

Industry Restart Guidelines Hospitality (excluding Gaming and Casinos)

September 2020

Victoria's roadmap: hospitality

On 6 September, the Victorian Government announced Victoria's roadmap for reopening which outlines considered and gradual steps to ensure that businesses can open safely and effectively.

As many Victorian businesses reopen, the priority will be the health and safety of workers and customers.

The industry roadmap includes four steps to easing restrictions and reopening businesses. These steps will be subject to trigger points, determined by our health team to consider any potential changes to the restrictions and will be based on case numbers, testing numbers and other factors.

- The trigger points mean that metropolitan Melbourne and Regional Victoria may take steps (and move to associated restriction levels) at different times.
- Each industry will also have a different restriction level depending on which step metropolitan Melbourne or Regional Victoria is in.

The below [Hospitality Roadmap](#) is intended to assist hospitality businesses to prepare to safely operate in accordance with public health directions, while also ensuring that workers and members of the public feel confident that their health and safety is being protected. This includes workplaces such as: standalone cafes and restaurants, pubs, bars, nightclubs, RSLs and community clubs or hotels, fast food outlets, cafeterias and canteens.

The current restriction levels for metropolitan Melbourne and regional Victoria are highlighted in the below roadmap.

		Metro Melbourne	Regional Victoria
First Step	Metropolitan Melbourne - First Step commenced from 11.59pm on 13 September.	Closed Food Courts Heavily restricted. Take away only.	N/A
Second Step	Metropolitan Melbourne – Move to the Second Step after the later of: <ul style="list-style-type: none"> Reaching an average daily case rate of 30-50 cases over the previous 14 days, and 28 September Regional Victoria – moved to Second Step from 11.59pm on 13 September 2020.		Heavily restricted. Take away only.
Third Step	Metropolitan Melbourne: Move to the Third Step after the later of: <ul style="list-style-type: none"> Reaching <5 new cases (state-wide average over last 14 days) and <5 cases with unknown source (state-wide total over the last 14 days). 26 October 2020 Regional Victoria: Move to Third Step from 11:59pm 16 September 2020 assuming the following requirements are met: <5 new cases per day (regional average over last 14 days) and 0 cases with unknown source (regional total last 14 days).	Restricted. Predominantly outdoor dining with patron cap. Density quotient applies.	Restricted. Predominantly outdoor dining with patron cap. Density quotient applies.
Last Step	Regional Victoria and metropolitan Melbourne: Move to the Last Step after the later of: Reaching no new cases for 14 days (state-wide) 23 November 2020	Restricted. Indoor and outdoor dining with density quotient.	Restricted. Indoor and outdoor dining with density quotient.
COVID Normal	Regional Victoria and metropolitan Melbourne: Move to COVID Normal if there are: <ul style="list-style-type: none"> No new cases for 28 days (state-wide); and No active cases (state-wide); and No outbreaks of concern in other states or territories. 	Open with a COVIDSafe Plan. Record keeping requirements. No density quotient.	Open with a COVIDSafe Plan. Record keeping requirements. No density quotient.

 Status as at 11.59pm on 16 September

Current restrictions on hospitality businesses

All businesses need to know their obligations and ensure they have an understanding of the current restrictions in place throughout Victoria.

Under directions issued under the *Public Health and Wellbeing Act*, all hospitality businesses must abide by the following restrictions in both metropolitan Melbourne and regional Victoria respectively, **effective from 11.59pm 16 September**.

These restrictions apply to all hospitality businesses, including standalone cafes and restaurants; pubs; bars; nightclubs; RSLs and community clubs or hotels; fast food outlets; cafeterias; and canteens.

Heavily Restricted (metropolitan Melbourne): If your hospitality business is located in metropolitan Melbourne, you can open for takeaway and delivery only until the Third Step. The information contained within these guidelines regarding dine-in patrons does not apply to you at this time.

The remainder of these guidelines outline the requirements for reopening under a **Restricted** level and apply to all hospitality businesses in **regional Victoria**.

