

# Hospitality Industry Guidelines for coronavirus (COVID-19)

26 May 2020

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# 1 Introduction

## 1.1 Context

The Victorian Government, alongside National Cabinet, has started a process to ease the restrictions that were put in place to help slow the spread of coronavirus (COVID-19). This will be a careful and staged process.

The roadmap put forward by National Cabinet for this process allows each jurisdiction to decide which restrictions can be eased and when, based on public health advice and local circumstances. To appropriately manage the opening of facilities and venues, operators will need to comply with a range of requirements specified in legal directions.

With the easing of restrictions, Victorians will be asked to play their part to keep one another safe – this includes maintaining a distance of at least 1.5 metres from each other, practising good hygiene and staying home even if slightly unwell.

The Victorian Government will work in partnership with industry and unions to prepare for each step of the easing of restrictions.

The Victorian Government has announced that, from 11:59pm on 31 May 2020, cafes, restaurants and pubs can resume serving meals using table service only, for up to 20 customers at a time (a restaurant that has different dining areas/rooms may have up to 20 customers in each separate dining area, subject to density restrictions).

## 1.2 Purpose

This document is intended to assist hospitality businesses to prepare to safely resume operations in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected.

The Victorian Government developed these guidelines in collaboration with industry.

## 2 Coronavirus (COVID-19) Hospitality Guidelines

### 2.1 Guidance on development of plans

Each venue is unique and should develop a tailored plan based on the information contained in this guide.

The below information, checklists and FAQs should assist businesses in creating a bespoke plan for each business to be safe for staff and customers.

SUMMARY OF KEY ACTIONS	WHO
<b>What you need to do to safely re-open your hospitality business</b>	Business
<input type="checkbox"/> Protect staff wellbeing by ensuring <u>safety and hygiene</u> measures are in place as well as ensuring workers are complying with health advice and are not unwell.	Business
<input type="checkbox"/> All staff are provided with a copy of these guidelines and encouraged to complete the Victorian Government online coronavirus (COVID-19) training (available from 1 June), including ensuring at least one staff member at the venue has completed the training.	Business
<input type="checkbox"/> Have provisions in place to <u>record patrons' contact details</u> on booking or entry, with name and a contact number (the details of every patron should be recorded, not just one every table).	Business
<input type="checkbox"/> Undertake a deep clean of the premises and implement additional <u>hygiene and cleaning measures</u> and practices	Business
<input type="checkbox"/> Ensure venue is set up to adhere to <u>patron and table size limits, and physical distancing of dining groups</u> of: a. capacity limits of 20 patrons per separate dining space (not including staff); b. density quotient of 1 patron per 4 square metres of floor space accessible to patrons; <b>and</b> c. tables to have no more than six patrons and arranged so that patrons from different tables are not closer than 1.5 metres when seated.	Business
<input type="checkbox"/> Ensure <u>patron awareness of, and compliance with,</u> requirements (including collection of contact information).	Business
<input type="checkbox"/> Be ready to work with the Department of Health and Human Services in the event of a case of coronavirus (COVID-19) in a staff member or patron, or an outbreak affecting your business.	Business
<input type="checkbox"/> Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines.	Business
<input type="checkbox"/> Prepare signage to display at your venue, including evidence that at least one staff member at your venue has completed the the Victorian Government online coronavirus (COVID-19) training.	Business

Relevant fact sheets, templates and downloadable signage for hospitality businesses are available at the Business Victoria website [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)

## 2.2 Environmental measures including cleaning

### 2.2.1 Description

Businesses are encouraged to have a plan that takes into account coronavirus (COVID-19) guidance from WorkSafe Victoria and the guidelines contained in this document.

Additional hygiene measures are a priority. While these additional measures will vary between venues, a person who owns, controls or operates a food and drink facility which involves members of the public entering any single undivided indoor or outdoor space, must, at a minimum:

- Undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms. Further advice about cleaning can be found at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)
- Display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and patrons.
- Maximise ventilation where possible.
- Provide physical barriers or floor markings to ensure physical distancing is maintained at cashiers, or consider installation of sneeze guards.
- Limit dine-in service to table service only (i.e. no communal self-serve stations).
- Reduce touch points where possible, such as using contact-less payments, laminated menus that can be cleaned in between each use, minimising condiments on tables and removing communal and self-service equipment.

Venues should regularly check that they are complying with current directions and advice provided by health authorities.

Venues should also note that the workplace health and safety obligations remain under the *Occupational Health and Safety Act 2004* (OHS Act) with respect to identifying hazards and eliminate or, where is not possible to eliminate, reduce risks as far as reasonably applicable. This includes preventing, and where prevention is not possible, reducing, risks to health and safety associated with potential exposure to coronavirus (COVID-19). For more information, see [www.worksafe.vic.gov.au/coronavirus-covid-19](http://www.worksafe.vic.gov.au/coronavirus-covid-19) and [www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers).

Frequent cleaning and hand hygiene are fundamental to reducing the risks from coronavirus (COVID-19). For further information on cleaning see '[Cleaning and disinfecting to reduce COVID-19 transmission – Tips for non-healthcare settings](#)' and the '[Australian Food Safety Standards](#)'. Soap (from a dispenser) and water should be used to clean hands. An alcohol-based hand rub can also be used (where for example, when hands are not soiled but may have been contaminated from contact with environmental surfaces). Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people. Staff should avoid touching their face, especially their mouth, nose, and eyes when cleaning. Staff should also clean hands before putting on and after removing gloves used for cleaning.

Please refer to the checklists in the **Appendix** of this document for further advice. These are available as downloadable templates at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19).

## 2.2.2 FAQs

### **What are the most important things I can do to reduce the risk of coronavirus (COVID-19) in my business?**

Frequent cleaning, hand hygiene, ensuring people do not attend a premises when unwell and physical distancing are the main measures that can protect against coronavirus (COVID-19).

