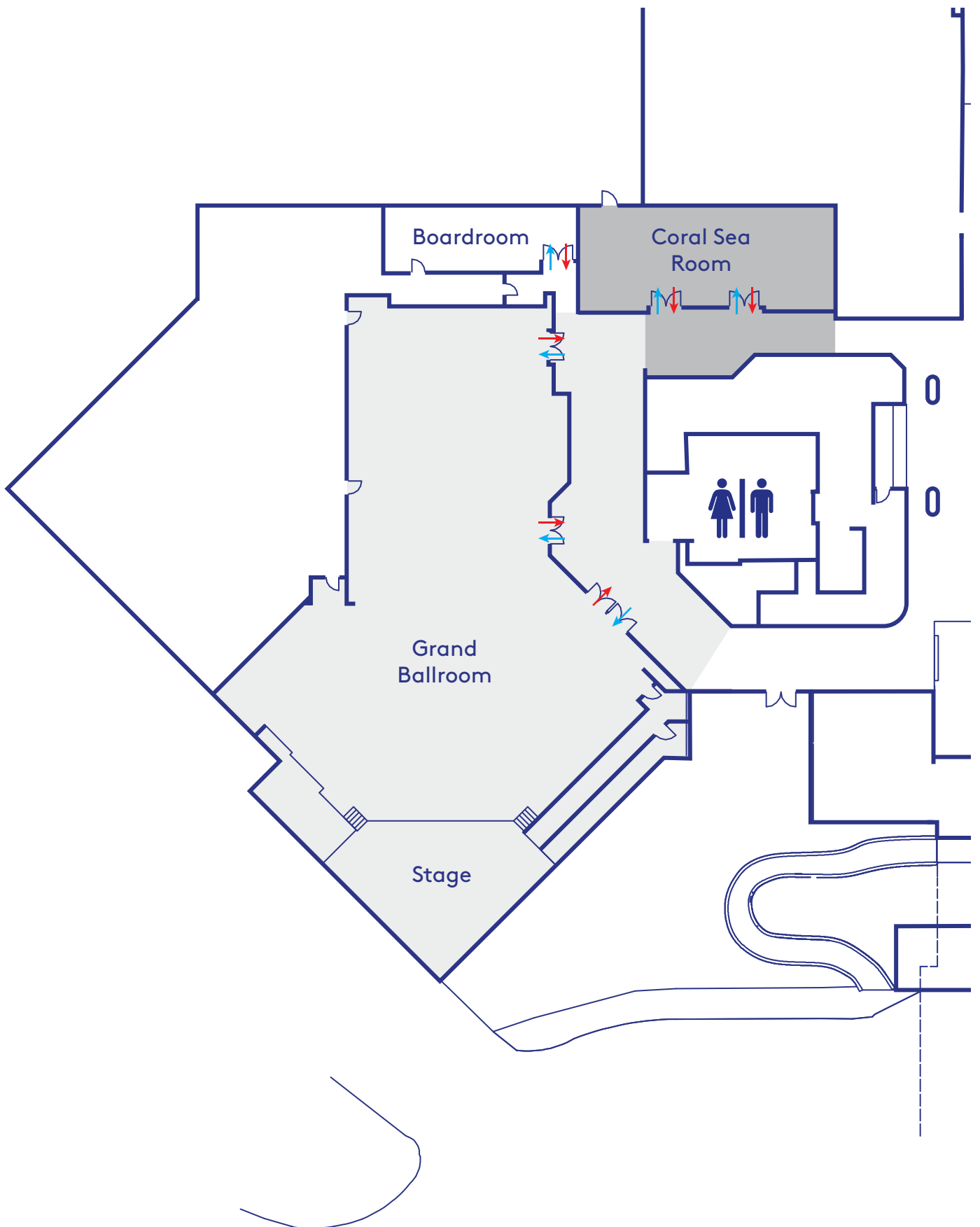
Swimming Pool and Pool Deck



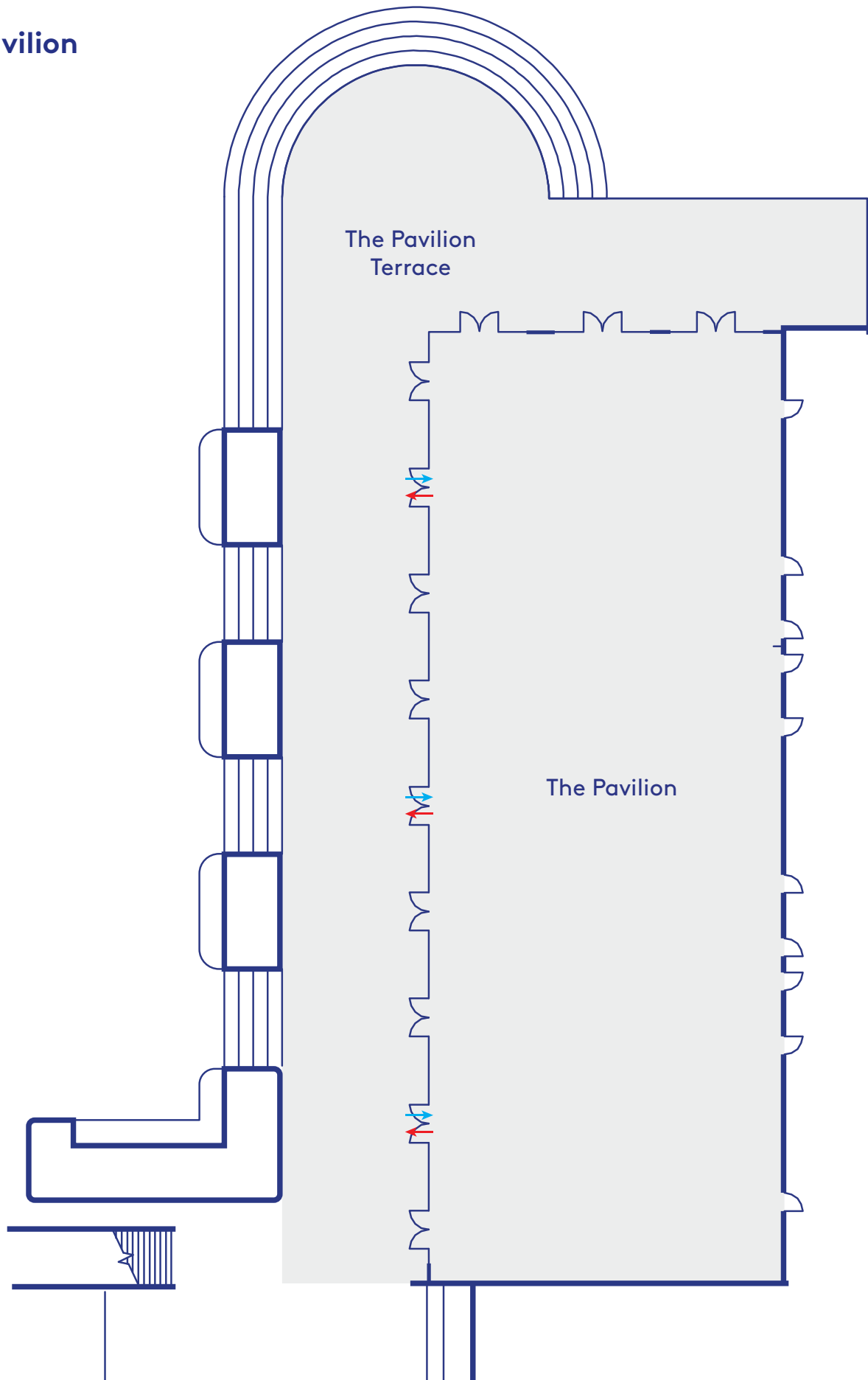
Casino



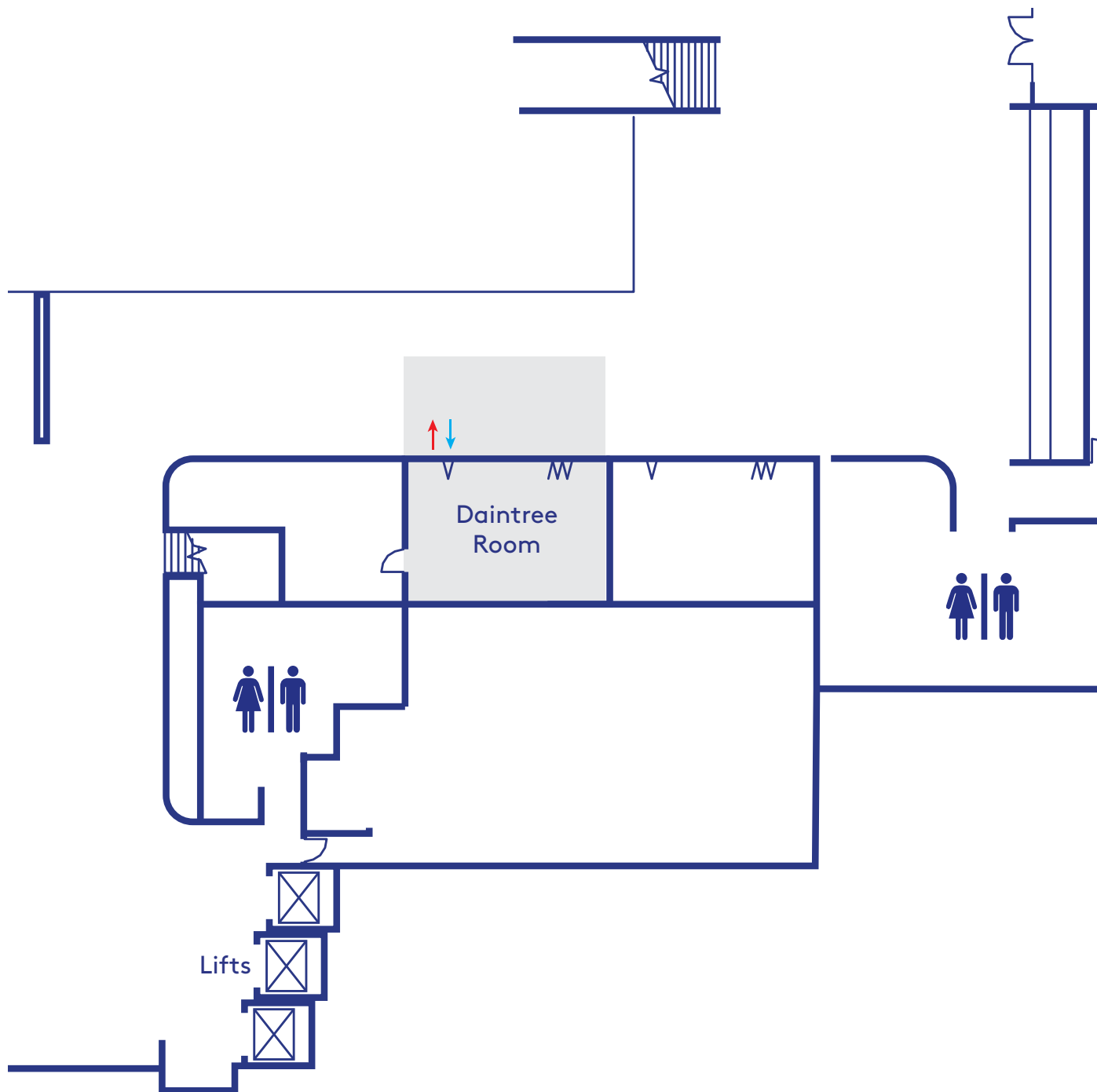
Grand Ballroom, Boardroom & Coral Sea Room



The Pavilion



Daintree Room



Appendix 3 - Outlet Capacities

Area description	Area size	Nominated Capacity Stage 3
Miss Songs Restaurant	225m ²	55
Quarterdeck Restaurant	995m ²	248
The Palm House Restaurant	530m ²	130
Pool Deck	Hotel Guest & Day Pass Package Use Only 414m ²	103
Pool Cabanas	Day Pass Package Use Only	4 per Cabana
Poolside Lawns Serviced by Splash Bar or Banquet Functions	1600m ²	400
Hotel Gymnasium	Hotel Guest Use Only 94m ²	20
The Pavilion	1273m ²	318
Daintree Room	70m ²	17
Ballroom 1, 2 and 3	740m ²	185
Coral Sea Room	112m ²	28
Boardroom	40m ²	10
Casino	2020m ²	505

