

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

## Your COVID-19 Safety Plan

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

### Business details

Business name	Scratchleys Restaurant
Business location (town, suburb or postcode)	200 Wharf Rd, Newcastle 2300
Completed by	Danielle Psarris
Email address	<a href="mailto:info@scratchleys.com.au">info@scratchleys.com.au</a>
Effective date	22 October 2020
Date completed	25 October 2020

---

### Wellbeing of staff and customers

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

Any staff member/ customer who has symptoms including fever, sore throat, fatigue, shortness of breath, flu like symptoms will not be allowed to enter the building until they are tested and receive a negative COVID result

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store

contact details of patrons if your venue is dine-in.

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

All staff are required to complete a COVID Training Course at [www.health.gov.au](http://www.health.gov.au) which is to be stored on file. We have made this a compulsory condition of employment. All staff are trained in sanitisation and are encouraged to read NSW health initiatives

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

Leave entitlements are set out in the NSW Restaurant & Catering Hospitality Award under which our staff are paid

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

We require all staff and guests to sanitise upon entry & register on the QR Code System, website or paper sign methods. We ask that they remain seated when in our venue & comply with social distancing measures. Hand Sanitiser is available throughout our venue. We also assign a Covid Marshall to each shift who is identifiable by a lanyard. They are responsible for ensuring all aspects of Covid 19 safety plan are being adhered to and oversee social distancing, sanitisation of all hard surfaces on a regular basis

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

Our Covid safety plan applies to all operations of business

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

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshal/s must be present during peak

operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

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

WE do not operate as a food court

---

## **Physical distancing**

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

Capacity must not exceed 150 patrons for wedding services, and 100 patrons for funerals, memorial services, or wakes. Please see separate checklists for these events.

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

Measured distance between tables combined with the 4sq meter rule allow us 115 guests & this is displayed at our entry

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

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

We have no seperated areas

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

We do not have dancefloors

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

Booking are not to exceed 30 guests with social distancing and a max of 10 guests per table. We ask that our guests remain seated

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

We are no longer taking reservations for such events

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

Patrons are asked to remain seated and we offer full table service

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

We have removed and stored excess furniture in order to distance correctly

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

We only offer full table service so it is impossible to receive food or beverages unless you remain seated at your allocated table

**Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with**

**significant public interaction, strongly recommend they wear a face mask if practical.**

Staff eat in shifts and we stagger start and finish time

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

Full table service allows us to comply

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

Common practise to stagger shifts to offer safer, smoother flow of service

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

We have a barrier at the pay station and encourage the use of EFTPOS

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

Delivery drivers are required to QR register and no sharing of pens if required to sign for goods

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

Distance stickers to encourage take away guests to maintain social distancing

---

## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Sanitise hands upon entry & regularly during shift

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

Bathroom are commercially cleaned daily & soap, paper restocked

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

Encourage guests to to touch hard surfaces

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

NO buffets or cocktail parties are on offer. Tables and salt shakers sanitised after each use

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

Commercial grade glass and dishwashers set above 80C

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

Menus, cocktail list, wine list sanitised are each use

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

Covid Marshall responsible to maintain hygiene and sign off on completion every two hours

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

As per Material Data Safety sheets provided

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

Staff are encouraged to wash hands and frequently sanitise

**Encourage contactless payment options.**

EFTPOS tapping is preferred

---

## **Record keeping**

Keep name and a contact number for all staff, dine-in customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are only to be used for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. QR Code is strongly encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records.

Venues using capacity calculations of one per 2 square metres outdoors MUST use electronic methods such as QR Code for collecting contact details and ensure these are captured for EACH person.

Each QR Code is stored and is not permitted for any other use other than to be provided to the NSW GO if requested

### **Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

Staff are education in training guests on how to use the QR Code

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

We are registered

### **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.**

Co operation necessary

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

Yes