	Metro Melbourne	Regional Victoria
	HEAVILY RESTRICTED	RESTRICTED
Hospitality restrictions	<ul style="list-style-type: none"> Restaurants and cafes open for takeaway and delivery only Food courts remain closed Must have a COVIDSafe Plan 	<ul style="list-style-type: none"> Food courts can operate for take away only Must have a COVIDSafe Plan
Patron limits per outdoor space	<ul style="list-style-type: none"> Closed to seated service 	<ul style="list-style-type: none"> Open for seated service only Maximum number of patrons is the number permitted by the density quotient (one patron per two square metres) or 50, whichever is the lesser. Cap of 50 patrons outdoors per venue.
Patron limits per indoor space	<ul style="list-style-type: none"> Closed to seated service For takeaway, members of the public limited to the number permitted by the density quotient of 1 customer per 4 square metres 	<ul style="list-style-type: none"> Open for seated service only Maximum number of patrons is the number permitted by the density quotient (one patron per four square metres) or 10 people per space, whichever is the lesser. Cap of 20 patrons indoors per venue, with a maximum of two separate spaces. For takeaway, members of the public limited to the number permitted by the density quotient of 1 customer per 4 square metres Density quotient does not apply to toilets and where used as a thoroughfare to outdoor space (e.g. foyer, reception area)
Table/booking limit	<ul style="list-style-type: none"> Closed to seated service 	<ul style="list-style-type: none"> No more than 10 patrons per booking
Table spacing	<ul style="list-style-type: none"> Closed to seated service 	<ul style="list-style-type: none"> Patrons must be seated so they are 1.5m away from any patron from an adjacent group
Face covering requirements	<ul style="list-style-type: none"> Workers must wear face coverings (exemptions apply) 	<ul style="list-style-type: none"> Workers must wear face coverings (exemptions apply) Patrons to wear face coverings, unless seated
Cleaning requirements	<ul style="list-style-type: none"> Must ensure that shared spaces and spaces open to members of the public at any Work Premises are cleaned on a regular basis 	<ul style="list-style-type: none"> Must ensure that shared spaces and spaces open to members of the public at any Work Premises are cleaned on a regular basis. Tables to be cleaned after every service.
Record keeping requirements	<ul style="list-style-type: none"> Venues must keep records of worker and customer details for contact tracing 	<ul style="list-style-type: none"> Venues must keep records of worker and customer details for contact tracing
Signage requirements	<ul style="list-style-type: none"> Display signage at entrance to each enclosed space indicating maximum capacity 	<ul style="list-style-type: none"> Display signage at entrance to each enclosed space of venue indicating maximum capacity

Last updated: 15 September 2020

Six COVIDSafe Principles

All work premises must have a **COVIDSafe Plan** (see [Creating a COVIDSafe Plan](#)). A COVIDSafe Plan applies the six COVIDSafe Principles and sets out actions to help prevent the introduction of coronavirus (COVID-19) in the workplace. Display COVIDSafe signage in appropriate, high visibility locations.



1. Ensure physical distancing

All people in the workplace should be 1.5m apart and there should be no overcrowded areas. This means:

- Staff should work from home if possible
- Ensure staff and customers are 1.5m apart at all times. Where this is not possible, the duration of the close contact should be minimised
- Ensure the workplace abides by the four square metre rule density quotient
- Limit the total number of staff and customers in an enclosed area
- No carpooling between staff unless there is no alternative mode of transport to work



2. Wear a face covering

Staff and customers must always wear a face covering except where health or other exemptions apply. This means:

- Provide face coverings to employees throughout the shift
- Ensure all staff wear face coverings while working
- Do not take face coverings off when talking on the phone or with others
- Use full PPE for high-risk settings



3. Practise good hygiene

Operators must regularly clean high touch-surfaces and encourage good hygiene practices by staff and customers. This means:

- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and handrails) and make gloves available for this purpose
- Encourage regular handwashing by staff and customers and make soap and hand sanitiser available for all staff and customers throughout the workplace



4. Keep records and act quickly if staff become unwell

Have a strict policy that any staff who feel unwell must stay at home. This means:

- Support staff to stay home and get tested even if they only have mild symptoms.
- Have a plan to immediately close down for cleaning and contact tracing if there is a COVID-19 case
- Keep records of staff and customer details for contact tracing



5. Avoid interactions in enclosed spaces

All activities are to be held in outside areas where practical, which don't have a roof or ceiling. This includes:

- Staff meetings
- Lunchbreaks
- Customer registration



6. Create workforce bubbles

Limit the number of people staff have prolonged close contact with. This means:

