

# Welcome Back!

We are pleased to announce that Balranald Club is reopening next week in a staged approach.

Entry conditions and capacity limits apply, and strict social distancing and hygiene measures are in place.

**KEEPING OUR MEMBERS AND STAFF SAFE**

-  **MEMBERS ONLY - SWIPE CARD UPON CLUB ENTRY & EXIT**
-  **PHYSICAL DISTANCING REQUIREMENTS**
-  **CAPACITY LIMITS**
-  **CONTACTLESS PAYMENTS PREFERRED**
-  **SANITISER STATIONS & ADDITIONAL CLEANING**
-  **GROUPS OF 10 KNOWN TO EACH OTHER**
-  **PATRONS MUST REMAIN SEATED**
-  **INCREASED STAFF TRAINING**
-  **DEDICATED HYGIENE AMBASSADORS**
-  **REMOVAL OF SELF SERVE CUTLERY AND SAUCES**



Read our Notice to Members below detailing entry conditions, changes to operations and further information.

## LIVE A LITTLE FRIENDLIER & LIVE A LITTLE FINER AGAIN

We're back and everything you've missed is too – from sharing special occasions with friends and family, to good food and a good glass or two.

So put on your best outfit, grab a date or your closest friends for a zoom-free, sensory experience. Because now's the time to catch up with the ones you have missed most and because it is time to celebrate, sensibly of course.

Take yourself out instead of ordering take-out, shout a round for your four closest friends and enjoy a casual catch-up. Everything you did, all the nights you stayed in, doing the right thing has paid off and helped keep Australia safe. Now, we can live a little again.

Raise a glass to your months of lockdown, indulge in a great dinner and enjoy it all at your local Club.

So hit up that group chat, choose your favourites – food, drinks, and friends – and make it your first night to remember in months.

The Balranald Club Board, Management and Staff thank you for your support and we look forward to welcoming you back at the Balranald Club soon.

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### **An important update for members, guests, and visitors.**

It is wonderful to be writing to all our valued members, their guests, and visitors to advise that Balranald Club will commence the **re-opening of our venue on 10<sup>th</sup> June** in line with the State Government's conditions for re-opening Clubs.

We will commence the re-opening of the Club in the first stage to ensure that we comply with the conditions imposed for the re-opening of our premises, with the reduced capacity that our venue can operate with. At this point in time we will be limited to 200 people on the premises at any given time.

As a condition of re-opening, members will be required to swipe their members card upon entry and exit of the Club. Visitors, as always, will be required to sign in with their driving license or other approved ID and sign out when they leave the Club.

#### **We will be opening our Clubhouse 7 days per week 10:00am to 10:00pm each day**

The opening time above will be applicable as we open and they are subject to change as and when the restrictions placed on the operations are eased or we are again placed into restrictions, and we will advise members accordingly.

We will manage the below conditions that permit us to re-open as we take every precaution to ensure that all members, patrons, and employees are safe in our venues:

- A maximum of 50 people (or up to that areas limit) per eating area that is operational
- We have 6 eating areas as we have in the past
- This will allow Balranald Club to have a maximum of 200 people in the venue at any one time
- Maximum patron numbers allow patrons to access all our Clubs' facilities such as Bars, Gaming, TAB, Keno, and all our dining areas whilst adhering to the following conditions

#### **Physical distancing**

- We will take all reasonable steps to ensure patrons and employees comply with Safe Work Australia's 'physical distancing' standards applying to hospitality venues including floor markings
- We will ensure that patrons do not stand around bar areas, walkways or in groups as you must be seated unless you are moving to another part of the venue or obtaining service at a bar or other serving counters
- We will prominently display any mandated CovidSafe signage that has been issued by relevant Government authorities
- We will manage physical distancing as part of all in-house & takeaway services

#### **Groups**

- Groups of up to 10 people who are from the same household can sit together and are responsible for their own physical distancing within their group
- Patrons are to be seated, unless using the facilities or going to another room in the venue – standing groups are not permitted
- Our venue needs to ensure that there is 1.5 metres between different Groups of customers
- Different Groups can sit back to back and the distance between the two chairs needs to be 1 metre
- Individuals in a Group are not permitted to move from one Group to another

#### **Member Services**

- The courtesy bus will not be operational in this first stage of re-opening due to the physical distancing rules
- Bingo will not be operational now but will be reviewed regularly

- Raffles will not be operational during this first month of operation, but will be reviewed at end of June
- Members draw will not begin in June but will reviewed at the end of the month
- Members can use any Club Rewards points and/or vouchers they currently have before the end of June 2020
- All memberships due to expire on 30 June 2020 will be extended to 30 September 2020 with full membership privileges, with a further 1 week, grace period where membership will gain entry and continuity of membership but not benefits
- Membership renewals will be accepted at the Club; however, we would encourage remote renewal by telephone using your credit card or by sending us a cheque
- Further correspondence regarding membership renewals will be sent when on site renewals are made available

## **Bowls**

- The Club has not ceased permitting people to have a roll up since we closed in March under the NSW Health Department regulations.
- Due to the restrictions on Club numbers to bowl we will continue as it is currently in place and those rules must be observed by any person using the greens until there is an easing of restrictions to allow more persons at the one time

We will be monitoring all our services and making changes to open the Club as the easing of restrictions permit.

