

COVID-SAFE PLAN – 12 January 2022

Business name:

Eleven ADL Pty Ltd



is aware of current infection control and precautionary measures as recommended by health authorities and set out in this plan



agrees to comply with general and specific obligations under current Emergency Management Directions



this COVID-Safe Plan is available on-site

Venue areas					
		Maximum people allowed calculation where relevant - refer to the table below			
Name	Size (in m ²)	3 per 4 m ²	1 per 2 m ²	1 per 4 m ²	1 per 7 m ²
Restaurant	126.88	95	63	31	18
Outdoor Dining	368.59	276	184	92	52

Note: lower capacity limits may apply to you as a consequence of existing regulation, legislation or licensing arrangements. The above figures only outline how many people you can accommodate per room/area while observing your density requirement.

COVID-SAFE PLAN – 12 January 2022

Summary

Name of business	Eleven ADL Pty Ltd
Business or activity	Hospitality
Address of business or activity	11 WAYMOUTH STREET ADELAIDE SOUTH AUSTRALIA 5000
Owner or Operator name	Themis Chryssidis
Plan completed by	Themis Chryssidis
Contact phone	84434343
Contact email	hello@elevenadl.com.au
Is this plan for a one-off event or activity?	

People capacity (excluding staff)

Venue areas

		Maximum people allowed calculation where relevant - refer to the table below			
Name	Area in m ²	3 per 4 m ²	1 per 2 m ²	1 per 4 m ²	1 per 7 m ²
Restaurant	126.88	95	63	31	18
Outdoor Dining	368.59	276	184	92	52

Additional considerations to people capacity should be considered:

Density Calculation

Multiple density requirements may apply to your activities/business type. The density calculator in this COVID Safe Plan provides calculations based on area for each of the 4 possible density requirements currently in place.

To determine the density calculation that applies to an activity in a setting, please refer to the table in the Density section of the General Obligations below. You may be able to have differing requirements depending on the activity occurring.

COVID Management Plan

You are only allowed to have more than 1,000 people on site if you have a COVID Management Plan approved by SA Health.

Licensed Premises

The above capacity limits apply unless lower capacity limits apply to your premises under existing legislation, regulation or licensing arrangements. For example: if you have a small venue liquor licence, lower capacity limits may apply to your premises than the ones listed above.

Obligations

General principles

Contact tracing with approved contact tracing system

- You must put in place and operate an approved contact tracing system at your venue or activity.
- This means either the QR Code provided in this plan (COVID-Safe Check-In), or another electronic platform approved by the State Coordinator. You are not allowed to use any different option.
- People attending your venue or activity must check in using the approved contact tracing system you have put in place (unless they are genuinely unable, for example if they do not have a smartphone).
- They must do so as soon as practical upon entry to your premises.
- If using COVID-Safe Check-In, you must print and make the QR Code provided in this COVID-Safe Plan available onsite to allow people attending your venue or activity to check in.
- You should have a different type of attendance record available for people attending your venue that are truly unable to use COVID-Safe Check-in (that is, as a back-up option - this refers to printed, paper contact tracing records, for example).
 - These records must then include each person's contact details, and the time and date of attendance.
 - They must be produced for inspection at the request of an authorised officer.
 - It is prohibited to use these records for any other purpose than for COVID-19 contact tracing.
 - They can be physical or digital records.
 - They may not be copied, photographed, taken, or used by anyone else than you or an authorised officer.
 - They must be kept in a way that reduces the risk of them being copied, photographed, taken or used by any person other than an authorised officer.

Density

- This COVID-Safe Plan has automatically provided density requirements for the 4 restrictions current in place. **Please use the table below to help determine which of the restrictions apply to your activity or business type at the relevant times.** Please note: under various circumstances you may need to apply more or less restrictive density requirements based on the **activity**.

Activity or Business Type (as per the summary section of your COVID Safe Plan)	Standing or mix of seated and standing	Seated only
Auctions and inspections	1 person per 2 m ²	3 people per 4 m ²
Beauty, personal care and associated services	1 person per 2 m ²	3 people per 4 m ²
Ceremonies	1 person per 2 m ²	3 people per 4 m ²