### **What best practice measures can I put in place to encourage physical distancing?**

Encourage online and phone bookings and limit the number of walk-in diners.

Mark queueing spots to ensure a 1.5 metre spacing between each person in a queue.

Place tables so that diners are 1.5 metres from a neighbouring table when seated. If practical, arrange seating so different groups of customers are not seated face-to-face.

Encourage customers to remain at least 1.5 metres apart when moving through the business. If possible, stagger seating times and manage the duration of sittings to control the flow of patrons.

### **What signage do I need to display?**

The Victorian Government has developed a range of display material and signage that venues can print and display, available at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19).

At a minimum to venue owner must:

- Display a sign at each public entry that includes information on the maximum number of people that can be present in the space at a single time, rounded down to the nearest whole number.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and patrons.

### **How often should surfaces be cleaned?**

Cleaning and sanitising common contact surfaces will help to reduce the spread of coronavirus (COVID-19). This should be done regularly for high-touch surfaces, including items on the table, after each customer has left. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage. Where available, a sanitiser should be used following thorough cleaning.

Common contact surfaces include:

- Eating and drinking utensils
- Tables and chairs (including underneath)
- Kitchen and food contact surfaces
- Door and cupboard handles
- Handrails
- Refrigerator handles
- Tap handles
- Switches
- EFTPOS keypads.

Personal items used in the workplace such as phones should be cleaned and, ideally, sanitised frequently (e.g. by using isopropyl alcohol wipes). Workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines should also be regularly cleaned.

### **How should surfaces be cleaned and disinfected?**

You need to clean and disinfect surfaces; both steps are essential. The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets. Cleaning alone does not kill germs.

The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label.

You can find more information at [www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission](http://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission).

### **Are self-serve food and drink stations permissible?**

Communal self-serve stations increase the risk of infection. The number of common touch points within the premises should therefore be reduced as far as possible. Self-service buffet-style food service areas, cutlery and glass stations, and communal drink and condiment stations should all be removed, or access prevented. Free drinking water should be provided via table service rather than at self-serve stations.

### **How often should staff be washing their hands or sanitising?**

The most important measure is proper handwashing. As is usual practice, staff who handle food must have access to appropriate handwashing facilities and must wash and dry their hands:

- before handling food;
- between handling raw food and food that is ready to eat, such as pre-cooked food and salads;
- after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet;
- after touching hair, scalp, mouth, nose or ear canal;
- after handling rubbish and other waste;
- after handling money or bank cards;
- before and after cleaning; and
- after removing gloves (if used).

### **What other personal hygiene processes should I consider implementing for staff?**

It will be up to venues to decide whether additional short breaks in staff schedules will be required to follow proper hygiene procedures.

### **How can I limit interaction between customers and cashiers/front of house staff?**

There are a number of ways interactions can be limited to reduce the risk of coronavirus (COVID-19) transmission.

Encourage customers to use contactless payment methods such as credit or debit cards, phone or other payment-enabled devices instead of cash.

Consider using physical barriers, such as plexiglass screens, at counters where interactions with customers frequently occur.

If practicable, set up separate venue entry and exit points.

### **How can staff safely provide menus to customers?**

Menus should be either laminated and sanitised after each use or single-use paper menus. General non-contact signage can also be used to display your menus. Takeaway menus should be placed outside the venue.

### **Should all food deliveries be cleaned before use, including packaging?**

All perishable food such as fresh fruit and vegetables should be cleaned as usual. Do not use soap, disinfectants or detergents to wash your food. These cleaning products are not designed for human consumption and may be unsafe to use with food.

Food packaging has not presented any specific risk of coronavirus (COVID-19) transmission. Studies suggest that the virus may survive for a few hours or up to several days, depending on the type of surface, temperature and humidity of the environment. If required, and safe to do, food packaging can be sanitised with common household disinfectants such as alcohol-based sanitiser.

For further information, please visit [Food Safety Standards](#).

### **How can I best maintain physical distancing with contractors such as delivery drivers?**

Delivery drivers and other contractors visiting the premises should minimise interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery.

### **Can we continue to use our standard cutlery, crockery and beverage containers or do we need to switch to disposables?**

Venues may continue to use their cutlery, crockery and beverage containers with appropriate hygiene, cleaning and sanitation processes in place. There is currently no evidence to suggest any benefit in switching to disposable, single-use food and beverage containers, cutlery and crockery.

### **How often should table condiments and water jugs be cleaned?**

The number of condiments available on tables should be minimised where possible. Where they are offered, they should be cleaned after each group of diners. This includes items like sugar, salt, pepper and water jugs. If provided, condiments should be disinfected between uses and jugs of water should be properly cleaned before reuse.

### **My business was closed or operating minimally during the coronavirus (COVID-19) restrictions. How do I reopen safely?**

Check that food, equipment and other surfaces have not become contaminated due to maintenance activities, leaks or reduced use.

Make sure power, water supply and drainage are available and working as intended.

Check for signs of pest infestation and carry out the required pest control before opening.

Throw out food or packaging damaged by pests or food in damaged or opened packaging.

Thoroughly clean premises, utensils and packaging (where appropriate) before opening.

Check that perishable foods in the fridge/cool room are still safe to use if these are not showing obvious signs of spoilage and are within their use-by or 'Best Before' date.

Consider the suitability of all food that may have been compromised during closure or reduced operation period.

### **I am a business or staff member with questions about reopening, who can I contact?**

Business Victoria is ready to support hospitality businesses and answer questions about preparations for a safe reopening. Businesses or staff can contact Business Victoria on 13 22 15 or using the online [Contact Us form](#).

