

# COVID Safe Workplace Guidelines

## GAMBLING INDUSTRY



### Purpose

The COVID Safe Workplace Guidelines set out what employers should do as they continue, or seek to resume, business operations. By following these guidelines you will be able to show how you will comply with minimum standards determined by Public Health, and with the requirements of the Work Health and Safety Act. This will help keep your workers and others safe from COVID-19. Workplaces that do not show compliance with the standards may be subject to enforcement actions.

### About the gambling industry

In the gambling industry, workers interact with customers, contractors and suppliers through the provision of gambling related services that operate in casinos, hotels, clubs and totalizator (TAB) outlets.

These Guidelines apply to gambling activities licensed under the [Gaming Control Act 1993](#), including casino table gaming, electronic gaming machines, keno, TAB wagering and minor gaming activities.

### How to comply with the new standards

Businesses must implement measures to achieve the minimum standards and must also document these measures.

You will need to do a risk assessment to decide which control measures are most suited to your industry and business. You will need to take into account the level of risk of the virus spreading that exists at the time. On the following pages are **examples** of control measures that will help you meet each new standard.

- ▶ [Template and example COVID-19 risk register](#) (Safe Work Australia): a template for doing a risk assessment.

### Managing other risks

You must manage other risks associated with COVID-19. These include:

- ▶ the risks to health and safety of workers doing unfamiliar tasks. Consult with these workers about their skills, training needs and workloads before they start new work
- ▶ the risks to mental health of workers due to the pandemic. Offer information and support, including counselling through an employee assistance program, a supportive workplace culture, or external service providers such as [Lifeline](#) or [Beyond Blue](#).

### Checklists and templates

A COVID-19 Safety Plan is a great way for businesses to document measures and show how they are keeping their customers, their workers and the community safe.

These templates and checklist will help you develop a COVID-19 Safety Plan.

- ▶ [COVID-19 Workplace Checklist](#): Use this checklist to keep your workers and others safe at the workplace and limit the spread of COVID-19. It covers working from home, physical distancing, handwashing/hygiene, cleaning and more. Update it on a regular basis.
- ▶ [COVID-19 Safety Plan small business template](#)
- ▶ [COVID-19 Safety Plan medium business template](#): Use these templates to show how you are planning to manage any risks arising from restarting your small or medium business.

Other resources that may assist you in completing your COVID-19 Safety Plan include:

- ▶ [COVID Safe Workplace Guidelines - Hospitality](#) (WorkSafe Tasmania)
- ▶ [Safe Work Australia hospitality industry information for COVID-19](#)
- ▶ The [Tasmanian Hospitality Association](#) has developed a support framework to guide venues through the Safety Plans process. Access is available to a video based learning framework for members and non-members and includes THA customised content.
- ▶ [COVIDSafe Planning tool](#) (National COVID-19 Coordination Commission): online planning tool to help you keep your workers, customers and the community safe.
- ▶ [Pandemic Plan Advice](#) (WorkSafe Tasmania): includes planning, communication and consultation, risk management, and general control measures.
- ▶ [How to clean and disinfect your workplace](#) (Safe Work Australia): explains products to use and how to clean items.
- ▶ [Safe Work Australia COVID-19 Resource Kit](#): includes checklists for:
  - Cleaning
  - Physical distancing
  - Health, hygiene and facilities
  - Printable signage.
- ▶ [Tasmanian Government Advice on gatherings](#)  
Check this site regularly, as the numbers permitted to attend gatherings will change as the three recovery stages are worked through.

When you undertake your business activities they must be consistent with the Public Health directives at that time.

