

Hospitality | COVID-19 Safety Plan

Safety Plan for pubs and clubs, small bars, cellar doors, breweries, distilleries, casinos, karaoke bars, restaurants, cafes, food courts and other food and drink premises, function centres, strip clubs, commercial vessels and party buses.

Follow the steps below to ensure your business, staff and customers stay COVID Safe.

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- 1 **Keep your business COVID Safe** 
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- 3 **How to complete the COVID-19 Safety Plan** 
- 4 **Keep your COVID-19 Safety Plan up to date** 

It's important to monitor the evolving rules and restrictions and keep your COVID-19 Safety Plan up to date.

Employers should continually assess the health and safety risks to their workers and others in the work environment, and implement control measures as required.

Effective 27 December 2021

Business details

Business name

Jonahs on the beach Restaurant at NOAH'S on the beach

Business location (town, suburb or postcode)

If your business has multiple premises, complete a Safety Plan for each location.

Newcastle East

Select your business type

Restaurant and cafes

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

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Explain how you will do this

Signage throughout the hotel including our conditions of entry advise staff and any other persons that they must not enter the hotel if they are ill and they must be tested and isolate until they receive results. Our staff have been trained to enforce this at the hotel and request that these persons go home and do not return to the hotel until they have a negative test result.

Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons where applicable.

Explain how you will do this

All staff undertake COVID 19 safety training as part of their induction at the hotel. Signage is throughout the hotel reminding the team of physical distancing, that masks must be worn and of hand hygiene. Managers update and remind their team and we also communicate with our team via Employment Hero regularly on this. All staff are able to assist anyone who comes on site with the collection of their details on the Service NSW App and put directly into the website if required. We can also scan their QR Cards if they have them.

Display conditions of entry such as requirements to stay away if unwell and record keeping where applicable.

Explain how you will do this

Conditions of entry are displayed at all entrance points to the hotel which advise guests: It is a condition of entry to this venue that you are fully vaccinated against COVID-19. Proof of vaccination will be required.

In addition, all Patrons attending this licensed premises shall:

- Sign-in using the Service NSW QR code app
- While indoors, wear a mask other than when eating or drinking (or provide evidence of an age or medical exemption)
- Be refused entry if they display signs of illness
- Be requested to leave should they display signs of illness after entry
- Adhere to social distancing as required including at entry and exit points or where markings are in place
- Comply with reasonable directions from staff

Our team have been trained to ensure compliance with these conditions and to ask persons that do not comply to leave the building.

Businesses can require proof of COVID-19 vaccination in line with their COVID-19 vaccination policy.

Explain how you will do this

Our staff have been trained in service NSW check in and will not allow anyone to enter our restaurant without a green tick. They will also check the persons vaccination certificate. All customers are reminded of NOAH'S vaccination requirements when booking and prior to coming to the hotel. All staff are fully vaccinated as per the NOAH'S vaccination policy.

Signage is displayed throughout the hotel and at entrance points advising all guests that they must be fully vaccinated to enter the hotel. We also advise guests on our website and other booking engines.

Physical distancing



Capacity at a hospitality venue or a nightclub must not exceed one person per 2 square metres of space in indoor areas.

Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order (No 2) 2021.

Explain how you will do this

We will not exceed the capacity of one person per 2 square metres of indoor space and will ensure tables are spaced appropriately.

Support 1.5m physical distancing where possible, including:

- at points of mixing or queuing
- between seated groups
- between staff.

Explain how you will do this

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. We have no seated guests unless they are in the Restaurant or a function where they are appropriately spaced. Our Team have been trained to manage this. Our working staff have been trained to physically distance from guests and other staff where possible.

Avoid congestion of people in specific areas where possible.

Explain how you will do this

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. Our team have been trained to monitor congestion and manage this.

Have strategies in place to manage gatherings that may occur outside the premises and in any designated smoking areas.

Explain how you will do this

We have signage in any areas where gatherings may occur and monitor and manage when required.

Ventilation



Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> (<https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance>) and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Explain how you will do this

We reviewed the COVID-19 guidance on ventilation with our A/C maintenance provider Grosvener Engineering prior to completing our safety plans.