### **What counts as 'food' to allow alcohol to be served?**

Alcohol can only be served with a meal, which is more than a 'snack'. Restaurants and cafes should use common sense in applying this requirements noting that menus are all different. That said, alcohol must not be served without food or with snack food only.

As always, we ask you to use your judgement to ensure that you customers drink responsibly.

### **Am I able to impose a time limit on bookings?**

Having set seatings so there is minimal overlap between different groups is recommended. If businesses choose to impose a time limit on bookings, this should be kept to less than two hours, particularly if there is more than one group sharing the same space.

### **How do I ensure shared toilets at my venue comply with physical distancing measures?**

Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.

Advise patrons to return to their seats if physical distancing cannot be practiced while queueing.

Ensure toilets are in working condition with warm running water for the hand basin and soap dispensers and disposable hand towels/dryers are provided.

High touch surfaces, including in bathrooms and toilets, should be frequently cleaned, with the number of cleaning times each day increased if there is a high number of patrons and a small number of facilities.

### **Does the 'one person per every four square metres' rule apply in the kitchen?**

The density quotient of one person per four square metres does not apply to staff in kitchens that are workplaces, but staff working in the kitchen must practise physical distancing where possible.

### **Am I able to have contractors on site but working in a different part of the building (e.g. undertaking refurbishment works)? Do they count towards the 20-patron limit?**

If contractors are working in a different part of the building or not in the same enclosed space as patrons, they do not count towards the 20-patron limit. But if they are working in the same enclosed space as patrons, they will be considered part of the 20-patron limit.

### **What cleaning is required for fabric chairs?**

Clean the touch surfaces of a fabric chair that can be wiped with a damp cloth. Chairs should be cleaned after each patron use.

### **Am I allowed to have shared plates on the menu?**

Yes, as long as they are shared within a group at the same table. No buffet service should be provided.

### **Are walk-ins allowed or am I only able to take bookings?**

Walk-ins are allowed but venues should consider how these are managed so that physical distancing can be maintained, particularly at entrances. Bookings provide a greater opportunity to manage demand and stagger arrival times to ensure physical distancing is maintained. Venues must also ensure walk-ins do not take them over the patron limit and that contact details are collected upon arrival.

### **Will the Victorian Government provide downloadable signage that I can put up at my venue on physical distancing and expected staff and patron behaviours?**

Yes. Signage for the hospitality industry can be downloaded at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)

Additional signage provided by the Victorian Government can be downloaded at [www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources](http://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources)  
[www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance](http://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance)

### **I have a children's play area or playground next to my dining room, am I able to open this?**

At this time, children's play areas within venues should remain closed. These facilities represent a risk of coronavirus (COVID-19) transmission because of the mixing of groups, the lack of access control and the need for regular cleaning and disinfection. The focus at this stage is on enabling a seated dining service while limiting patrons' movement inside venues.

### **Do I need to adjust air conditioning (HVAC)?**

Where possible, open windows and adjust air conditioning to enhance fresh airflow.

## 2.3 Floorplan and patron limits

### 2.3.1 Description

Physical distancing is an important component to creating a safe environment for staff and customers. The current directions require capacity limits of up to 20 patrons per single enclosed space, subject to meeting the density quotient of one patron per four square metres of patron-accessible area.

The area available for patrons in the dining area must be used when calculating the capacity limit for each separate dining area. You must not include any space that is not accessible to patrons, such as kitchens, behind bars, or storage areas.

Staff do not need to be included in the capacity limit. It is a limit on number of patrons only.

Each table must be spaced so that any diners on a neighbouring table remain 1.5 metres apart when seated. Each table must have a maximum of six patrons.

Venues should also consider:

- patron movement associated with entry and exit from the venue (consider separate entry and exit points if practicable)
- moving patrons quickly to tables to minimise queuing and congregation at entrances or arrival areas
- signage and floor markings to remind patrons of physical distancing requirements
- assisting your staff in encouraging patron compliance (including nominating a key staff member).

#### **Restaurants with multiple rooms or separate indoor and outdoor areas**

For single businesses on a large premises that may have, for example, multiple dining rooms (e.g. upstairs and downstairs, or separate rooms on one level, or an indoor and separate outdoor area), the following applies:

- Each separate dining area must not have a density of seated patrons greater than one per four square metres, and any more than 20 patrons at any one time.
- The density quotient of each dining area is the dining floor (measured in square metres) accessible to patrons (i.e. excluding areas behind bars and storage) divided by four.
- To seat 20 patrons, the dining floor area accessible to patrons must be a minimum of 80 square metres. If the dining floor area is smaller than 80 square metres, the density quotient applies.
- Multiple timed sittings are permitted as long as the number of seated patrons does not exceed the capacity of the dining area at any point in time.
- Alcohol-only service is not allowed. Patrons who wish to consume alcohol must do so with a meal.
- Separate entry/exit points are not required, but should be used if available. The venue should take steps to minimise opportunities for people to mix whilst waiting for a table (for example, closing lobbies/waiting areas and applying physical distancing rules to any queuing). Venues should consider reservation-only arrangements and staggered arrivals for bookings.
- Each dining area must be separated by permanent structures or be a discrete area of the premises that is sufficiently separated from any other area of the premises. Walls separating areas should be either reach from floor to ceiling, or be at least 2.1 metres high for the space to be considered sufficiently separate. Temporary structures should not be installed to create separate areas.
- Venues could consider having separate floor staff in each dining area.
- There is no requirement for separate kitchens or toilets for each dining area. However, appropriate cleaning and disinfection must be scheduled and undertaken, in addition to physical distancing.

Please refer to the checklists in the **Appendix** of this document for further advice.

## 2.3.2 FAQs

### **What does the four square metre rule mean?**

Each separate dining area must not have a density of seated patrons greater than one per four square metres, and any more than 20 patrons at any one time.