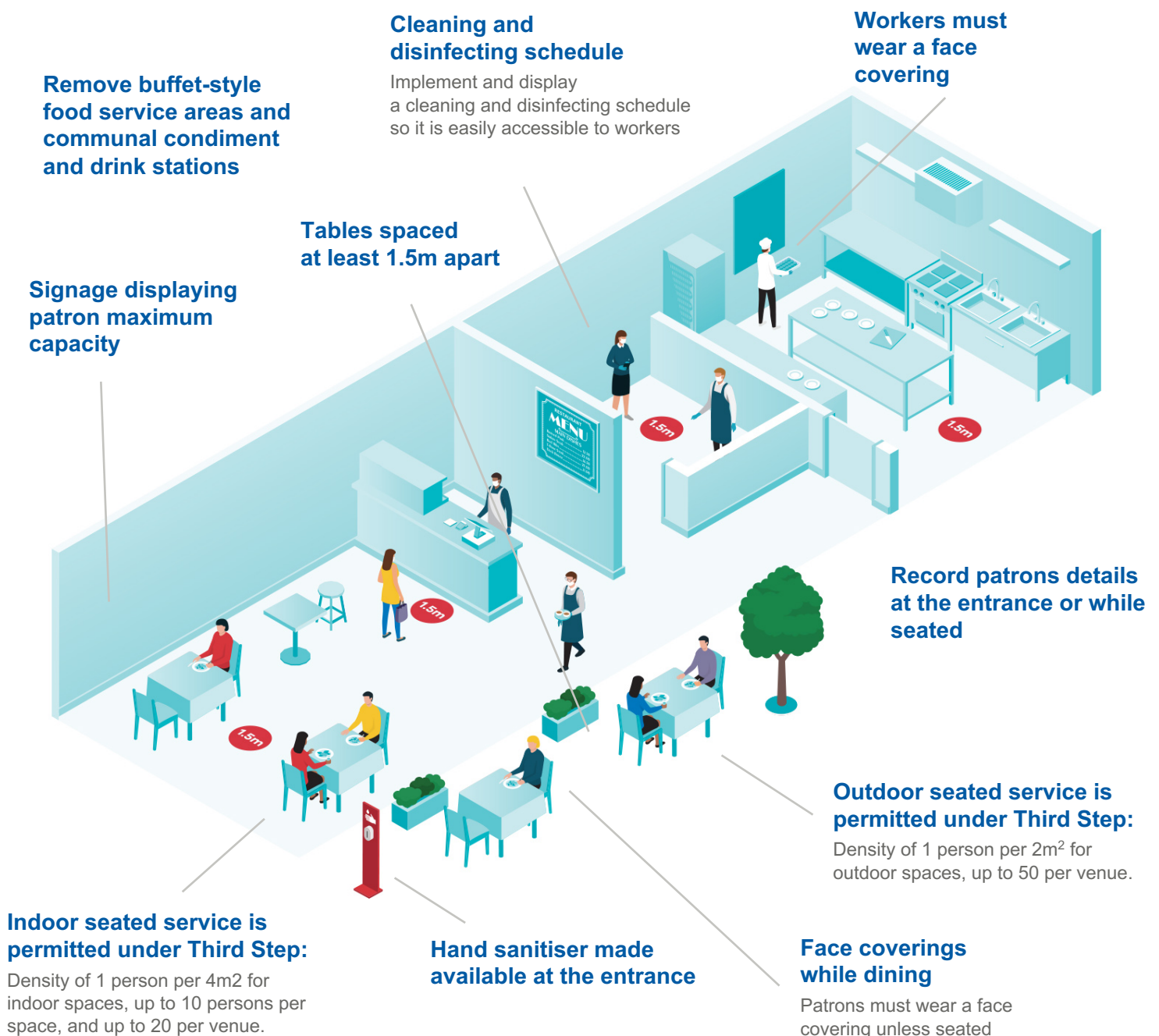
- Keep pools of staff rostered on the same shifts
- Avoid overlap in shift changes
- Reduce staff working across multiple sites

Creating a COVIDSafe workplace: Hospitality

All hospitality businesses must ensure they apply the six COVIDSafe Principles to help prevent the introduction of coronavirus (COVID-19) in the workplace.

Workplaces included: Cafes and restaurants, pubs, bars, nightclubs, RSLs and community clubs, hotels, fast food outlets, cafeterias and canteens

The below diagram applies to **Restricted** hospitality workplaces in regional Victoria.





1. Ensure physical distancing

Physical distancing remains one of the most effective ways of minimising the spread of coronavirus (COVID-19) and is a vital part of creating a safe working environment.

Employers **must** implement physical distancing measures to create a COVIDSafe workplace. This means keeping a minimum distance of 1.5m between workers, visitors and customers.

The following capacity limits apply for hospitality venues in regional Victoria under the Third Step:

- For outdoor areas - 1 person per 2m² up to 50 per venue
- For indoor spaces – 1 per 4m² up to 10 per space, and no more than 20 per venue

The density of each separate area at the venue should not exceed the applicable density quotient.

The area available for patrons must be used when calculating the capacity limit for each separate area. You must not include any space that is not accessible to patrons, such as kitchens, behind bars, or storage areas. Workers are not included in the capacity limit for service areas. It is a limit on number of patrons only.

Each 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.

Ensuring physical distancing between patrons

Table spacing

Each table must be spaced so that patrons on a neighbouring table remain 1.5 metres apart when seated. Each table can have up to 10 patrons from the same group.

Maintaining physical distancing

Consider providing physical barriers (such as sneeze guards) or floor markings to ensure physical distancing is maintained at cashiers and queues. Separate entry and exit points, where practicable, could help to minimise patron interaction.

Control the number of patrons

You must 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.

Where seated service is allowed, limit to table service only (i.e. no communal self-serve stations) assisting your workers in encouraging patron compliance (including nominating a key worker).

Timed sittings

Multiple timed sittings are permitted as long as the number of seated patrons does not exceed the capacity of the area at any point in time.

Minimise congregation

Consider reservation-only arrangements and staggered arrivals for bookings to minimise opportunities for people to mix whilst waiting for a table (for example, closing lobbies/waiting areas).

Defining 'outdoor spaces'

- **Outdoor space:** 'Outdoors' means: a space with no roof; or an open-air space designated for the consumption of food and/or beverages, which may have a temporary or fixed cover (e.g. awning or roof) so long as such cover has at least two open sides for airflow.
- **Roof:** any structure or device (whether fixed or movable) that prevents or significantly impedes upward airflow, including a ceiling.
- **Wall** any structure or device (fixed or movable) that prevents or significantly impedes lateral airflow, including a closed window or door.

An outdoor space may include any of the following spaces:

- A balcony or veranda
- A courtyard
- A rooftop
- A marquee
- A street or footpath
- Any similar outdoor areas



1. Ensure physical distancing - continued

Physical distancing remains one of the most effective ways of minimising the spread of coronavirus (COVID-19) and is a vital part of creating a safe working environment.