Use outdoor settings wherever possible.

Explain how you will do this

We have no outdoor space at the hotel spaces at the hotel.

In indoor areas, increase natural ventilation by opening windows and doors where possible.

Explain how you will do this

We have no indoor areas in the restaurant with opening windows and doors.

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

Explain how you will do this

All ground floor ducted air conditioners are connected to a large outside fresh air fan that introduces filtered fresh air to the ground floor when the A/C system operates. It is interlocked with the A/C system so when an A/C is turned on the fresh air fan is given a signal to start and operate.

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Explain how you will do this

Grosvener Engineering carry out monthly servicing to the air conditioning system. Filters are changed regularly.

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Explain how you will do this

We engaged NEWMECH SERVICES PTY LIMITED to optimise our indoor ventilation and this is regularly reviewed by Grosvener Engineering.

Hygiene and cleaning



Face masks must be worn by staff and customers aged over 12 in indoor areas, and by public facing staff in outdoor areas of hospitality venues, unless exempt.

Explain how you will do this

Signage is displayed at entries to the hotel and throughout the hotel to ensure staff and customers wear a face mask as required by the current health orders. This is monitored by our management team and staff and anyone who does not comply will be asked to leave the hotel or show us their exemption. The staff have been trained to monitor and manage this.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Explain how you will do this

We have hand sanitiser in key areas of the hotel and encourage its use and the washing of hands throughout the hotel on signage.

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

Explain how you will do this

Our bathrooms are regularly cleaned throughout the day and checked to ensure they are adequately supplied and also display signage regarding hand hygiene.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day, and clean tables, chairs and any table settings between each customer.

Explain how you will do this

Our counter areas are sanitised regularly 24 hours a day and all touch points are sanitised twice a day throughout the hotel, including all door handles, rails, lift buttons etc. We have cleaners on site everyday and every area of the hotel is fully cleaned at least daily. We use grade 5 appropriate disinfectant for sanitisation. All tables, condiments etc are sanitised after each use.

Record keeping



Hospitality venues and nightclubs, strip clubs and sex on premises venues must take reasonable steps to ensure that workers and customers check-in using the NSW Government QR code system when they enter the premises.

Other types of premises should consider having a NSW Government QR code available so that workers and customers can check in using the Service NSW app, to support contact tracing if a person with COVID-19 visits the premises.

Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order (No 2) 2021.

Explain how you will do this

All of our guests, patrons, contractors, suppliers and staff check in using the Service NSW QR code, if they have difficulty our team will input their details into the service NSW website directly.

Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Explain how you will do this

Signage with the Service NSW QR code is at all entrances to the hotel and throughout the hotel and every patron must have the green tick to enter the hotel and this is checked by a team member. Signage also reminds all persons to check in and maintain physical distancing which is reinforced with markings on the floor in areas of the hotel.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Explain us how you will do this

If a person is unable to provide contact details, for example due to age or language barriers, we will attempt to get the contact details on their behalf from another accompanying person. We can scan their Covid 19 Check in card, enter their details into the web portal or if technology is not working complete a spreadsheet and enter into the portal or provide to an authorised officer if required.

Review the 'guidance for businesses with a worker who tests positive for COVID-19' available at <https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case> (<https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case>) and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.

Explain how you will do this

We have protocols in place for when a worker tests positive in the workplace. The hotel is cleaned and sanitised each day however a deep clean will be undertaken where the staff member has worked. We undertake a risk assessment and categorise the contact classification of all contacts. Affected workers will be asked to leave and be tested and isolate until they receive their results according to the current requirements of NSW Health Advice for close and casual contacts. We then advise our team that there was a positive case on site on a particular day, that contacts have been advised and all other team members should monitor for symptoms even minor and go and get tested and then isolate if they have any. For multiple cases we would contact Hunter New England Health Covid Venues team for support and guidance and Safe Work.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50 if a worker has tested positive. Visit <https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus> (<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>) for more information.

Explain how you will do this

We will follow advice from NSW Health and advise SafeWork NSW 131050 if a worker has tested positive if required.

Now that you have finished, select the print button to print the plan or save as a PDF.

Last updated: 27 December 2021