To seat 20 patrons the dining floor area accessible to patrons must be a minimum of 80 square metres. If the dining floor area is smaller than 80 square metres, the density quotient applies.

The density quotient is the total area of the space (measured in square metres) accessible to patrons (i.e. excluding areas behind bars and storage) divided by four.

### **Can I convert my smoking area into a dining area to hold more patrons?**

Yes, an outdoor smoking area, or drinking area where smoking is allowed, can become an outdoor dining area. However, smoking would no longer be allowed in that space.

If you chose to relocate your smoking area to create more dining space in your venue, you must also take into account the requirements of the Tobacco Act, which stipulates that an outdoor area where smoking is allowed cannot be within four metres of an outdoor dining area.

More information on outdoor dining and smoke-free area requirements is available at the [DHHS website](#).

### **Can a private dining area constitute a separate enclosed space?**

If the private dining area is physically separated by permanent structures it can be treated as a separate dining area with its own density quotient.

### **Can larger venues open for events and conferences?**

The 20-patron limit still applies even if a venue has a single dining space or density quotient that could accommodate more. It is also important to note that the current easing of restrictions allows for seated dining services only.

### **Can my indoor and outdoor areas be treated as separate dining areas?**

Yes. Separate dining areas, whether indoor or outdoor, can have up to 20 patrons, subject to the density quotient for each area.

### **Wouldn't it be safer if patrons came to the counter for service while keeping 1.5 metres apart?**

Table service helps ensure physical distancing between different groups dining at one time. This is in addition to new measures to protect staff and patrons, such as regular cleaning of surfaces and placing tables so that patrons are 1.5 metres away from neighbouring tables when seated.

### **What is the maximum booking size? Can there be adjustments for larger groups or extended families?**

The maximum number of people that can be seated together is six. Larger groups will not be allowed.

Larger family groups can book multiple tables, but tables must be spaced so that patrons at separate tables remain 1.5 metres apart when seated.

**If diners are from the same household, will they be required to sit 1.5 metres apart?**

Not if they are sitting at the same table. The 1.5 metre spacing requirement is between tables to maintain physical distancing between different groups of diners.

**Will children and infants be included in the 20 person limit?**

Children and infants are included in the 20 person limit, and the limit of 6 per table.

**Does the patron limit include customers who are visiting to order or collect takeaway?**

No, the limit only includes seated customers who are dining in.

The venue should take steps to minimise opportunities for people to mix whilst waiting for takeaway or a table (for example, closing lobbies/waiting areas and applying physical distancing rules to any queuing).

**Why are staff not included in the density limit?**

The current Restricted Activity Direction applies the four square metre rule to retail businesses, and includes workers and customers within the maximum number of people allowed.

This will change from Monday, 1 June, when the four square metre rule will no longer apply to workers. Businesses and facilities will be able to have the number of staff reasonably required to operate on site.

**Are there restrictions to trading hours?**

No. It's up to each individual business when they choose to operate, subject to the usual rules and regulations.

## 2.4 Staff and training

### 2.4.1 Description

Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government's expectation that:

- a. at least one staff member at every venue will have completed the training;
- b. all staff should make themselves familiar with these guidelines; and
- c. posters be displayed at the venue confirming that staff have reviewed the guidelines and completed the training as required.

Staff safety and wellbeing is paramount. Venues should ensure that adequate processes are in place to protect staff, including pre-shift and on-site coronavirus (COVID-19) health checks and information, and zoning staff to specific dining areas to reduce intermixing between staff and patrons where possible.

Venues should:

- display information about the symptoms of coronavirus (COVID-19) and the need for staff to stay home when unwell
- distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- recommend all staff complete the Staff Coronavirus (COVID-19) Health Questionnaire before each shift (questionnaire is provided in the **Appendix** of this document. A downloadable version can be found at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19) ).
- direct staff to stay at home if they are sick or go home immediately if they become unwell
- encourage staff to report when they have been a close contact\* with a confirmed case of coronavirus (COVID-19)
- communicate with, and provide training for, staff on safety and hygiene practices to ensure they understand and fulfil their duties and responsibilities
- ensure staff are aware of, and understand, the resources and support services available to them
- arrange safe staff workspace allocations to minimise staff interaction with patrons where possible
- ensure Responsible Service of Alcohol principles apply to venues supplying liquor under a liquor licence
- encourage staff to download the COVIDSafe app.

Businesses should also consider managing visits to the premise by delivery drivers or other contractors to minimise, where practicable, physical interaction with staff.

Please refer to the checklists in the **Appendix** of this document for further advice.

*\* A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, cumulative, with a confirmed case of coronavirus*

## 2.4.2 EMPLOYERS / VENUES FAQs

### What training is available and is it mandatory?

Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government's expectation that:

- a. at least one staff member at every venue will have completed the training;
- b. all staff should make themselves familiar with these guidelines; and
- c. posters be displayed in the venue confirming that staff have reviewed the guidelines and completed the training as required.

### If a staff member is sick should they stay home?

Unwell staff must be excluded from the workplace until they are deemed safe to return by a health professional.

Any staff member showing coronavirus (COVID-19) symptoms, however mild, should be asked not to come into work and/or sent home immediately. Symptoms of coronavirus (COVID-19) include fever, coughing, sore throat, fatigue and shortness of breath.

Employers should also implement a screening process by suggesting that staff complete the Staff coronavirus (COVID-19) Health Questionnaire in the **Appendix** of this document at the start of each shift.

If a staff member develops symptoms while at work, they should:

- immediately notify their supervisor or employer;
- leave the workplace, travelling by the least public means possible; and
- ring the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

They must then stay home until symptoms have resolved, until it has been 72 hours since the last fever or chills and until they have received a negative test result.

Staff should also be provided with appropriate wellbeing support.

### Should my staff be temperature tested at work?

Staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check.

Please advise your staff that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work.

