



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 Mullumbimby Ex Services Club will commence the re-opening of our venues in a staggered and staged approach in line with the State Government's conditions for re-opening Clubs and Hotels.

As a condition of re-opening, members will be required to record their name and contact details upon entry and exit of the Club.

We will be opening our Club 7 days per week, from Monday 1 June 2020

- **Mullumbimby Ex Services Club**

Monday	10am to 6pm
Tuesday	10am to 6pm
Wednesday	10am to 9pm
Thursday	10am to 10pm
Friday	10am to 10pm
Saturday	10am to 10pm
Sunday	11am to 6pm

- **Societa Bistro**

Monday	Closed
Tuesday	Closed
Wednesday	5:30pm to 8:30pm
Thursday	5:30pm to 8:30pm
Friday	5:30pm to 8:30pm
Saturday	5:30pm to 8:30pm
Sunday	Closed

Our Café will be in operation everyday including lunches. We will have a selection of cake, biscuits, and light snacks on offer.

- **Mullumbimby Ex Service Bowling Club & Son Of A Taco will remain closed at this stage.**

The opening times above will be applicable as we open and are subject to change due to trading or as and when the restrictions placed on the Clubs operations are eased. 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 per dining area allowing 1 person/4m².
- MESC has 2 dining areas. (Societa Bistro and Club Lounge areas)

- This will allow MESC to have a maximum of 85 people in the venue at any one time allowing for 1 person per 4m².
- Maximum patron numbers allow patrons to access all of our Clubs' facilities such as Bar, Gaming, TAB, Keno, Bottle shop and our Bistro whilst adhering to the following conditions

Patron Limits

As stated above the Club can have a maximum of 85 patrons in the Club at any one time however the below limits will apply for each area of the Club.

Societa Bistro - 35

Club Lounge - 44

Indoor Gaming Room - 28

Outdoor Gaming Room - 15

Sports Bar adjacent to foyer - 10

TAB Room - 9

Outdoor Area adjacent to TAB room - 20

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 and Physical Distancing Ambassadors
- We will ensure that patrons do not stand around the bar area, walkways or in groups as you must be seated unless you are moving to another part of the venue
- We will prominently display any mandated CovidSafe signage that has been issued by relevant Government authorities

Groups

- Groups of up to 10 people can sit together and are responsible for their own physical distancing within their group
- Patrons are to be seated at all times, unless using the facilities or going to another room in the venue – standing groups are not permitted.
- Our venues need to ensure that there is 1.5 metres between different Groups of customers or from one dining area to another.
- Individuals in a Group are not permitted to move from one Group to another or from one dining area to another.

Member Services

- The courtesy buses will not be operational in this first stage of re-opening
- Bingo will not be operational during this first stage of re-opening
- Raffles will not be operational during this first stage of re-opening
- Pool Table will not be operational during this first stage of re-opening
- Happy Hours will not be operational during this first stage of re-opening
- Membership draws will not be operating during the first stage of re-opening
- Members promotions will not be operating during the first stage of re-opening

- Members can use any bonus points they currently have to make purchases at the bar and bistro.

Gaming

- TAB & Keno will be in operation although all TAB & Keno tickets will be removed from public access/tables. Should you wish to play Keno or place a bet on TAB please use the self-service machines or ask one of our friendly staff for the tickets you require.
- Poker Machines will be in operation with strict social distance measures.

Outdoor Areas (Smoking Area)

- The outdoor area adjacent to our TAB room will be open for patrons to use, patrons must abide by the same conditions imposed within the Club including social distancing.
- Our outdoor gaming area will be in operation, with social distance measures, this area is for the comfort of gaming players only and patrons not playing gaming machine are encouraged to use the Outdoor area adjacent to the TAB room.

Bowls

- Due to the restrictions on Club numbers Bowls at Mullumbimby Ex Service Bowling Club will not be operational until there is an easing of restrictions to allow more persons at the venue.

We will be monitoring all of our services and making changes to open the Bowling 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
- 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. Alcohol-based sanitiser will be made available at Club entries and exits, as well as other locations throughout the venues and we will be directing patrons to clean their hands at hand washing facilities
- We will encourage contactless payments at point of sale stations
- 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 will now be taking additional measures to clean and promote hygiene in our restrooms
- 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
- Strongly encourage patrons to download and use the CovidSAFE app
- 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 Club's work, health and safety duties
- We have directed all employees to complete COVID-19 infection control training delivered by the Australian Government
- 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 (Coronavirus) 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.

MESC 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 a number of measures in our dining facilities including:

- Removal of cutlery from all tables. Cutlery will be delivered with your meals
- Increased sanitation of all work and public spaces
- Additional staff training
- Increased use of gloves, including in the acceptance of deliveries
- Removal of 'help yourself' sauce and cutlery stations

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 MESC 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 management.

Andrew Spice
General Manager
MESC