		Where an ancillary event is associated with a ceremony, consider the appropriate density requirement to the venue when planning.
Entertainment	1 person per 2 m ²	3 people per 4 m ²
Funerals	1 person per 2 m ²	3 people per 4 m ² For funerals or ancillary events held at hospitality venues, hospitality requirements apply
Indoor public meetings	1 person per 2 m ²	3 people per 4 m ²
Public assemblies	1 person per 2 m ²	3 people per 4 m ²
Gaming areas in pubs or clubs	1 person per 2 m ²	3 people per 4 m ²
General retail	1 person per 2 m ²	3 people per 4 m ²
Hardware store operations	1 person per 2 m ²	N/A
Supermarket operations	1 person per 2 m ²	N/A
Indoor and outdoor sport	1 person per 2 m ²	3 people per 4 m ² (spectators)
Weddings	1 person per 2 m ²	3 people per 4 m ²
Indoor fitness facility Includes gymnasiums, health clubs, fitness centres, yoga, barre and spin facilities, dance and pilates studios and swimming pools (other than swimming pools being used for rehabilitation purposes authorised by a health or disability practitioner)	1 person per 7 m ²	Any other group fitness or physical recreation activity open to members of the public must apply the density requirements for defined public activities, being 1 person per 2 m ² if seated and standing, and 3 people per 4 m ² when seated only
Indoor public swimming pools	1 person per 7 m ²	Outdoor swimming pools must observe a density limit of 1 person per 2 m ² of publicly available space.
Seated entertainment	N/A	3 people per 4 m ²
Hospitality activities	Indoors: 1 person per 4 m ² Outdoors: 1 person per 2 m ²	N/A – seated only
Private activity Hospitality activity as per the Emergency Management Direction	Indoors: 1 person per 4 m ² Outdoors: 1 person per 2 m ²	Where the private activity does not include the purchase or consumption of food or beverage, determine the most applicable density requirement.

Private function Hospitality activity as per the Emergency Management Direction	Indoors: 1 person per 4 m ² Outdoors: 1 person per 2 m ²	Where the private activity does not include the purchase or consumption of food or beverage, determine the most applicable density requirement.
Weddings	Indoors: 1 person per 4 m ² Outdoors: 1 person per 2 m ²	Hospitality requirements have been applied. Where a wedding does not include the purchase or consumption of food or beverage, determine the most applicable density requirement.

- **Note:** the density requirement does not apply to movable places.

Physical distancing

- Have measures in place to maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation. This includes:
 - Between groups within each room
 - At entry and exit points
 - This does not apply to those who attend as a group, such as members of the same household, family or people who otherwise regularly associate with each other.
 - For larger venues, complying with this requirement means that you will need to have crowd control measures in place, including in relation to queuing.

COVID-Safe Plan

- A COVID-Safe Plan must be submitted by all individuals or organisations that own, operate or host Defined Public Activities, as outlined by the Emergency Management (Public Activities) (COVID-19) Direction. This includes:
 - Hospitality
 - Fitness and recreation
 - Indoor public meetings
 - Ceremonies
 - Public assemblies
 - Personal care services
 - Public entertainment
 - Recreational transport, passenger transport services, and driving lessons
 - Health services
 - Property inspections and auctions
 - Casino or gaming areas
 - Relevant licensed premise

The plan must be produced on request from an authorised officer.

Capacity limits

- No more than 1,000 people are allowed on site at any one time. To be allowed to have more than 1,000 people on-site, you will need to prepare a dedicated COVID Management Plan and have this approved by SA Health.
- **Note:** a lower capacity limit may apply based on your activity type or the square metres available on site.

COVID Marshals (if relevant)

- The following businesses or activities that include defined public activities must have one dedicated COVID Marshal on site at all times while operating/open to the public:
 - Any businesses or activities that require a COVID Management Plan
 - Nightclubs
 - Gyms and fitness centres
 - Public pools and swimming centres
 - Sporting clubs
 - Supermarkets
 - Hardware stores
 - Distribution centres
 - Licensed premises
 - Areas where food is served
- Visit www.covid-19.sa.gov.au for more information on when a COVID Management Plan is required.
- This means a dedicated staff member who is 16 or older, has completed training as prescribed by SA Health, who is clearly identifiable as a COVID Marshal, and whose duty is to supervise and ensure that all people onsite comply with the COVID Management Plan, including distancing, density, hygiene and cleaning, infection control, venue layout, ensuring stock of items like sanitiser, and other requirements as relevant (such as keeping attendance records).
- If you operate 24/7 with staff not always onsite, you only need to have a COVID Marshal onsite at all times of high patronage.
- If you reasonably expect 200 people or more to be onsite at the same time, the COVID Marshal may not have any other duties than being a COVID Marshal.
- The owner, operator or person who is effectively in charge of a business or activity is responsible for ensuring that a COVID Marshal is in place.
- They must also keep records of completion of Marshals' training, and provide these records to an authorised officer on request.
- If your premises are used by different people or organisations, it is the responsibility of the owner or person with care/control/management of your premises to ensure that it is supervised by a COVID Marshal, if and when required.
- This will be the case when your premises are used by people conducting prescribed operations.
- In this case, you do not have to supply the COVID Marshal, but you must ensure the person conducting the prescribed operations supplies a COVID Marshal. You can determine how this is done - for example, you can include in the hiring terms and conditions that the hirer must have a COVID Marshal