Even if your staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. For a map of testing locations visit [www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19](http://www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19).

### How can I prepare for a potential coronavirus (COVID-19) outbreak among staff?

Have a plan in place if a staff member should test positive for coronavirus. For example, maintain accurate records of your work roster to identify who has been in close proximity with one another during a shift.

If staff develop symptoms at work, such as fever, cough, sore throat or shortness of breath, they should leave the workplace and seek medical advice.

For more information on identifying the symptoms of coronavirus, go to the [DHHS website](http://www.dhhs.vic.gov.au).

If a staff member does test positive for coronavirus in your business, treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

## What do I do if a staff member or customer tests positive for coronavirus?

All businesses should have a response plan ready for the possibility of a confirmed case of coronavirus (COVID-19) at their premises.

If a patron or staff member who is a confirmed case of coronavirus (COVID-19) has attended your business while they are infectious, you will be contacted by DHHS.

Each business should then consider the following steps:

- Consult with DHHS on whether the business is required to close for a short period to facilitate cleaning and enable contact tracing.
- Determine what areas of the business were visited, used, or impacted by the infected person.
- Clean and disinfect all areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas).
  - Close off the affected area before cleaning and disinfecting.
  - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
  - Fully sanitise all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is completed.
- Where relevant, notify patrons and staff that they may have had contact with an infected person and encourage them to monitor their health and report any concerns to their healthcare provider.
- Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- Any staff member who tests positive for coronavirus (COVID-19) should remain in home isolation until they have been notified by DHHS that they are no longer required to isolate and have met its criteria for release. The staff member should follow DHHS guidance and their employer's policy.
- Staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.
- If multiple staff are directed to be quarantined and this affects operational capacity, the business will need to consider its own contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.

Please respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

## Should I encourage staff to wear Personal Protective Equipment (PPE)?

No. Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and utensils, and physical distancing and barriers are the most effective methods for maintaining staff health and reducing the risk of transmission.

Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

Businesses should not encourage staff to wear masks as a preventative measure.

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is generally not required when undertaking routine cleaning unless the manufacturer's advice for a disinfectant product requires it.

### **Can staff move freely around the premises?**

Wherever possible, processes should be modified to reduce staff's need to move through the premises to carry out their work. For example, divide dining areas into clear sections and assign them to specific staff, and adopt processes that allow front of house staff to collect food without going into food preparation areas.

### **How can I minimise interactions between staff members during breaks or when transitioning into or out of work periods?**

The times at which staff are not actively working or transitioning, such as meal breaks, toilet breaks, arrival and leaving work, are when interaction between them is most likely, which may lead to an increased risk of transmission.

Businesses should help staff maintain physical distancing protocols during these times by:

- reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting)
- staggering or increasing the time between shifts to eliminate bottlenecks and avoid intermingling between different teams
- using the gaps between shifts for cleaning between work teams or cohorts
- spreading out staff break times to reduce the number of people using communal facilities at the same time
- removing excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another during breaks
- discouraging traveling together, such as carpooling, to work.

Staff whose work is not essential to the physical operation of the business should work from home. Essential work includes things like cooking and serving patrons.

### **If a staff member turns up to work with a temperature and is sent home, am I responsible for paying them for that shift?**

Staff attending work while unwell creates a significant risk of coronavirus transmission. Staff should be directed to stay home if they are sick, or go home immediately if they become unwell.

Employers' leave policies should be reviewed to ensure that staff do not attend work while unwell.

Responsibility for payment will depend on how the staff is engaged (i.e. permanent or casual), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- [Pay and Leave During Coronavirus](#)
- [Health and Safety in the Workplace During Coronavirus](#)

### **How can I best engage and consult with staff regarding coronavirus (COVID-19)?**

Employers have an obligation to consult staff and Health and Safety Representatives on matters related to health and safety that directly affect, or are likely to directly affect them.

Keep staff informed through regular briefings on coronavirus, including updates and reminders on risk control strategies, and communicating and enforcing coronavirus-related policies and procedures.

Distribute information from authoritative sources, such as WorkSafe and the Department of Health and Human Services, to increase staff's awareness of the need for preventative measures to reduce the risk of transmission.

Consult staff on what control measures should be put in place to eliminate or minimise the risk of transmission and the adequacy of facilities, such as for handwashing, for staff and patrons.

Ensure that your staff feel supported and heard. Take their views into account when making decisions, advise them of those decisions, and provide means for them to raise concerns.

Also ensure that any consultation requirements under workplace instruments (such as an enterprise agreement or modern award) that apply to your business are observed.

For further help on how best to consult staff, refer to [WorkSafe Victoria's website](#).

### **2.4.3 STAFF FAQs**

#### **What personal protective equipment am I entitled to as a member of staff?**

Personal protective equipment (PPE) is not currently recommended as a preventive measure against coronavirus (COVID-19) for hospitality workers or for healthy individuals. The most important measure is proper handwashing, cleaning and physical distancing.

If gloves are worn as part of routine food preparation, this practice should be continued together with the usual food safety requirements.

#### **Does my employer need to consult with me about safe work practices?**

Employers must consult staff and health and safety representatives (if any) on health and safety matters that directly, or are likely to directly, affect them.

Employers should also:

- provide updated information to all staff, including staff who are on leave, contractors and casual workers, in a format that they can easily understand (e.g. in their own language) and in multiple formats (e.g. email, posters and verbal)
- ensure there are contingency plans for replacing staff when necessary.

For further information on how your employer should consult with staff, visit [WorkSafe Victoria's website](#).

#### **Am I entitled to additional paid leave if I have to self isolate?**

Responsibility for payment will depend on how you are engaged with the employer (i.e. as a permanent or casual staff), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus-related pay and leave entitlements can be found at the [Fair Work Ombudsman website](#).