Ensuring physical distancing between workers

Worker breaks

Spread out worker break times to reduce the number of people using communal facilities at the same time. Encourage breaks to occur outdoors.

Minimise contact

Removing excess chairs and tables from communal break areas to encourage workers to stay a minimum 1.5 metres from one another.

Back of house

Reconfigure office spaces, kitchens or workstations so that workers do not face each other where possible and can remain 1.5 metres apart.

Worker change rooms

Increase the number of areas for changing and consider staggering change times where practicable.

Discourage carpooling

Staff should avoid carpooling to work. Employers should discourage carpooling and where possible, assist staff to find alternate transport options.

Implement virtual meetings

Workers pre-shift meetings and trainings should be held virtually or in areas that allow for appropriate physical distancing between workers. Food and beverages, must not be shared. Meet outdoors where possible.





2. Wear a face covering

You and your workers must wear a face covering at work, and to and from work, unless you have a lawful reason for not doing so.

A face covering needs to cover both your nose and mouth.

Employers **must** ensure employees wear a face covering while at work, unless an [exemption applies](#).

Employers should encourage their workers to bring their own face covering where possible, however there is an obligation for employers to provide a face covering if a worker does not have one. Where the work or task requires the use of specific types of face coverings in the workplace, these must be provided by the employer. Where a worker seeks to provide and use their own face covering at work, an employer must ensure that it is meeting its obligations under the current Public Health Directions and the OHS legislative framework.

Employers have a responsibility to identify whether there is a risk to the health of workers from exposure to coronavirus (COVID-19) at their workplace.

Employers and workers have legal duties under the Occupational Health and Safety Act 2004. See [WorkSafe Victoria](#) for information about minimising health risks in your workplace.

Wearing a face covering in hospitality venues

Responsibility for wearing a face covering

Responsibility for wearing a face covering rests with the individual. Employers must take reasonable steps to ensure their workers wear a face covering at all times when working at the employer's premises, unless a lawful exception applies.

Type of face coverings required by hospitality industry

Workers in hospitality businesses can wear either a cloth mask or a single use surgical mask. A face mask is recommended over a face shield and other forms of face coverings for better protection. Face shields should only in limited situations where a face mask is not practical or safe for a person.

Refusing service of patrons not wearing a face covering

For the safety of workers and other customers, a business owner or worker may refuse service to patrons not wearing a face covering.

Diners wearing face coverings

Patrons must wear a face covering unless they are seated. Face coverings must be worn at other times including to pay for the meal, to use the facilities or to step outside to take a call.

How should patrons change their face covering?

Single use face coverings should be disposed of and replaced after they have been removed.

It is recommended that customers carry a spare face covering in a plastic zip pocket to change their face covering after eating. A workplace could also consider displaying signage that highlights the importance of washing hands before and after changing a face covering.





3. Practise good hygiene

Additional hygiene measures are a priority. Accommodation providers should review these guidelines to maintain good hygiene in their premises, and document hygiene practises in their COVIDSafe plan.

Health and hygiene go hand in hand. To ensure the safety and wellbeing of your staff, business owners are encouraged to refer to WorkSafe Victoria, '[How employers can use occupational health and safety \(OHS\) practice to plan for a pandemic](#)'.

The Public Health and Wellbeing Regulations 2009 set out the requirements for businesses registered under the Act. Proprietors and staff should be familiar with the Australian Standards as they relate to their premises and businesses.

Workplace cleaning and disinfecting

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 [here](#).

Cleaning and disinfecting schedule

Ensure surfaces are cleaned regularly, and high-touch surfaces cleaned at least twice on each given day.

Accessible cleaning products and disinfectants

Make cleaning products available near commonly used surfaces where possible (for example, placing hand sanitiser near the register, on tables and chairs, and in bathrooms).

Reduce high-touch points

Reduce touch points where possible, such as using contact-less payments, minimising condiments on tables and removing communal and self-service equipment.

Menus, ordering and payment

Consider displaying menus for takeaway services outside your venue and introduce online ordering wherever possible. If using menus, ensure they are laminated and sanitised after each use, use general non-contact signage or have single use paper menus available.

Ordering from a table should be encouraged, where possible, to limit counter or kiosk ordering. Encourage customers to use contactless payment methods such as credit or debit cards, phone or other payment-enabled devices instead of cash.

Educate customers and staff

Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the Workplace to encourage hand hygiene of staff and customers.

Free infection control training

Free, short, accredited training is available to help staff identify and manage the ongoing risk of coronavirus (COVID-19) infections in the workplace.

[Free infection control training](#) will help businesses prepare to safely reopen and ensure their customers and workforce are protected.

Hygiene tips for workers

- ☐ Wash your hands often with soap and water or alcohol-based hand sanitizer.
- ☐ Wash or sanitize hands after making or receiving deliveries.
- ☐ Sneeze and cough into your sleeve.
- ☐ If you use a tissue, discard immediately and wash your hands afterward.
- ☐ Avoid touching your eyes, nose or mouth.
- ☐ Avoid contact with people who are sick.
- ☐ Stay home if you are sick.
- ☐ Avoid high-touch areas, where possible, or ensure you clean your hands after.
- ☐ If you are required to wear gloves do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
- ☐ Wash your clothes as soon as you get home.