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| Title  | Standard   | Actions to control the risks associated with COVID-19 may include, but not limited to:   |
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| <p><b>1. Managing risks to health and safety</b></p> | <p>An employer must manage the risk of a person contracting or spreading COVID-19 disease:</p> <ol style="list-style-type: none"> <li>in the workplace; or</li> <li>in connection with the conduct of the business or undertaking.</li> </ol> <p>The employer must identify and manage the risks that may contribute to a person contracting or spreading COVID-19</p> <p>In managing the risks, the employer must take into account information that is published and accessible by the employer about:</p> <ul style="list-style-type: none"> <li>a duty or obligation imposed under the WHS Act, the Public Health Act or Emergency Management Act</li> <li>relevant information, recommendations or guidance materials published or specified by a public authority, an equivalent Commonwealth authority, or a relevant industry body, in relation to COVID-19</li> <li>the nature of the work being performed</li> <li>the nature of the industry in which the work is being performed</li> <li>the environmental conditions of the workplace, such as design, layout or systems of work, which may increase a person's exposure to COVID-19.</li> </ul> <p>The above information needs to be considered when:</p> <ol style="list-style-type: none"> <li>implementing the controls, and</li> <li>reviewing and adjusting the controls:</li> </ol> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for managing health and safety risks are to apply to gambling related activities. In addition, the following specific controls apply:</p> <ul style="list-style-type: none"> <li>▶ Safety Plans are to be verified by the business owner of the gambling equipment before commencing operation. For example:             <ul style="list-style-type: none"> <li>- Network Gaming for venues operating electronic gaming machines and/or keno; and</li> <li>- Tabcorp for TAB facilities.</li> </ul> </li> <li>▶ The Safety Plan needs to address how and when gambling equipment would be closed down due to a suspected COVID-19 infection or other breach of the Safety Plan.</li> <li>▶ Ensure adequate staffing is provided to monitor gambling areas for control of entry numbers, social distancing and hygiene requirements, and to ensure responsible conduct of gambling obligations continue to be met.</li> <li>▶ Ensure procedures include strategies for mitigating COVID 19 risks when managing customers displaying signs of gambling-related harm and removal of excluded persons, registered with the Tasmanian Gambling Exclusion Scheme, from the premises.</li> <li>▶ When considering the relocation of gambling equipment or changes to gaming areas to accommodate physical distancing requirements, contact the Liquor and Gaming Branch of the Department of Treasury and Finance to seek any approvals required under the Gaming Control Act.</li> <li>▶ Continue to comply with the <a href="#">Responsible Gambling Mandatory Code of Practice for Tasmania</a> during this period.</li> <li>▶ If possible and where required by Public Health guidelines, consider the following:             <ul style="list-style-type: none"> <li>- Monitor the numbers of customers in gambling areas to ensure you are meeting requirements</li> <li>- Be aware of the time people are spending in the gambling area</li> <li>- Are the hours of operation suitable to allow the appropriate level of cleaning?</li> </ul> </li> </ul> <p>Complete and review your risk assessment regularly to ensure your control measures are still working; or if risk levels change.</p> <p>Key things to consider:</p> <ul style="list-style-type: none"> <li>▶ What are the current legal requirements (e.g. public health orders, health directions) for my area and how do they apply to my business?</li> <li>▶ Does the nature of the work undertaken by my business increase the risk of my workers being exposed to COVID-19?</li> <li>▶ What effect may the COVID-19 controls you put in place have on other hazard management controls you already have in place?</li> <li>▶ Does my workplace environment/layout increase the risk of my workers and/or clients being exposed to COVID-19 and can this be changed?</li> <li>▶ Do I have workers that fall within a vulnerable worker category?</li> <li>▶ Is there an increased risk of violence in my workplace?</li> </ul> |

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| <p><b>2. Cleaning and hygiene</b></p> | <p><b>Cleaning</b></p> <p>The employer must prepare, implement and maintain a schedule for cleaning, and where appropriate disinfecting, that ensures the workplace is routinely cleaned. This must include furniture, equipment and other items</p> <p>The cleaning schedule should be in writing so that all workers are aware of the requirements. The schedule should take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace.</p> <p>This schedule is to set out both the frequency and manner in which cleaning and disinfecting is to be done.</p> <p><b>Hygiene</b></p> <p>The employer is to put a hygiene procedure in place to ensure all persons at the workplace are observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace.</p> <p>This procedure is to address the cleaning of hands by workers and other persons in the workplace using soap and water or the use of hand sanitiser, as appropriate for the circumstances.</p> <p><b>Supplies and Equipment</b></p> <p>The employer must provide all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace is able to be complied with.</p> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for cleaning and hygiene are to apply to gambling related activities. In addition, the following specific controls apply:</p> <p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>▶ For extra cleaning of frequently used surfaces (detailed in the Hospitality Guide), it is expected that: <ul style="list-style-type: none"> <li>- all gambling surfaces frequently touched, including electronic gaming machines, gambling tables and self-service terminals, should be cleaned regularly and between users where possible;</li> <li>- where customers are encouraged to clean surfaces before and after use, appropriate sanitation needs to be provided and signage displayed on how this is to be done. Self-cleaning is not a replacement for regular cleaning of these surfaces by the premises; and</li> <li>- staff need to monitor that self-cleaning is being undertaken appropriately</li> </ul> </li> <li>▶ Cleaning plans should include strategies for handling cash by workers and customers (e.g. provision of gloves and hand sanitiser) and regular cleaning of coin cups is encouraged. Casinos should also consider the same measures for gambling chips, playing cards and dice</li> <li>▶ Cleaning plans should also include surfaces used intermittently by gambling customers, such as lucky envelope dispensers, automatic teller machines and vending machines.</li> </ul> <p><b>Hygiene</b></p> <ul style="list-style-type: none"> <li>▶ Ensure customers have access to sanitiser at all times while using gambling related equipment and pencils/pens, in particular EGMs, self-service terminals and where entry forms are located.</li> </ul> <p><b>Supplies and Equipment</b></p> <ul style="list-style-type: none"> <li>▶ Ensure cleaning products are available. Instruct workers in their safe use and make sure Safety Data Sheets are available</li> <li>▶ Establish/document procedures for the safe disposal of contaminated waste</li> <li>▶ Select and use appropriate cleaning and disinfecting products. Refer to the guidance from Safe Work Australia and Public Health</li> <li>▶ Wear gloves and eye protection when handling and preparing disinfecting solutions.</li> </ul> |

