



Customer
Service

New compliance measures 24th July

Last updated 23 July 2020

www.customerservice.nsw.gov.au

1. New compliance measures copy for a newsletter/website

New compliance measures for NSW venues

The NSW Government has introduced new COVID-19 restrictions for all pubs, clubs, restaurants, cafes and small bars to ensure your business is safe for you, your employees and customers.

Under the new rules, which come in to effect on Friday 24 July, you will be required to make sure:

- No booking or table is over 10 people, down from 20;
- The number of people at a venue is at a maximum of 300 at any one time;
- You have undertaken a compulsory COVID-Safe registration;
- There is a dedicated COVID Safe Hygiene Marshall in distinctive clothing overseeing social distancing, cleaning and hygiene at the venue;
 - Large venues with a capacity of greater than 250 people are to have a COVID Safe Hygiene Marshall on duty whenever the hotel is open.
 - Smaller venues with a capacity of less than 250 are to have a COVID Safe Hygiene Marshall employed in peak periods (lunch 12pm to 3pm and dinner 5pm to 9pm).
- Create a digital record of patron names and phone numbers (excel or word) to be submitted within 24 hours if you use paper sign-in which is still allowed (though you are strongly encouraged to look at QR code sign-in);
- All patrons provide their name and contact details accurately; and

Businesses that already have a COVID Safe Plan in place will have had to meet these requirements. Registering as COVID Safe takes just a few minutes.

These tougher measures will be enforced with random and covert inspections of venues. There will be serious penalties if you fail to meet these standards, including fines and enforced closures of businesses.

As our economy reopens, it's more than important than ever to work together to minimise the spread of Covid-19 and welcome customers back.

For more information visit [COVID-19: What you can and can't do under the rules](#).

To complete a COVID-19 Safety Plan and register as a COVID Safe business is via the [COVID Safe businesses page](#) on the NSW Government website.

2. New compliance measures social copy

Tiles targeted at business:



Post:

From Friday 24th July all pubs, clubs, restaurants, cafes and small bars in NSW will have to adhere to strict new rules. Know the facts to avoid a fine. Latest information at nsw.gov.au



Post:

New rules come in from 24th July for all pubs, clubs, restaurants, cafes and small bars in NSW to help reduce the chance of a COVID outbreak



Post:

The new rules for pubs, clubs, restaurants, cafes and small bars come into effect from 24th Feb. Make sure you know the facts. Latest information at nsw.gov.au

2. New compliance measures social copy

Tiles targeted at customers:



Post:

Support your local business by following the COVID Safe rules. Every business may be different so check what is in place and don't put them at risk of a fine



Post:

To help keep businesses open help them stay COVID Safe. Understand the measures they have in place and do the right thing. Together we can keep the virus in check



Post:

The best thing you can do is be a COVID Safe customer. This means following the rules, being patient and knowing that if we work together we can make a difference



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