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



4. Keep records and act quickly if staff or customers become unwell

All businesses **must** keep records of every person who attends the workplace and should have a response plan, as part of their COVIDSafe plan, ready for the possibility of a person with coronavirus (COVID-19) at their premises.

Keeping records

Workplace attendance register

Under current public health advice, all Victorian workplaces are required to establish and maintain a '[workplace attendance register](#)' of every person who attends the workplace for a period of more than 15 minutes. This includes all workers (including sub-contractors) and any customers or visitors permitted in the workplace (including workplace inspectors).

If a staff member or customer tests positive for coronavirus (COVID-19), a current and accurate workplace attendance register will allow the employer to immediately identify anyone who has been in close contact with that person within the 48 hours prior to the onset of their symptoms.

For more information regarding the definition of a close-contact, visit [DHHS](#).

Staff training

In addition to the infection control training the Victorian Government has also produced a free short online training module to support hospitality businesses to prepare to safely resume operation which is available at: <https://rtw.educationapps.vic.gov.au>

It is the Government's expectation that:

- at least one staff member at every venue will have completed 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.

If a customer or employee who is a confirmed case of coronavirus (COVID-19) has attended your business while they are infectious, you must:

☐ Shut down premises

Immediately shut down premises by default upon confirmation of positive case, until DHHS advises next steps.

☐ Contact DHHS and WorkSafe

- Notify DHHS of the case as per the Employer obligations in the Workplace Directions.
- Consult with DHHS on whether the business is required to stay closed for a short period to facilitate cleaning and enable contact tracing.
- [Report the case to WorkSafe](#).

☐ Determine hot spots

- Determine what areas of the business were visited, used, or impacted by the infected person

☐ Clean the premises

- Close the affected area to prevent access prior to and during cleaning and disinfection
- Consider engaging suitably qualified personnel to clean and disinfect the area
- Open doors and windows to increase air circulation
- The workplace should be thoroughly cleaned and disinfected before it can be re-opened and workers can return to work.

For more information, see [how to clean and disinfect after a COVID-19 case in non-healthcare settings](#).



4. Keep records and act quickly if staff or customers become unwell - continued

All businesses **must** keep records of every person who attends the workplace and should have a response plan, as part of their COVIDSafe plan, ready for the possibility of a person with coronavirus (COVID-19) at their premises.

Next steps: Slowing the spread

DHHS actions

DHHS will liaise with operators where someone has been at the business while infectious with coronavirus (COVID-19). DHHS may request information from the operator to assist with contact tracing. DHHS may also request the operator to assist with contact tracing. DHHS will contact anyone who is identified as a close contact of the case.

Business actions

Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.

Provide DHHS with a list of the customers, staff, and other visitors (for example, contractors, delivery workers) who may be close or casual contacts. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes over the past 28 days.

Any staff member who tests positive for coronavirus (COVID-19) should remain in home quarantine 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.

Close contacts

Staff who are determined as close contacts of a person with coronavirus (COVID-19) must quarantine and should not come to work for 14 days after their last close contact with the confirmed case. They should watch for symptoms and seek medical assessment and testing if they become symptomatic.

Contingency plans

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.

A note on privacy

Please respect the privacy of people with a confirmed case of coronavirus (COVID-19) and treat their condition with understanding and compassion.

If a staff member is quarantining, check in on their wellbeing regularly and monitor their mental health.

Additional resources

Staff who have been required to self isolate after a COVID-19 test may be eligible to receive a one-off payment of \$450 from the Victorian Government. Staff who are confirmed as COVID-19 positive may be eligible to receive a one-off \$1500 payment from Commonwealth Government's Pandemic Leave Disaster Payment for Victoria. 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](#)



5. Avoid interactions in enclosed spaces

In Victoria, employers have OHS duties and obligations to do what is reasonably practicable to provide and maintain a working environment that is safe and without risks to the health of workers.

As part of creating a safe working environment that addresses risks associated with potential exposure to coronavirus (COVID-19), businesses should have a plan to minimise the amount of interactions conducted in enclosed spaces and maximise ventilation, air quality and use of outdoor spaces.

This means, wherever possible, moving activities outside or to well-ventilated areas and keeping doors and windows open as practicable to ensure maximum ventilation.

Restricted (Regional Victoria): Restrictions apply to indoor dining. If the business is approved for outdoor dining by the relevant local council, the business is encouraged to direct customers to outdoor dining spaces. If your business is not approved for outdoor dining, consider whether applying for a licence is appropriate for your business.

Actions your business can take

Air quality and ventilation

Open windows and outside doors where possible to maximise ventilation. Use air conditioning to enhance the flow of air, however ensure that you are not using the 'recirculate' mode.

Air quality when cleaning

Open outside doors and windows to increase air circulation before commencing cleaning and disinfection. Keep doors and windows open after cleaning and disinfection to allow the cleaning agents to disperse in the airflow.

Move meetings and functions outside

Where possible, move internal meeting and activities to an outdoor area. Encourage workers to take their lunch breaks and any other breaks outdoors as well.