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| <p><b>3. Restrictions on entry to the workplace</b></p> | <p>The employer must take all reasonable steps to ensure that a worker does not enter or attend the workplace if the worker is required to isolate, or quarantine, under a direction by:</p> <ul style="list-style-type: none"> <li>• the Director of Public health, under the <i>Public Health Act 1997</i>, or</li> <li>• the State Controller under the <i>Emergency Management Act 2006</i></li> </ul> <p>A worker must not enter a workplace if the worker is required to isolate, or quarantine, under a direction made by:</p> <ul style="list-style-type: none"> <li>• the Director of Public Health, under the <i>Public Health Act 1997</i>, or</li> <li>• the State Controller under the <i>Emergency Management Act 2006</i></li> </ul> <p>However, a worker is able to be at a workplace for the following reasons:</p> <ol style="list-style-type: none"> <li>1. to obtain medical treatment or testing in relation to COVID-19, and the workplace is the appropriate place to receive such treatment or testing, or</li> <li>2. the worker is required or permitted, under a direction made in relation to COVID-19, to enter or be at the workplace, and does so in accordance with that direction, or</li> <li>3. there is an emergency and the worker is entering or at the workplace to protect:               <ul style="list-style-type: none"> <li>- the safety of the worker, or</li> <li>- the safety of another person, or</li> <li>- the worker's property or the property of another person.</li> </ul> </li> </ol> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for entry restrictions are to apply to gambling related activities and areas. In addition, the following specific controls apply:</p> <ul style="list-style-type: none"> <li>▶ Gambling areas are to be treated as separate entry areas with separate display signs relating to COVID 19 safety at these points and in conspicuous areas as relevant</li> </ul> <p><b>Compulsory contact tracing</b></p> <ul style="list-style-type: none"> <li>▶ You must collect contact details of every person who enters and remains on their premises for at least 15 minutes</li> <li>▶ The contact details are: name, contact telephone number and the date and time of entry or attendance</li> <li>▶ Owners and operators must keep this information for at least 28 days, and provide it as soon as possible if it is requested by the Director of Public Health</li> <li>▶ You can use the Tasmanian Government's Check in Tas app, or alternative electronic or paper-based solutions to do this.</li> </ul> |