Singing

- Singing in non-residential indoor places without a mask is only allowed if:
 - it is an individual performer (not including karaoke performers - no karaoke is allowed)
 - the singers are part of a group of performers and they are performing or rehearsing (not including persons performing or rehearsing as part of a choir or chorus which is only allowed with a mask)
 - the premises are an educational establishment, or
 - the singers are undertaking or providing an individual lesson
- In any circumstances other than the above, singing in non-residential indoor places is only allowed if any people who are singing are wearing a mask covering the mouth and nose

Masks

- Masks (covering the mouth and nose) are mandatory in the following settings:
 - all indoor public places. This means indoor places that the public has access to, regardless of whether they must pay to access the place or can do so for free
 - personal care and beauty services
 - indoor fitness and physical recreation facilities, including gyms, swimming pools, dance studios but they only have to wear a mask while they are not exercising
 - passenger transport services
 - healthcare, residential care, disability support services, in-home aged care services and supported living services
 - high-risk settings. This category includes: residential aged care facilities, disability care facilities, prisons, correctional facilities, training centres or other places of custody; and any of the following areas within a public or private hospital: an emergency department, an intensive care unit, a respiratory ward, and an oncology ward; or any health care service provided in any Aboriginal community or any other Aboriginal community controlled health service)
- Masks are not required if a person:
 - has a relevant medical condition, including problems with their breathing, a serious condition of the face, a disability or a mental health condition (Evidence of a relevant medical condition must be produced on request)
 - in circumstances where the ability to see the mouth is essential for communication, such as to enable communication by or with any patron who is deaf or hard of hearing
 - in circumstances where removal of the mask is lawfully required for identification purposes
 - when the person is eating or drinking
 - if the person is a child under 12 years of age
 - if the person is carrying out functions as an authorised worker and it is not possible to properly carry out those functions with a mask on
 - is receiving a health or personal care service and wearing a mask would reasonably interfere with the provision of the health or personal care service. The providers of the service do need to wear a mask.
 - Is part of a bridal party, but only during a wedding ceremony. Masks must be worn during the reception/other events associated with the wedding.

I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000



Hospitality

General

- The purchase and onsite consumption of food and/or beverages is only permitted if attendees eat/drink their food and/or beverages while seated.
- No food preparation may be conducted at or adjacent to a table or a bar where patrons are seated.
- Communal food or beverage service areas, such as buffets, salad bars or communal water/beverage dispensers, must remain closed.
- No standing consumption.

COVID Management Plans

- Businesses whose license allows them to provide sexually explicit entertainment must have an approved COVID Management Plan before they are allowed to operate.
- You also need a COVID Management Plan to have more than 1,000 people on site.

COVID Marshals

- You must have a COVID Marshal supervising your business/activity at any time if you provide food and/or beverages for purchase and consumption onsite. This excludes take-away-only operations.
- This means a staff member charged with ensuring your COVID-Safe Plan is being effectively implemented and its requirements observed by staff, patrons and other people onsite. This includes distancing, density, hygiene and cleaning, infection control, venue layout and readiness, ensuring stock of items like sanitiser, and any other requirements as relevant (such as keeping an attendance record, if required).
- COVID Marshals must be 16 years old or older.
- COVID Marshals must have completed training as prescribed SA Health.
- COVID Marshals must take reasonable steps to make themselves visually identifiable as a COVID Marshal.
- If you reasonably expect 200 people or more to be onsite at the same time, your COVID Marshal may not have any other duties than being a COVID Marshal.
- If you operate 24/7 with staff not always onsite, you only need to have a COVID Marshal onsite at all times of high patronage.
- The owner, operator or person who is effectively in charge of a business or activity is responsible for ensuring that a COVID Marshal is in place.
- They must also keep records of completion of Marshals' training, and provide these records to an authorised officer on request.
- If a private gathering is being held on your premises, then this function must have its own COVID-Marshal(s).