#### **How should I educate the staff I supervise about the risks of coronavirus?**

Ensure that all staff under your supervision, including contractors and volunteers, are informed about the risks of coronavirus and their responsibility for protecting themselves and others from those risks.

Provide information in a format that staff can easily understand, such as in their own language, and in multiple formats, such as through email, verbal discussions and posters.

Display signs around the workplace advising risk control requirements, such as covering coughs, maximum number of people in a room and not coming to work if unwell.

Brief staff on the symptoms of coronavirus. Tell them to stay home if they are unwell and showing symptoms, even if these are minor.

Staff should also be trained on the control measures being put in place to eliminate or reduce those risks as far as possible.



All staff, contractors and volunteers must comply with any reasonable instruction given by their employer to ensure the health and safety of other staff and patrons.

**What are my rights if I am concerned about safety at my workplace?**

You have a legal right to a safe work environment, to be provided with adequate training, be familiar with relevant work policies, and be consulted on issues that affect you and know how and to whom to raise concerns.

If a business is not meeting its obligations as an employer under the OHS Act, its staff or customers can contact WorkSafe Victoria's advisory service on 1800 136 089.

You may also choose to contact your union if you require further assistance and/or guidance regarding your rights.

## 2.5 Patrons

### 2.5.1 Description

Businesses should advise patrons to stay away when unwell, maintain physical distancing and practice good hygiene to help create a safe environment.

To enable contact tracing, operators must request that each person who attends provide their first name and a contact phone number. Operators must keep a record of those details and the date and time at which the person attended the venue, and the table number/dining room in which they were seated. This information must not be used for any other purpose. This information must be stored for at least 28 days and subsequently securely destroyed.

To support a safe environment venues should:

- Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue and dining room, including when queueing prior if necessary. Use of floor/
- markings indicating 1.5 metres distancing should be considered.
- Display information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell in highly visible locations throughout your venue.
- Make hand sanitiser available to patrons in a prominent location on entry and exit from the venue.
- Inform patrons about the restrictions in place and expected behaviours (eg. not coming to the bar for drinks) and information on extra safety and hygiene measures (e.g. cashless payments) to protect the health of patrons and staff.
- Patrons can also be encouraged to download the COVIDSafe app.
- Consider providing information on physical distancing and good hygiene when in the venue as per [Good Hygiene for Coronavirus](#).

Please refer to the checklists in the **Appendix** of this document for further advice.

## 2.5.2 FAQs

### How can I encourage safe customer behaviour?

Place signs at entry points stating that:

- Customers should not enter if they are unwell
- Only a number of patrons are allowed to be seated according to the patron limit or density quotient of the dining space
- Patrons not adhering to the seating limits are breaching the directions issued by the Chief Health Officer for which penalties may apply
- Businesses have the right to refuse service or entry under these guidelines.

### What do I do if a customer does not comply with my business' control measures?

If a customer at the venue is in breach of the directions issued by the Chief Health Officer or is not cooperating, a business has the right to refuse entry to customers or ask them to leave.

### Am I able to take temperature checks to screen patrons entering the venue?

Temperature checks for patrons are not currently recommended for the hospitality industry. Temperature checks are only recommended in certain sensitive settings such as on entry to hospitals. (Please note that venue staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check).

### What information am I required to collect from patrons?

The venue must request that each person who attends provide their first name and a contact phone number.

Venues must keep a secure record of those details, the date and time at which the person attended the facility, and the dining area/room and table number at which they were seated.

Venues are not required to record patrons' IDs to verify their information.

### Do I need to disclose to customers that data will be retained?

Yes, there should be a collection notice displayed informing patrons and other visitors of the requirement to record their contact details, the purpose for doing so and that records will be destroyed after 28 days.

### How long do records need to be kept?

Keep the record for 28 days from the date the individual attended the venue. This enables contact tracers to quickly contact those who were potentially exposed in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

Securely destroy the record after 28 days from the date the individual attended the venue. Note that this only applies to customer records put in place to prevent the spread of coronavirus. Other business records, such as those required by the Australian Taxation Office, should be retained under their normal statutory periods.

Businesses must take reasonable steps to protect patrons' personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure.

### **What if a patron or visitor does not want to give their details?**

Explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak or potential exposure to someone with coronavirus at the venue and in order to protect the patron and the health and safety of their family and friends.

If the patron or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so.

Patrons concerned about the handling of their personal information by the venue can make a privacy complaint to the [Office of the Australian Information Commissioner](#).

### **Do I need to keep electronic records or would written down (pen and paper) suffice?**

Businesses can determine how to best securely record and store visitor details. A simple hand written log or register will suffice but considerations must be made on how to minimise the risk of transmission if staff and patrons share the record-keeping materials. For example, only have one staff member per shift collect customers' details and/or regularly clean the pens used to write down details.

Records should be securely stored and information not used for any other purpose other than the reason for which it was collected, namely to trace in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

### **Do I have to do an ID check to verify patron and visitor details?**

No. You should request and record each person's first name and phone number as well as the time and date they visited.

### **Do I have to get every single patron and visitor's details, or just one from each group?**

The details of every person in the party should be requested.

### **What if the patron or visitor does not have a phone number?**

Invite the patron to provide an email address instead or any other alternative means of contact to assist with contact tracing in the event of an outbreak or potential exposure.

### **Can I record visitor contact details from when they made a booking or reservation?**

Records should reflect all the patrons and visitors who attend your venue, not only those making the booking. Details from a booking or reservation can be used as long as the person actually attended the venue at the time they booked for.

### **What do I need to do to comply with privacy regulations when collecting and keeping visitor details?**

The Office of the Australian Information Commissioner provides [a guide on the reasonable steps](#) you could take to protect the personal information you are collecting from patrons and visitors. This includes steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

**Am I allowed to collect data from customers who are under the age of 18?**

Yes.

