



Ensuring your business is COVID-19 safe

With the easing of travel restrictions, visitors will be returning to towns and regions across NSW.

COVID-19 could be with us for some time, so it's important that businesses in Southern NSW have a plan to keep the community, staff and visitors safe and virus free. Businesses need to develop safe work practices and consider how to reconfigure operations to adapt to ongoing restrictions.

Create a CovidSafe Plan

Your business needs a plan that sets out how you will prepare your workplace to protect staff and customers

to prevent infection, as well as your response if there is a COVID-19 case and how you will recover.

The National COVID-19 Coordination Commission has created an online planning tool to help businesses develop a plan to keep their workers, customers and the community safe as they reopen or increase their activities in the weeks and months ahead.

SafeWork NSW also has an online planning tool and a library of resources that can help you develop your plan.



Destination
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A Covid Safe Space

It is important to demonstrate that your business is adhering to health precautions including maintaining 1.5 metres social distancing between people and increased hygiene requirements. This includes:

- The four square metre rule - to calculate the limit of people, including staff.
- Control and monitor the number of people in your premises. To control numbers, you could implement ticketed events, pre booking only, timed sessions or entry for select groups at designated times etc.
- Clear markers at queuing points and counters to help visitors maintain 1.5 metres.
- Clearly marked separate entry and exit points.
- Accept cashless payments only.
- A regular and implemented cleaning procedure.
- Remove or reconfigure seating that does not abide by distancing regulations.
- Display safety posters at visible locations on the premises.
- Record the contact information of visitors or recommend they download the CovidSafe App to assist in contact tracing if required.

If you need assistance to help make your business COVID safe, contact your local Tourism Manager or DSNSW's Industry Development Manager.

Communicate with your staff and your customers

It is important that your staff and visitors feel safe and are protected from potential contact with COVID-19.

Staff

- There are several important work health and safety laws, obligations and duties your business is required to comply with. It's important you carefully review the guidance on the Safe Work Australia website to understand your obligations and ensure your business is properly prepared.
- Ensure everyone is informed, trained and understands the safety measures and new business protocols.
- Ask staff for feedback on your new measures to understand what is working and what could be improved.

Customers

Communicate with your customers. Prepare messaging to help customers find when you are open, what services are on offer, any changes to your offering or opening hours. Communicate through as many channels as possible for customers to easily find, such as:

- Your website
- Email newsletter
- Social media platforms
- Get Connected (ATDW) listing
- Google My Business listing
- Display signage at your business
- Local Visitor Information Centre

Good hygiene is in your hands.



Wet hands with running warm water and apply soap.



Rub hands and lather for at least 20 seconds.



Rinse hands under running warm water.



Dry hands thoroughly with a clean towel.



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