Dancing

- Dancing at nightclubs and relevant licensed premises is currently not allowed.
- Relevant licensed premises include the following:
 - premises effectively operating as nightclubs
 - licensed premises where more than 1,000 people are reasonably expected to attend
 - licensed premises where dancing and any consumption of liquor (alcohol) is facilitated
 - licensed premises where sexually explicit entertainment may be provided.
- These types of licensed premises must keep their dance floors closed. However, these premises as a whole can remain open, but must provide seated service indoors.
- Despite the above, dancing is permitted at dance studios, even if they are licensed premises under the Liquor Licensing Act 1997, as long as no service of alcohol takes place.

Masks

- All people present at the venue or activity must wear a facemask covering nose and mouth, except while they are eating or drinking, or if they are exempt from having to do so.

I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000



Recommendations

General

Physical distancing

- Consider venue layout and move tables and seating to comply with physical distancing (1.5m separation) and density requirements (how many people per square metre you are allowed to have).
- Dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use.
- Dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible.
- Minimise mixing between separate rooms or groups of people as much as possible.
- Display signage at the venue entrance to instruct members of the public (and staff) not to enter if they are unwell or have COVID-19 symptoms.
- Encourage contactless payments to be used where possible.
- Encourage online bookings, reservations and pre-ordering where practical.
- Consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (e.g. point of sale).
- Consider placing floor or wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas.

- Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.
- Consider limiting the duration of the activity to 2 hours or less where possible.
- Encourage and support downloading of COVID-Safe App.

Contact tracing with approved contact tracing system

- To set up your COVID-Safe Check-in station(s), all you have to do is print the QR code provided in this Plan, and make it available onsite.
- It is recommended to make your QR code available on various locations, for example on each table, in a central area, near a service area, or near your entrance.
- When choosing the best place, please make sure you do not create bottlenecks/queues.
- You as the business owner/operator or person in charge of your activity are legally required to make QR code check-in available and encourage its use, and all people attending your venue - even if very briefly - are required to use it to check in as soon as practical upon entry. This includes attendees, patrons, contractors, staff, couriers/delivery drivers, take-away only patrons, and so forth.
- The requirement for attendees to check in as soon as practical upon entry can be met in several ways. For example, patrons can check in once they have taken their seat at a restaurant or café via a QR code on their table, quickly check in at the door if there is no queue, or use QR codes located further into the business to avoid people congregating at the door.
- The data collected in this way is stored in a highly secure way, and can only be used by SA Health for contact tracing purposes. The data will be kept only for 28 days.
- To prevent your QR codes from getting damaged easily, you may wish to laminate the page they are printed on. This will not affect their usability.
- Please only use the QR code provided in your plan, as this is linked to your venue/place of your activity.
- You, as well as authorised officers, are allowed to ask attendees attending your venue or activity to provide evidence of having checked in by showing the confirmation text message on their phone.
- To comply with the requirement to keep your back-up contact tracing records (paper or similar) in a way that reduces the risk of them being copied, photographed, taken or used by any person other than an authorised officer, you can:
 - Place your sign-in sheets in plain view of staff, or have individual check-in slips available that attendees can put into a secure tin or box.
 - Ensure that any copies are kept safe and secure, and away from the general public.
 - Ensure that you regularly remove sign-in logs and store them safely for 28 days.
- To ensure checking in is also possible for people with a disability, special needs or from a culturally or linguistically diverse background, you may want to consider:
 - Also printing a bigger version of your QR Code (on A3 paper)
 - Providing multiple copies of your QR codes, including both on shoulder height and at 1 metre from the ground
 - Printing your QR code page in colour
- If you have to install a separate, unique QR code for an event (this is required for a private function, for example), please make sure you list the date of the event in the name of your COVID-Safe Plan, and please make sure the QR code is removed and no longer used after the event has ended.

Hygiene, cleaning and disinfection

- Conduct frequent environmental cleaning and disinfection especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc).
- Refer to SA Health and the Australian Government's online COVID-19 cleaning guidelines and factsheets for detailed information on how to undertake effective cleaning and disinfection, including the products and methods to use.
- Frequency of cleaning will be determined by the turn-over of attendees – the more people attend over a period of time, the more cleaning required.
- Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points. Note that for certain activities, this is mandatory.
- Avoid providing/using shared items, equipment or utensils. Where this is not possible, clean them frequently or between use.
- Provide hand sanitiser on entry and exit of the premises, and areas where you expect many people to be, or a high turnover of people.
- Consider installing signage on hand hygiene and cough etiquette.
- Ensure bathrooms have soap and running water for handwashing.
- Hand drying facilities must be made available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.
- If using communal showers, maintain/encourage that people maintain 1.5 metres distance between people.