## **Cleaning**

- Whilst our venues have been closed, we have undertaken a deep clean of the entire venue spaces in preparation for our re-opening & just now finishing this off
- We will be regularly cleaning areas and surfaces that are frequently touched, observing Safe Work Australia's 'cleaning' standards applying to hospitality venues

## **Hygiene**

- We encourage patrons to adopt Safe Work Australia's 'hygiene' standards applying to hospitality venues, and we will be encouraging patrons to clean their hands regularly. Sanitiser will be made available at Club entries and exits, as well as other locations throughout the venue and we will be directing patrons to clean their hands at hand washing facilities
- We will encourage contactless payments at point of sale stations where signage will be displayed
- We will encourage employees to clean their hands every 30 minutes
- We have appointed employees to be hygiene ambassadors, who have the responsibility to ensure employees and patrons maintain the above standards and ensure there are adequate waste management facilities including rubbish bins available

## **Restrooms**

- We have always maintained clean restrooms in our venue, and we will now be taking additional measures to clean and promote hygiene in our restrooms
- We have just completed renovating one set of toilets and later in the year we will undertake the refurbishment of the other set which will bring our club into the 21<sup>st</sup> Century with regards to these facilities
- We will clean frequently touched surfaces more regularly and display signs demonstrating recommended hand washing methods

## **Patron Screening**

If we reasonably believe a person on our premises has a COVID-19 symptom (defined below), we must:

- Cause the person to be removed from the premises;
- Notify the person that they should be tested for COVID-19 at the nearest testing location  
The COVID-19 symptoms are cough; fever; fatigue; sore throat; shortness of breath

- Record the names of all patrons entering the premises on any day and take a temperature check
- Strongly encourage patrons to download and use the CovidSAFE app
- Only permit entry up to the maximum capacity permitted
- Notify NSW Health within 6 hours of becoming aware that a person with COVID-19 (including an employee) was on the premises

## General Compliance

- We have taken measures to ensure employees understand and comply with Balranald Club's work, health and safety duties
- All employees have completed COVID-19 infection control training delivered by the Australian Government along with another course by a private training company
- We will be displaying COVID-19-related signage by the Australian and NSW Governments throughout the venue

As a community-based organisation, we are continuing to take advice on COVID-19 seriously, and as a result we have implemented the measures outlined above to ensure the safety and wellbeing of our employees, members, guests, and visitors.

Our primary concern is:

- To protect people,
- Ensure our obligations under the *Work Health and Safety Act 2011* (NSW) and
- Maintain our duty of care to our employees, and to persons on, or seeking to visit our premises.

Balranald Club employees will be discouraged from engaging in personal contact, such as the shaking of hands with fellow staff, members, guests, and visitors. Please do not take this in any other way than as a preventative and control measure to help prevent the spread of viruses.

The Club is also instituting frequent sanitisation of 'high touch areas' including bathrooms, door handles and buttons.

The Club will continue to monitor the advice of ClubsNSW and implement changes as we are advised accordingly.

NSW Health has also offered the following advice for patrons:

- Stay home and do not attend if you are feeling unwell
- Stay home and do not attend if you have travelled overseas in the past 14 days

Should the advice from the NSW Government or Australian Government change, the Club will update its policies accordingly.

While onsite at the Club, employees, members, guests, and visitors are encouraged to practise good personal hygiene including:

- Cleaning your hands regularly for at least 20 seconds with soap and water or use an alcohol-based hand rub
- Cover your nose and mouth when coughing and sneezing with a tissue or flexed elbow

The Club and its catering contractors are taking our re-opening seriously and we have implemented several measures in our dining facilities including:

- Removal of "help yourself" sauce & cutlery from all tables. Cutlery will be delivered with your meals & sauces, salt etc will be delivered upon request
- Increased sanitation of all work and public spaces
- Additional staff training
- Increased use of gloves, including in the acceptance of deliveries
- Introduction of reusable menus able to be sanitised after use

Persons who do not cooperate with our advice in relation to COVID-19 will be asked to leave our premises.

We request your complete cooperation and understanding as we commence reopening post lockdown and continue our commitment to offering a quality community hub for all people of our community to enjoy.

The Balranald Club Board, Management and Staff will endeavour to ensure that our Club is a safe place of relaxation as we progress through this staged re-opening process, where we can regain some form of normality and enjoyment post this disruption to our lives.

Further updates and changes may apply. If you have any questions, please liaise with our management team.