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| <p><b>4. Physical distancing at the workplace</b></p> | <p>An employer must take all reasonable steps to ensure that as far as is reasonably practicable that the current physical distancing requirements are complied with. The current requirements are detailed at <a href="https://coronavirus.tas.gov.au">coronavirus.tas.gov.au</a>.</p> <p>If it is not reasonably practicable to comply with the physical distancing requirements described above, then the employer should ensure that control measures are implemented in keeping with the requirements to manage the risks to health and safety relevant to COVID-19 as described in the “Managing Risks to Health and Safety” section of this document.</p> <p>A person at, entering or leaving a workplace must ensure that s/he complies with physical distancing requirements of that workplace, if it is reasonable to do so.</p> <p><i>Note: some premises may be exempt from the maximum density limits under the current Public Health Directions. Please refer to <a href="https://coronavirus.tas.gov.au">coronavirus.tas.gov.au</a> for the latest advice and Directions.</i></p> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for physical distancing are to apply to gambling related activities. In addition, the following specific controls apply:</p> <ul style="list-style-type: none"> <li>▶ Work out the capacity of your premises so you can apply the appropriate density and physical distancing requirements. This may include measuring the area of a room/space and calculating its capacity against the current physical distancing requirements. This will ensure you know the maximum capacity of your gathering/ dining spaces.</li> <li>▶ Limit the number of people into your premises at any one time to meet these requirements</li> <li>▶ Ensure staff, contractors, technicians and other workers onsite are aware of the relevant requirements under the WHS Act or Regulations, the Public Health Act and Emergency Management Act.</li> <li>▶ The physical distancing requirements outlined in the Tasmanian Government Advice on gatherings must be considered for all areas including casino table games, EGMs and self-service terminals.</li> <li>▶ Depending on the configuration layout of EGMs within your premises, the number of persons able to play EGMs may be less than the room capacity to ensure a distance of 1.5 metres between customers.</li> <li>▶ Ensure persons at gambling tables are seated 1.5 metres from each other.</li> <li>▶ In most cases it is practicable and achievable for patrons at gaming machines or gaming tables to be physically distanced by 1.5 metres. It is up to an individual gaming venue how it achieves the physical distancing requirements. You should choose from:             <ul style="list-style-type: none"> <li>- switching off every second machine and for multiple self-service terminals switching only one terminal on;</li> <li>- not allowing a customer to sit at an adjacent machine to another customer; and</li> <li>- displaying “not in use” signage at an adjacent machine.</li> </ul> </li> <li>▶ Cleaning and hygiene measures are <b>not</b> a replacement control for physical distancing.</li> <li>▶ Ensure signage to indicate the maximum number of people allowed in each gambling area is displayed at the entry point and in conspicuous places.</li> <li>▶ Hardcopy materials that are usually shared by customers, such as newspapers and form guides, should not be provided.</li> <li>▶ Gambling information available to players on responsible gambling etc should be kept by the customer or destroyed (not returned to the holder).</li> </ul> |

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| <p><b>5. Providing instruction, training and supervision in respect to COVID-19</b></p> | <p>The employer must provide each worker at the workplace (including contractors and volunteers) with information, training and instruction on:</p> <ul style="list-style-type: none"> <li>• the risks in relation to COVID-19, and</li> <li>• the control measures implemented in the workplace to mitigate those risks, in relation to COVID-19.</li> </ul> <p>The employer must provide adequate supervision to ensure that the control measures are implemented in the workplace in relation to COVID-19.</p> <p>The employer must also ensure that information and instruction is provided to other persons entering the workplace about the control measures in place to mitigate the risks of COVID-19 and the requirements of those persons to apply the control measures.</p> <p>The information and instructions are to be in a format that is reasonable to the circumstances.</p> <p>A worker or other person, at the workplace or entering or leaving the workplace, must comply, so far as the person is reasonably able, with any reasonable instruction that is given by the employer to allow the employer to manage the risks to health and safety within the workplace.</p> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for instruction, training and supervision are to apply to gambling related activities. In addition, the following specific controls apply:</p> <ul style="list-style-type: none"> <li>▶ Ensure that instruction and training in COVID-19 controls also covers the gambling related controls contained in these Guidelines.</li> </ul> |

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| <p><b>6. Responding to an incident of COVID-19 in the workplace</b></p> | <p>The employer at a workplace must ensure that an emergency plan is prepared for the workplace that provides for emergency procedures, testing of the procedures and the provision of information, training and instruction to relevant workers in implementing the emergency procedures.</p> | <p>The <a href="#">Hospitality Industry COVID Safe Workplace Guidelines</a> for emergency procedures are to apply to gambling related activities. In addition, the following specific controls apply:</p> <ul style="list-style-type: none"> <li>▶ The post-incident follow-up process must include notification of any incident to the Liquor and Gaming Branch</li> <li>▶ Ensure surveillance footage is secured to assist Public Health with any COVID 19 infection tracing.</li> </ul> |

**Acknowledgement**

Information based on material from Safe Work Australia and WorkSafe New Zealand

**Disclaimer**

To ensure this information is easy to understand, we refer to 'employers' and their responsibilities. However, under the work health and safety laws, duties apply to a 'person conducting a business or undertaking' (PCBU) which includes employers and also others who engage workers. See [information about PCBUs](#) for more detail.