**Do I have to request patron and visitor details each time they come in, even if they are regulars?**

Yes.

**Can patrons bring their own drinks for consumption on premises?**

The directions do not impact on liquor licensing arrangements. If you are licenced for BYO, then it can continue.

**Can patrons come to our venue for a drink only?**

No. Only seated service is available. Alcohol can only be served with a meal, which is more than a 'snack'.

**Can customers bring their own keep-cups or takeaway containers?**

It is up to the business to decide if they accept customers' own cups or takeaway containers. Businesses are not obliged to accept them.

**I have tested positive for coronavirus (COVID-19) since going to a cafe or restaurant this week. What do I do?**

The case, contact and outbreak management team at the Department Health and Human Services interviews every confirmed case and performs contact tracing. This includes determining each place that person attended while they were infectious. The team will contact the cafe or restaurant you attended and provide guidance on the public health actions required at the venue.

**What if patrons are unable to use contactless payment and want to use cash?**

Venues are at liberty to set the commercial terms upon which payments take place, and the Reserve Bank of Australia advises that "refusal to accept payment in legal tender banknotes and coins is not unlawful". For more information, see <https://banknotes.rba.gov.au/legal/legal-tender/>.

## 2.6 Compliance and enforcement

### 2.6.1 Description

Each business has an obligation to ensure that their venue is deep cleaned and prepared prior to re-opening or re-commencing operations.

Venues may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the venue's coronavirus (COVID-19) plan, and ensuring that correct processes are being followed, any relevant documentation is complete, staff are trained, and procedures are kept up-to-date to comply with current health information.

Evidence of compliance with the directions of the Chief Health Officer may be requested from a relevant compliance/enforcement officer. Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act).

Please refer to the checklists in the Appendix of this document for further advice.

### 2.6.2 FAQs

#### **Where can I find further information on safely reopening my venue?**

Business Victoria is ready to support hospitality businesses and answer questions about preparing for a safe reopening. Business Victoria can be contacted on 13 22 15 or online by the [Contact Us form](#).

For information on health and safety requirements under the OHS Act, businesses should refer to [WorkSafe Victoria's website](#) or contact its advisory service on 1800 136 089.

#### **How will you enforce compliance? Who will enforce it?**

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

A Coronavirus (COVID-19) Outbreak Joint Intelligence Unit has been established to support outbreak preparedness and identify and respond to outbreak risks.

The Department of Health and Human Services and WorkSafe will co-ordinate intelligence and information on businesses that are non-compliant.

WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act).

#### **What is the role of WorkSafe and Victoria Police?**

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act).

WorkSafe is responsible for monitoring and enforcing compliance with the OHS Act. For information on health and safety requirements under the OHS Act, businesses should refer to [WorkSafe Victoria's website](#) or contact its advisory service on 1800 136 089.

## What are the penalties for not complying?

Victoria Police can issue on the spot fines of up to \$1,652 for individuals and up to \$9,913 for businesses for:

- Refusing or failing to comply with the emergency directions;
- Refusing or failing to comply with a public health risk power direction; or
- Refusing or failing to comply with a direction by the Chief Health Officer.

Larger fines of up to \$20,000 for individuals and \$100,000 for businesses are possible through the courts.

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.

## I think my local restaurant or cafe is not complying with government guidelines on protecting the community from coronavirus (COVID-19), who should I report this to?

You can raise concerns about hospitality venues through the Police Assistance Line (PAL) on 131 444.

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act). For information on health and safety requirements under the OHS Act, businesses should refer to [WorkSafe Victoria's website](#) or contact its advisory service on 1800 136 089.

## 2.7 Other

### **Why aren't food courts opening?**

Food courts remain closed because of difficulties in implementing physical distancing between customers and the number of high touch surfaces that are difficult to clean between customers.

### **If the dining areas of pubs are opening, can bars that offer separate dining sections open as well?**

The directions allow any food business classified as Class 2 under the Food Act that can offer table service to resume doing so under strict conditions. This includes restaurants and cafes within a bar.

### **Will venues be able to offer food and drink classes such as cooking and cocktail making if all physically distancing and hygiene guidelines are observed?**

No. Only seated table service can be offered at this time, with a limit of six diners at each table.

### **Will wineries, breweries and distilleries with dedicated dining areas be able to open?**

The directions allow any food business classified as Class 2 under the Food Act that can offer table service, to resume doing so under strict conditions. This includes restaurants and cafes within wineries, breweries and distilleries.

### **Will wine/beer/spirit tastings be permissible if accompanied by a meal?**

Yes. Alcohol, including tastings, can be served with meals.

### **What about RSLs, bowls clubs and other multi-purpose venues?**

The directions allow any food business classified as Class 2 under the Food Act that can offer table service to resume doing so under strict conditions. This includes restaurants and bistros within a pub, bar, registered and licensed club, RSL and community club or hotel.

### **Can fast food restaurants have dine-in patrons if they do not offer table service?**

The easing of restrictions applies to restaurants and cafes that offer table service to serve food. This includes standalone cafes and restaurants, as well as restaurants and bistros within a pub, bar, registered and licensed club, RSL and community club or hotel.

Fast food restaurants that do not provide table service are not currently permitted to have dine-in patrons, but they can still offer takeaway and delivery services. Seating and tables at fast food restaurants without table service make it more difficult to safely implement physical distancing measures and cleaning.

### **If I have a gaming room on my premises, will it be able to operate?**

Restrictions on other spaces within these kinds of venues – including public bars and gaming areas – remain in place, as will restrictions on food courts.

### **I have a TAB on my premises which is distinct from gaming, will I be able to open that?**

Restrictions on other spaces within these kinds of venues – including public bars and gaming areas – remain in place.

**Can we make our ATM accessible to diners?**

Yes. An onsite ATM can be accessible to diners. It should be cleaned along with other high touch surfaces.