Move menus outside

Place display menus for services (both dine-in and takeaway) outside the venue and introduce online ordering wherever possible. Move the delivery pick up spot as close to a door as possible and away from other customers where possible.

This will prevent unnecessary traffic into the enclosed section of the venue.

Outdoor seating

If you have a licence to provide outdoor seating, prioritise outdoor seating as much as possible. Where you are not licenced to provide outdoor seating, consider whether applying to do so is appropriate for your business.

Even in outdoor seating areas, ensure the following are maintained in line with the health directions:

- Groups must be seated 1.5m apart from other groups (including groups at other venues)
- Patron caps and group size limits
- Density quotients

Avoid retractable awnings or other shade apparatus in outdoor areas where practical, as they prevent adequate air circulation.

Further information for licensees is available on the [Victorian Commission for Gambling and Liquor Regulation \(VCGLR\) website](#).

Refer to the FAQ section of this document for further information on outdoor dining.

Smoking areas

You can convert an outdoor smoking area into 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 are set out on the [BetterHealth website](#).



6. Create workforce bubbles

Having 'workforce bubbles' can help minimise the risk of infection and support contact tracing initiatives.

A 'workforce bubble' is a group of workers who limit their in-person interactions to other members of the group. This strategy focuses on reducing the number of individuals each worker has contact with, rather than the number of interactions with those people. Should a worker test positive or have symptoms of COVID-19, it may contain the spread to those in the bubble, and may reduce the number of people who are required to isolate as a close contact.

To minimise possible exposure and contact, businesses should:

Limit

the number of people that workers have prolonged close contact with.

Modify

processes to minimise interactions between workers during breaks or when transitioning into or out of work.

Consult

with workers whose work is not essential to the physical operation of the business to determine if working from home is reasonably practicable.

Review

shift arrangements to create smaller teams and avoid mixing workers across shifts.

Actions your business can take

Have 'pools' of rostered workers

Reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting) and avoid mixing workers across shifts.

Staggering shifts

Staggering or increasing the time between shifts to eliminate bottlenecks and avoid intermingling between different teams.

Limit worker movement between sites

Limit worker movements to one worksite unless it is not reasonable and practical.

Support casual staff to work at one venue wherever possible to limit the potential for seeding of infection across multiple businesses.

Record keeping of contacts

Keep records that will help businesses enforce workforce bubbles, such as knowing which workers are in different pools, start and end times of shifts etc. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes in the past 28 days.

Maintain records of all workers who have disclosed that they are working for different employers across more than one Work Premises

Define work zones

Define work zones in order to keep workers spread out and prevent accidental worker congregation.

Coordinate other services

Where possible, businesses should try to coordinate other services, such as food deliveries to align with worker 'pools'.



Creating a COVIDSafe Plan

Every business is required to complete a COVIDSafe Plan in order to reopen their workplace.

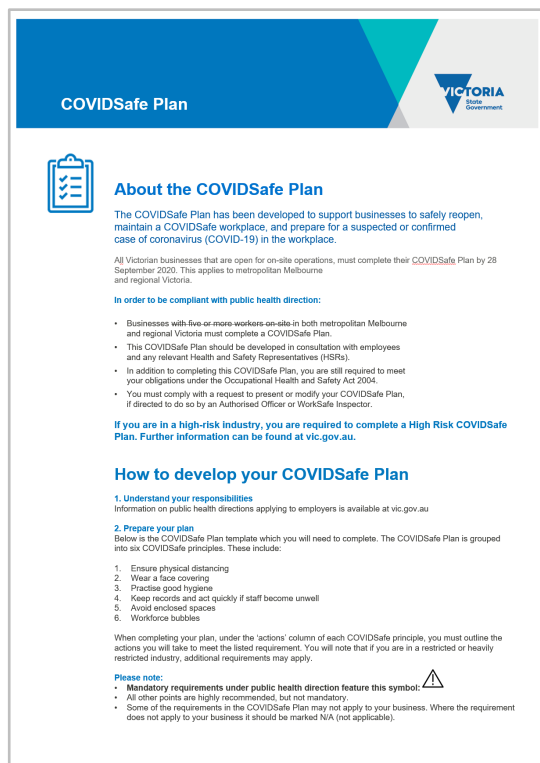
All businesses **must** have a completed [COVIDSafe Plan](#) for each workplace to continue their operation in metropolitan Melbourne and regional Victoria.

As part of a spot check by Victoria Police or other authorities, businesses must be able to demonstrate that they have an adequate COVIDSafe Plan (see next page).

If a business has an existing COVIDSafe Plan, you must conduct regular reviews to ensure it meets up-to-date requirements (e.g. on face coverings).

Your COVIDSafe Plan must set out

- ✓ Your actions to help prevent the introduction of coronavirus (COVID-19) in your workplace
- ✓ The level of face-covering or personal protective equipment (PPE) required for your workforce
- ✓ How you will prepare for, and respond to, a suspected or confirmed case of coronavirus (COVID-19) in your workplace
- ✓ How you will meet all of the requirements set out by the Victorian Government. Some higher-risk industries or workplaces have additional requirements of employers and staff.



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

Occupational Health and Safety Act

A [COVIDSafe Plan](#) forms part of the development of a safe system of work.

Workplaces 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.

