

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



## Your COVID-19 Safety Plan

### Places of worship

#### Business details

Business name	Hillsong Northshore
Business location (town, suburb or postcode)	The Concourse, Civic Pavilion 409 Victoria Ave Chatswood NSW 2067
Completed by	Allen Yan
Email address	<a href="mailto:allen.yam@hillsong.com">allen.yam@hillsong.com</a>
Effective date	8 November 2021
Date completed	11 November 2021

---

### Wellbeing of staff and customers

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

Agree

Yes

**Tell us how you will do this**

1)All attendees are instructed on health and safety protocols across mediums including email, ticketing information, social media messaging, website, and signage on arrival. 2)COVID-19 Safety Warden/Manager are to enforce social distancing measures, check in & usage of face masks with the workers, students, members and public involved in the activity.3)Workers are made aware of Government Health recommendations, or requirements, relating to the use of

face masks in their relevant State or Territory.

**Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning.**

Agree

Yes

**Tell us how you will do this**

All workers are instructed to complete the Safe Church online training course titled 4. COVID-19 Staff & Volunteer Safety Training prior to entering the workplace.

**Display conditions of entry including requirements to stay away if unwell and record keeping.**

Agree

Yes

**Tell us how you will do this**

Conditions of entry displayed on website, social media, and venue entrance.

---

## **Physical distancing**

**Capacity must not exceed 1 person per 2 square metres of space of the premises.**

Agree

Yes

**Tell us how you will do this**

Posters on physical distancing are prominent throughout buildings. 1) The maximum person limit for each church building and room within are already known and will be observed (including Foyers, Welcome Lounge and Resource Centre areas)1) Signs placed around the buildings display the maximum person limit for each room.

Events manage crowd control. 1) Crowd and queue management plan in place (Communicated by Events). 1) Queue management in place to promote physical distancing at key access points (including toilets, entrances, children's programs, café and resource areas). 1) Where a room or building limits are exceeded, Department or Location Leadership will require the relevant number of people to not enter or leave.

**Ensure 1.5m physical distancing where possible, including:**

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

**Agree**

Yes

**Tell us how you will do this**

Entry and exit points are identified and well signed to help facilitate physical distancing. 1) Floor markings to keep workers, students and public, at least 1.5m apart from each other.

**Avoid congestion of people in specific areas where possible.**

**Agree**

Yes

**Tell us how you will do this**

Posters on physical distancing are prominent throughout buildings. 1) The maximum person limit for each church building and room within are already known and will be observed (including Foyers, Welcome Lounge and Resource Centre areas). 1) Signs placed around the buildings display the maximum person limit for each room. 1) Events manage crowd control.

**Have strategies in place to manage gatherings that may occur immediately outside the premises, such as at the conclusion of services.**

Agree

Yes

**Tell us how you will do this**

Posters on physical distancing are prominent throughout buildings. 1) The maximum person limit for each church building and room within are already known and will be observed (including Foyers, Welcome Lounge and Resource Centre areas). 1) Signs placed around the buildings display the maximum person limit for each room. 1) Events manage crowd control. 1) Foyer and external furniture will be rearranged to enable physical distancing. 1) Where outdoor areas are available they are used for gatherings.

**Singing and dancing by unvaccinated adults is not allowed in indoor areas (excluding a performer who is performing or rehearsing; a person who is instructing or being instructed in singing or dancing; or at a small funeral or memorial service or a small wedding service).**

Agree

Yes

**Tell us how you will do this**

Musicians, Singers, MC and Speakers are distanced 1.5m apart on platform. Rows directly in front of the platform are set legal required distance from the platform. 1) Singers are positioned at front of stage to avoid projecting their breathing onto others on platform. 1) The number of singers on platform limited to the number of people recommended by the current relevant State or Territory requirements. 1) Film and support crew are distanced from singers performing on platform. Unmanned and stationary cameras (setup in Audience) are used where possible.1) Statement about the importance of vaccinations provided in staff intranet site along with other COVID-19 safety information. 1)Managers have confirmed workers vaccination status when required

---

## Ventilation

**Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.**

Agree

Yes

**Tell us how you will do this**

Where possible windows and doors are open to increase natural ventilation. 1) Airconditioning units are serviced and cleaned regularly 1) Improvement plan for ventilation is in place

**Use outdoor settings wherever possible.**

Agree

Yes

**Tell us how you will do this**

Foyer and external furniture will be rearranged to enable physical distancing. 1) Where outdoor areas are available they are used for gatherings.

**In indoor areas, increase natural ventilation by opening windows and doors where possible.**

Agree

Yes

**Tell us how you will do this**

Where possible windows and doors are open to increase natural ventilation.

**In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Agree

Yes

**Tell us how you will do this**

Where possible windows and doors are open to increase natural ventilation.

**Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).**

Agree

Yes

**Tell us how you will do this**

Airconditioning units are serviced and cleaned regularly

**Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.**

**Agree**

Yes

**Tell us how you will do this**

Improvement plan for ventilation is in place

---

## **Hygiene and cleaning**

**Face masks must be worn by staff and customers in indoor areas, unless exempt.**

**Agree**

Yes

**Tell us how you will do this**

Workers and attendees are made aware of Government Health recommendations, or requirements, relating to the use of face masks in their relevant State or Territory.

**Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.**

**Agree**

Yes

**Tell us how you will do this**

Alcohol based hand sanitiser made readily available to all workers on premise and on entry to buildings (out of reach of children). 2) Soap and water for hand washing and paper towel or air dryer for hand drying made available in bathrooms, break rooms, food preparation areas with instructional signs on hand washing

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

**Agree**

Yes

**Tell us how you will do this**

Soap and water for hand washing and paper towel or air dryer for hand drying made available in bathrooms, break rooms, food preparation areas with instructional signs on hand washing.

**Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.**

**Agree**

Yes

**Tell us how you will do this**

Regularly clean frequently touched surfaces including counters, benches, kitchenettes, drinking fountains, handrails, doors, till, phones, keyboards, and EFTPOS facilities. 2) Between services frequently touched surfaces and equipment are cleaned. 2) shared equipment such as microphones, IEM packs, communication systems, etc. are cleaned with alcohol wipes between use.

---

## **Record keeping**

**Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, volunteers, visitors and contractors.**

**Agree**

Yes

**Tell us how you will do this**

Workers and attendees are required to check in to church premises using systems required by Location Leadership and NSW government.

**Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.**

Agree

Yes

**Tell us how you will do this**

Workers and attendees are required to check in to church premises using systems required by Location Leadership and NSW Government. 1) check in points are located at entries to buildings and are highly visible. 1) during busy time team are rostered to assist attendees and workers with sign in o state based check-in app

**If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, volunteers, visitors and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.**

Agree

Yes

**Tell us how you will do this**

Ipads are available for those who do not have access to check in apps.

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable, including any play centres. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.**



**Agree**

Yes

**Tell us how you will do this**

All locations providing food and/or drinks are approved by executive leadership to do so and have met council (Council approved) and State government requirements (Implemented Appropriate food operations COVID Safe Plan). 15) All locations providing retail (Resource centres) are approved by executive leadership to do so and have met State government requirements (implemented Retail/supermarket COVID Safe Plan).

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

Yes