**Will businesses be required to complete and display coronavirus (COVID-19) checklists similar to those enforced in QLD and ACT?**

No.

**Will businesses be required to display coronavirus fact sheets and hygiene guides, such as for handwashing, physical distancing, etc.**

A person who owns, controls or operates a food and drink facility which involves members of the public entering any single undivided indoor space, must display a sign at each public entry to each space which states the maximum number of people that can be in the space at a single time (the density quotient rounded down to the nearest whole number).

Downloadable signage is available on the Business Victoria for venues to display information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell, and other relevant hygiene and physical distancing measures at appropriate, highly visible locations throughout their venue.

## 3 APPENDIX – CHECKLISTS

### 3.1 BEFORE YOU ARE OPEN

#### 3.1.1 CHECKLIST FOR BUSINESS OWNERS/MANAGERS

##### What you need to do to safely reopen your hospitality business

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Venue set up for appropriate number of people and physical distancing
- Signage, menus and record keeping
- Staff and management policies, practices and training

##### Deep cleaning of premises

- Ensure appropriate detergents and disinfecting products are available to effectively clean and sanitise all surfaces (see our Cleaning and Sanitising Fact Sheet at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)).
- Conduct a deep clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals.
- Thoroughly clean and sanitise all areas and surfaces used for food preparation and serving as well as ensuring utensils are cleaned and sanitised before use to ensure there is no risk to food safety.
- Check all stocks of food packaging materials, such as takeaway containers, are clean.
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

##### Venue set up for appropriate number of people and physical distancing

- Ensure venue is set up to adhere to patron and table size limits, and physical distancing of dining groups (see our Venue Set Up Fact Sheet [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19))
  - a limit of 20 patrons per separate dining space (not including staff);
  - a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons; and
  - all tables have a maximum of 6 patrons and are spaced 1.5 metres apart.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.
- Place tables so that any diners on a neighbouring table remain 1.5 metres apart when seated. A maximum of 6 patrons may be seated at any table.
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.
- Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving.

- Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate.
- Remove, or prevent access to, any self-service buffet-style food service areas and communal condiment and drink stations. Drinking water should be supplied free via table service.

### **Signage, menus and record keeping**

- Display signage for staff and patrons and install in appropriate, high visibility locations. Signage should include:
  - a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time
  - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
  - hygiene and physical distancing practices.
- Display a poster at the venue confirming that staff have reviewed the guidelines, including evidence that at least one staff member at your venue has completed the recommended training.
- Promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers where possible.
- Place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and patrons. Consider installation of sneeze guards.
- Ensure menus are laminated and sanitised after each use OR use general non-contact signage to display your menu OR have single use paper menus available.
- Display menus for takeaway services outside your venue and introduce online ordering wherever possible.
- Set up a system for recording patron contact details (first name and a contact phone number) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface; and retain patron contact details securely for at least 28 days after the patron has visited your venue.
- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting any shift.

### **Staff and management policies, practices and training**

- Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government's expectation that:
  - at least one staff member at every venue will have completed the training;
  - all staff should make themselves familiar with these guidelines; and
  - posters be displayed at the venue confirming that staff have reviewed the guidelines and completed the training as required.
- Distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at [www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers).

- Establish new processes and schedules for cleaning and sanitising to maintain good hygiene at your venue, including frequent cleaning of high touch points such as doors, handles, chairs and handrails. (see our Cleaning and Sanitising Fact Sheet [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19))
- All current staff should complete infection prevention and control training. Any new staff being engaged also need to complete this training.
- Plan to have an inhouse session with your staff every three months to refresh their knowledge of relevant training.
- Consult with staff on measures you have put in place and provide them with the information and education necessary for them to perform their work in a safe manner including on changes to work practices such as cleaning and sanitising. The Occupational Health and Safety Act places certain obligations on employers regarding when and how to consult with staff about the identification of hazards or risks and determining how they will be controlled (refer to [WorkSafe](#) for more information).
- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.
- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are trained, and records are being kept appropriately.

## 3.2 ONCE YOU ARE OPEN

### 3.2.1 CHECKLIST FOR BUSINESS OWNERS/ MANAGERS

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift.
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms.
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Arrange staff workspaces and table allocations to minimise the number of staff who come into contact with patrons. For example, only one waiter should serve each table.
- Encourage all patrons to download the CovidSafe App to assist contact tracing.
- Encourage online and phone bookings and limit the number of walk-in diners to your venue.
- Record patron contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store patron contact details for at least 28 days.
- Securely destroy patron contact details after 28 days.
- If your venue holds a liquor licence, ensure it is compliant with liquor licence and Responsible Service of Alcohol principles.
- Ensure the cleaning and sanitising procedures are thoroughly implemented.
- The washing of certain items, such as the laundering of linen and dishwashing of crockery and cutlery, should be conducted using the warmest setting possible that is in accordance with manufacturer's instructions.

### 3.2.2 CHECKLIST FOR STAFF

- Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:
  - On arrival at work
  - Before preparing or delivering food and/or beverages to tables
  - After collecting/clearing used food and beverage items
  - Before returning to food or beverage preparation areas
  - At the start and end of each meal break
  - Before and after touching a customer or their belongings
  - After handling money
  - Before leaving work
  - After blowing your nose, coughing, sneezing, or using the toilet.
  
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.
  
- If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for COVID-19.
  
- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping.
  
- Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by customers).

### 3.2.3 STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager to keep as a record.

Staff name: \_\_\_\_\_

Date: \_\_\_\_\_ Time of shift: \_\_\_\_\_

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

**If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.**

**If you answered NO to the above questions, proceed to the symptom checklist below.**

#### Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered **YES** to any of the above questions you should **not** enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered **NO** to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.