Staff must also comply with their obligations under the OHS Act.

For further information on your obligations under the OHS Act, please visit [the WorkSafe website](#).

For more information about creating a COVIDSafe workplace, please visit:

- [WorkSafe: Coronavirus \(COVID-19\)](#)
- [WorkSafe: Preparing a pandemic guide](#)
- [DHHS: Business and industry - coronavirus \(COVID-19\)](#)
- [DHHS: Preventing infection in the workplace](#)
- [DHHS: Workplace obligations](#)
- [DHHS: Confirmed case in the workplace](#)



Compliance and enforcement

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

Each business has an obligation to ensure that their workplace is compliant and has been cleaned and disinfected prior to re-opening or re-commencing operations.

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

Evidence of compliance with the directions of the Victorian Chief Health Officer may be requested from a relevant compliance/enforcement officer. Victoria Police 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).

Where can I find further information on safely reopening my workplace?

Business Victoria is ready to support 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 businesses may conduct spot checks to ensure compliance with the directions of the Victorian 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

Fines and penalties

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 Victorian Chief Health Officer.

Fines can be extended through the Magistrates' Court to a maximum of \$20,000 for individuals and \$100,000 for businesses.

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



More FAQs that apply to all businesses are available at the Business Victoria website.

Can food and beverage outlets in food courts open for the purposes of takeaway and delivery?

In the Third Step, food courts can operate for takeaway and delivery only.

Do all transactions need to be cashless?

Cash can still be accepted as a form of payment, but it is strongly recommended that all businesses use contactless payments.

Are self-serve food and drink stations permissible?

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.

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 no more than two hours, particularly if there is more than one group sharing the same space.

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.

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 patrons. 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.

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.

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](#).



More FAQs that apply to all businesses are available at the Business Victoria website.

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 workers in kitchens that are workplaces, but workers working in the kitchen must practise physical distancing where possible.

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.

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 workers. 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 my indoor areas be treated as separate areas?

Yes. Separate indoor areas can each have up to the patron limit, subject to meeting the relevant density quotient for the patron-accessible area. However, the maximum number of indoor patrons allowed in each venue is 20 (10 per space).

How can I limit interaction between customers and cashiers/front of house workers?

There are a number of ways interactions can be limited to reduce the risk of coronavirus (COVID-19) transmission. Ordering from a table should be encouraged, where possible, to limit counter or kiosk ordering. 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 workers 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.

Do I need to adjust air conditioning (HVAC)?

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

Can I accept bookings from customers in metropolitan Melbourne?

No. Travel between metropolitan Melbourne and regional Victoria is not permitted for the purposes of dining in a restaurant at this time.

Business owners must use reasonable endeavours to satisfy themselves that their customers do not live in metropolitan Melbourne. This can be confirmed by asking customers to confirm that they don't live there, or by using a driver's licence or other relevant forms of ID.

People from regional Victoria may not travel through metropolitan Melbourne for the purposes of dining in a restaurant at this time, even if their destination is in regional Victoria. Travel within regional Victoria is permitted.



More FAQs that apply to all businesses are available at the Business Victoria website.

What does 'outdoors' mean in the context of 'outdoor service'?

- 'Outdoors' means: a space with no roof; or an open-air space designated for the consumption of food and/or beverages, which may have a temporary or fixed cover (e.g. awning or roof) so long as such cover has at least two open sides for airflow.
- Roof is defined as any structure or device (whether fixed or movable) that prevents or significantly impedes upward airflow, including a ceiling.
- Wall is defined as any structure or device (whether fixed or movable) that prevents or significantly impedes lateral airflow, including a closed window or door.

Are venues with large windows or bifold doors considered outdoor areas?

With the above definition, indoor venues that had open sliding or bifold doors or large open windows, would not be considered as outdoors.

Venues must have outdoor areas that are truly 'open air' and have good airflow, so that we can be confident that there is a lower risk of transmission of COVID-19.

What are examples of outdoor service areas?

Permitted outdoor area may be a balcony or veranda, a courtyard, a rooftop, a marquee or a street or footpath.

Outdoor service is subject to local council, licencing and other regulatory requirements. Please consult with your local council for further information.

What are the patron caps and density quotients under the Third Step of the roadmap?

- Groups must be limited to public gathering limit (up to 10).
- Groups must be seated 1.5m apart from other groups (including groups at other venues).
- Members of the public must be seated.

Outdoor spaces:

- Density quotient outdoors of one person per 2m².
- A cap of 50 patrons per venue outdoors subject to the density requirements.
- The density quotient must be applied in all outdoor spaces in a venue.

Indoor spaces:

- Density quotient indoors of one person per 4m².
- Open with a cap of 10 persons per indoor space.
- A cap of 20 patrons per venue indoors subject to the density requirements.
- The density quotient must be applied in all indoor spaces in a venue.
- The density quotient does not apply to toilets and where used as a thoroughfare to outdoor space (e.g. foyer, reception area).

Can I set up umbrellas or utilise sun shades in my outdoor areas?

Yes, so long as the umbrellas and sun shades cover less than half of the outdoor area. Items that create a partial or temporary roof or wall would generally have to cover less than half the total area in order not to significantly impede upward airflow in the area.