Staff

- Staff should stay home if they are sick, and go home immediately if they become unwell. Unwell staff with COVID-19 compatible symptoms should be tested for COVID-19 and remain in isolation until they receive a result. They can return to work once a test is negative and their acute symptoms have resolved.
- Minimise unnecessary contact between staff. Consider dividing staff into fixed teams or shifts that do not cross over to reduce the risk of transmission.
- Consider how you will minimise contact between staff and site visitors such as delivery personnel.
- Consider if staff need any additional training to be able to implement your COVID-Safe Plan, such as COVID awareness training, COVID Marshal training, a COVID cleaning course or other training courses.
- Please note that everyone attending your premises or activity should use COVID-SAFE Check-In. This includes staff.

Ready for business

- Print or download your COVID-Safe Plan.
- Print and display COVID-Safe materials (such as signage/posters on hygiene, physical distancing).
- Ensure all staff are aware of this plan and the requirements that are relevant to them.
- Review obligations under existing legislation and regulation which will continue to apply.

- Check that COVID-19 safety measures are risk assessed to ensure that any newly implemented measures do not create new safety or security risks.

Response planning

- Ensure you and your staff have a basic understanding of how to respond to a suspected case of COVID-19 at the workplace.
- A step-by-step summary of actions to take is:
 1. Keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately.
 2. If the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek government health advice.
 3. If well enough, ask the person to go home, seek medical advice and testing for COVID-19, and self-quarantine until a result is returned. Ensure the person has safe transport to get home; if not, you may need to arrange for a taxi.
 4. Notify SA Health via HealthCommunicableDiseases@sa.gov.au so that they can trace any contacts of this person and contain the spread. SA Health may ask for any attendance records you may have kept to assist with this.
 5. SA Health will assess whether other staff, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. Note: this may include your staff; as such, it is recommended to have contingency plans in place. SA Health may also ask you to close your premises for a deep environmental disinfection clean.
- Regularly review your COVID-Safe Plan. Update it if needed, for example if your place of doing business or the services you offer change.

COVID Marshals

- COVID Marshal training courses prescribed by SA Health are available online at no cost. Visit www.covid-19.sa.gov.au for more information.
- Owners, operators or people effectively in charge of a business or activity are legally responsible for the overall compliance with their COVID-Safe Plan or COVID Management Plan. This includes responsibility for their COVID Marshal(s) and other staff.
- COVID Marshals are not legally responsible for a venue's overall compliance or for the behaviour of individual patrons. Instead, they have a duty to their employer/person in charge of the activity to perform their role as COVID Marshal to the best of their abilities.
- COVID Marshals must be familiar with their business or activity's COVID-Safe or COVID Management Plan. Owners, operators or people effectively in charge of a business or activity should provide a copy of their Plan to their COVID Marshal(s) and discuss the Plan and its implementation with them. This gives COVID Marshals the information they need to take reasonable action to ensure staff, patrons and other people comply with the Plan and the rules and restrictions in it.
- Beyond the mandatory requirements around age and training, it is recommended that people nominated as COVID Marshals have good customer service, people and communication skills, a solid knowledge of the business or activity's operations, and sufficient experience and authority among staff to supervise and give limited directions.

Masks

- It is currently generally recommended to wear a mask in situations and places where physical distancing is not possible.
- Masks are mandatory in all indoor public spaces and for a range of specific activities and settings. Refer to General Obligations and the obligations specific to your activity for more information.

I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe



Hospitality

Physical distancing

- Minimise the use of shared items and equipment for patrons (e.g. remove shared condiments at tables, like pepper and salt, sauces). This does not include kitchen equipment.
- Consider using disposable menus, laminated menus or menus displayed on boards. Laminated menus should be cleaned between customers.
- Recreational spaces using shared equipment (e.g. billiards, darts) should be separated from dining/beverage consumption areas.
- Physical distancing does not apply to people who attend as a group (for example: a family, a couple, etc).

Hygiene

- Table dressings (table cloth, napkins) should be replaced or cleaned after each customer.
- Ensure you comply with regular food safety standard requirements for cleaning and sanitation of equipment. If you have a commercial dishwasher, use it for glassware, crockery and cutlery.
- Tables and chairs (particularly the backs and arms of chairs, as well as table tops) should be cleaned thoroughly between diners.

Staff

- Consider allocating waiting staff to serve customers in one separate room only to reduce number of contacts within a venue.
- Staff preparing food and/or drinks must maintain the highest levels of hygiene to avoid the transfer of body secretions to food.

I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe



Notes (optional, for use by owner/operator)