More FAQs that apply to all businesses are available at the Business Victoria website.

What are the group number limits?

Under the Third Step, groups are limited to 10 patrons.

Are smoking areas allowed?

- Yes. However, no food or drink is permitted in these areas
- these areas count towards density quotients and patron caps
- you must also take into account the requirements of the Tobacco Act, which are set out on [the BetterHealth website](#) and
- COVIDSafe measures such as social distancing must be adhered to in these areas.

Can alcohol be served without food?

Yes, alcohol can be served without food, however patrons must be seated. This applies to both indoor and outdoor service.

Will outdoor dining permits be fast-tracked / waived for all restaurants and cafes under the Third Step?

Outdoor dining permits are overseen by local councils. Please contact your local council for more information about outdoor dining permits

What is a density quotient? Why is it required?

A density quotient is the number of people permitted for each set measurement of space. The density quotient is designed to minimise close contact between people, to reduce potential transmission of coronavirus (COVID-19).

What is a patron cap? Why is it required?

A patron cap is the maximum number of patrons allowed in a venue at any time. The cap is designed to minimise close contact between people, to reduce potential transmission of coronavirus (COVID-19).

How are gaming rooms in pubs and clubs to be treated?

Gaming rooms in pubs and clubs cannot open at this time.

Where can I access signage to publish at my workplace?

For additional signage resources, please visit: <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>

Reopening my business



Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 16th September 2020.

Checklist for business owners/managers

☐ Prepare your COVIDSafe Plan

Every business is required to have a [COVIDSafe Plan](#) that is regularly updated in order to reopen their workplace.

☐ Ensure workplace is set up to adhere to customer limits

- ☐ see table on page 3 for customer limits
- ☐ For indoor service, a density quotient of 1 customer per 4 square metres of the area accessible to customers
- ☐ For outdoor service, a density quotient of 1 customer per 2 square metres of the area accessible to customers
- ☐ all seating is spaced so that customers are 1.5 metres apart if/when seated

☐ Prepare a cleaning schedule

- ☐ Businesses should conduct a deep clean of the premise.
- ☐ Establish new processes and schedules for cleaning and sanitising to maintain good hygiene, including frequent cleaning of high touch points (see our [Cleaning and Sanitising Fact Sheet](#)).

☐ Signage requirements

- ☐ Display signage for staff and customers in appropriate, high visibility locations, to include:
 - At workplace entrance to advise of the maximum number of customers allowed
 - 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 workplace confirming staff have reviewed the guidelines and evidence that at least one staff member has completed the recommended training.
- ☐ Promote physical distancing, including between staff and customers, with floor or wall markings or signs. Use physical barriers where possible (e.g., installation of sneeze guards).

☐ Establish your record keeping

- ☐ Record the contact details of any customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers), to include: first name and a contact phone number to support contact tracing. Retain for at least 28 days following the visit.
- ☐ Maintain Staff Coronavirus (COVID-19) Health Questionnaires to be completed at the start of each shift.
- ☐ Set up a roster to ensure staff do not work across multiple sites, or for multiple employers unless an exemption applies.

☐ Consult with staff

Employers must, so far as is reasonably practicable, consult with staff and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.

Reopening my business



Checklist for business owners/managers cont.

☐ Staff and management policies, practices and training

- ☐ 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 [here](#).
- ☐ Encourage staff to complete [free infection control training](#) and download the COVIDSafe App. It is the Government's expectation that:
 - at least one staff member at every workplace will have completed the training
 - staff should make themselves familiar with these guidelines
- ☐ Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer to ensure policies and practices are being followed, staff are trained, and records are kept.



Additional resources

For additional information about creating a COVIDSafe workplace, please refer to the following guidance:

- WorkSafe: [Industry obligations](#)
- WorkSafe: [Managing COVID-19 risks – face coverings in workplaces](#)
- DHHS: [Preventing infection in the workplace](#)
- DHHS: [Preparing for a case of coronavirus \(COVID-19\) in your workplace](#)
- DHHS: [Planning and responding to cases of coronavirus \(COVID-19\)](#)
- DHHS: [Cleaning and disinfecting to reduce COVID-19 transmission](#)
- WorkSafe: [Other relevant industry specific guidance](#)

Returning to work



Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 16th September 2020.

Checklist for staff



☐ Complete free infection control training

All current staff are encouraged to complete [free infection control training](#). Any new staff being engaged also need to complete this training.



☐ Do not carpool with other colleagues, unless they are from the same household



☐ Wear a face covering at work, and to and from work unless you have a lawful reason not to doing so



☐ Practice good hygiene

- ☐ 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).

☐ 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.



☐ Stay home if unwell

- ☐ 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.
- ☐ Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.

Staff health questionnaire



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 quarantine because you have been diagnosed with coronavirus (COVID-19)?

☐ YES ☐ 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)?

☐ YES ☐ 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 quarantine 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) ☐ YES ☐ NO

Chills ☐ YES ☐ NO

Cough ☐ YES ☐ NO

Sore throat ☐ YES ☐ NO

Shortness of breath ☐ YES ☐ NO

Runny nose ☐ YES ☐ NO

Loss of sense of smell ☐ YES ☐ 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.