Tourism Industry Guidelines for coronavirus (COVID-19)

Updated on 22 June 2020 in accordance with the directions of the Chief Health Officer
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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 for this process allows individual states and territories 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 21 June 2020, restrictions on certain tourism-related activities within Victoria will be eased further. This will have implications for some businesses operating in Victoria’s tourism industry, particularly the accommodation, hospitality and entertainment sectors.

1.2 Purpose

This document is intended to assist tourism operators in preparing to safely resume or change their operations and begin their economic recovery in line with the changes to restrictions from 11:59pm on 21 June 2020, while ensuring that public health and safety is protected.

It applies to varying types of businesses across Victoria’s tourism industry, including;

- accommodation providers,
- activity providers,
- transport service providers, and
- attraction or experience-based businesses (such as zoos, petting zoos, wildlife parks, amusement parks and arcades, and recreational venues).

The Victorian Government has published separate guidelines that may also apply to tourism operators:

- **Hospitality Industry Guidelines**: For tourism operators who offer food and drink, including accommodation providers, wineries, breweries and distilleries. You can access these guidelines at business.vic.gov.au/hospitalityguidelines

- **Return to Play Guidelines**: For tourism operators that offer sport and recreation activities, such as golf courses, swimming pools, mountain biking, horse trail riding, rafting and ziplines. You can access these guidelines at www.sport.vic.gov.au/our-work/return-to-play

- **Caravan parks and camping grounds on public land**: You can access more information at https://www.ffm.vic.gov.au/media-releases/park-and-forest-closures

- **Snow skiing and snow activity**: You can access more information at https://www2.delwp.vic.gov.au/coronaviruspubliclanduse/home/snow-skiing-and-snow-activity-on-public-land#toc_id_1_alpine

- **Creative Guidelines**: For tourism operators that offer creative and cultural experiences, such as galleries, museums, theatres and concert venues. You can access these guidelines at www.creative.vic.gov.au
2 Tourism Guidelines

2.1 Guidance of development of plans

2.1.1 Description

Each tourism operator is unique and should look to tailor their plans 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.

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>WHO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protect staff wellbeing by ensuring staff and hygiene measures are in place as well as ensuring workers are complying with health advice and are not unwell</td>
<td>Business</td>
</tr>
<tr>
<td>Provide all staff with a copy of these guidelines</td>
<td>Business</td>
</tr>
<tr>
<td>Have provisions in place to record visitor contact details on booking or entry, with first name and a contact number (the details of every client should be recorded, not just one per booking)</td>
<td>Business</td>
</tr>
<tr>
<td>Undertake a deep clean of the premises and implement additional hygiene and cleaning measures and practices</td>
<td>Business</td>
</tr>
<tr>
<td>Ensure your business is set up to adhere to physical distancing requirements</td>
<td>Business / employees / customers</td>
</tr>
<tr>
<td>Ensure visitor awareness of, and compliance with, requirements (including collection of contact information)</td>
<td>Business / Customers</td>
</tr>
<tr>
<td>Be ready to work with the Department of Health and Human Services in the event of a case of coronavirus (COVID-19) in an outbreak affecting your business</td>
<td>Business</td>
</tr>
<tr>
<td>Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines.</td>
<td>Business</td>
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</tbody>
</table>

2.2 Environmental measures including cleaning

2.2.1 Description

Tourism operators are encouraged to have a plan that takes into account coronavirus (COVID-19) guidance from WorkSafe Victoria, ‘How employers can use occupational health and safety (OHS) practice to plan for a pandemic’ at: www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers and the guidelines contained in this document.

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). General requirements and suggestions on cleaning and disinfecting procedures can be found in the Department of Health and Human Services’ (DHHS) Cleaning and disinfecting to reduce COVID-19 transmission document.

Additional hygiene measures are a priority. While these additional measures will vary between venues, tourism operators must, at a minimum, prior to reopening:

- undertake an initial pre-opening deep clean and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms
- 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
- reduce touch points where possible, such as using contact-less payments, leaving access doors open, providing no-touch rubbish disposal, providing tissues and removing non-essential communal and self-service equipment
- maximise ventilation where possible
- consider signs to ask shoppers to only touch what they intend to purchase (if relevant)
- ensure toilets are in working condition with warm running water for the hand basin, and ensure soap and disposable hand towels/dryers are provided.

Tourism operators 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 https://www.worksafe.vic.gov.au/coronavirus-covid-19 and https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

Hand hygiene is fundamental to reducing the risks from coronavirus (COVID-19). 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.
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).

How often should surfaces be cleaned?

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). This should be done every regularly for high-touch surfaces. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage.

Common contact surfaces include:
- benches and workstations
- door and cupboard handles
- handrails
- switches
- taps
- ATMs
- EFTPOS keypads
- eating and drinking utensils
- tables and chairs (including underneath); and
- kitchen and food contact surfaces.

Personal items used in the workplace, such as glasses and phones, should be cleansed and disinfected 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, or immediately if they are visibly dirty and after any spillage has occurred.

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.

How often should staff be washing their hands or sanitising?

The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated.

Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

The most important measure is proper handwashing. Staff must have access to appropriate handwashing facilities and must wash and dry their hands:
- on arrival at work
- before handling food
- 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
• before and after removing gloves (if used).

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 so patrons and staff can maintain physical distancing when moving around facilities.

How can I best maintain physical distancing with contractors such as delivery drivers?
Request delivery drivers and other contractors visiting the premises to limit 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.

I am a business or staff member with questions about reopening, who can I contact?
Business Victoria is ready to support Victorian businesses and answer their questions about preparing for a coronavirus (COVID-19) safe reopening. For further information, please contact Business Victoria on 13 22 15, or using the Contact Us form.
2.3 Physical distancing and patron limits

2.3.1 Description

Physical distancing is an important component to creating a safe environment for employees and customers. In order to maintain physical distancing, tourism operators should consider:

- placing signs at entry points to instruct clients not to enter the shop if they are unwell or have symptoms of coronavirus (COVID-19). The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises
- patron movement associated with entry and exit from the venue (consider separate entry and exit points if practicable)
- ensuring physical distancing by placing floor or wall signage to mark out 1.5 metres distance between persons for queues and waiting areas.
- using physical barriers where practical, such as plexiglass around serving counters or reception areas
- removing waiting area seating or space seating at least 1.5 metres apart
- limiting the use of cash transactions by encouraging clients to use tap and go, direct deposit or other contactless payment options
- moving patrons quickly to minimise queuing and congregation at entrances or arrival areas
- assisting your staff in encouraging patron compliance (including nominating a key staff member); and
- where possible, staggering arrival times to minimise queues or crowds at the attraction entrance, and ensure physical distancing at hand sanitiser stations.

The current directions require capacity limits of 20 patrons per single enclosed space, subject to meeting the density quotient of one patron per four square metres.

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?

To maintain physical distancing requirements, there must be enough space within the business premises that equates to one person per four square metre.

This is used to calculate the total number of people operators can have in the facility at any one time. The size of the facility may limit the number of visitors you can allow to enter at once. For example, if your facility has an internal usable floor space of 20 square metres, then no more than five visitors can be in that facility at any one time.

The four square metre rule must be complied with in addition to the limit on having no more than 20 clients per premises.

Remember also the importance of ensuring people can stay 1.5 metres apart whenever possible, so clients and staff must not be grouped or clustered together.

Will the Victorian Government provide downloadable signage that I can put up at my business on physical distancing and expected staff and visitor behaviours?

Yes. Signage can be downloaded at business.vic.gov.au/coronavirus

Additional signage provided by the Victorian Government can be downloaded at:

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 visitors.

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

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

What if customers 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. Consider communicating the payment preferences to patrons with physical signage.

My business comprises multiple spaces – are these considered separate spaces or one single space? Does this include back of house spaces?

A single separate space means an undivided space, for example a dining room of a restaurant, or an upstairs or downstairs area. If connecting rooms cannot be closed off from each other, this is one indoor space.

For areas to be considered different from each other, 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 either reach from floor to ceiling or be at least 2.1 metres high for the space to be considered sufficiently separate. It is not intended for temporary structures to be installed to create separate areas.

Accessible to the public means that spaces specifically available for staff (e.g. behind bars or counters) are not included when calculating the density quotient for customers.

How do I ensure I am providing a safe entry and exit to my business?

Physical distancing measures including barriers and markings on floors and walls should be used to encourage customers to keep 1.5 metres apart should be maintained.
2.4 Staff

2.4.1 Description

All places of business must take precautions to protect the health and safety of employees and customers and their risk and exposure to coronavirus (COVID-19). This duty of employers is instilled in the Occupational Health and Safety Act 2004 (OHS Act).

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

Tourism businesses 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/hospitalityguidelines).
- 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 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, including the hardship fund in the event they are required to self-isolate
- 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.

*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

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

2.4.2 Employers / venues FAQs

If a staff member is unwell should they stay home?

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) 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.

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

Employers should also encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire at the start of each shift (see Appendix of this document). 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 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 (if one was needed).

Staff should be provided with appropriate wellbeing support. Staff who are required to self-isolate may be eligible to receive a one-off $1,500 payment from the Victorian Government.

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

No. Staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check at home before attending work.

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.


**What do I do if a staff member or patron 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 disinfect all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is complete
- 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 will contact anyone who is identified as a close contact of the case
- 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 required to self-isolate may be eligible to receive a one-off $1,500 payment from the Victorian Government
- staff who are determined as close contacts of a person with coronavirus must 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; and
- 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 (COVID-19) and treat their condition with understanding and compassion. Check in on the wellbeing of staff members regularly during self-isolation and monitor their mental health.
How can I manage potential coronavirus outbreaks among staff?

Have a plan in place if a staff member should test positive for coronavirus (COVID-19). For example, maintain accurate records of your work roster to identify who has been in close proximity with one another during a shift.

If a staff member does test positive, treat them with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health. Staff who are required to self-isolate may be eligible to receive a one-off $1500 payment from the Victorian Government.

DHHS will work with you to provide clear direction and indicate requirements where someone with coronavirus (COVID-19) has been at your facility while infectious.

Should I encourage staff to wear PPE?

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

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.

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.

If staff were previously required to wear PPE to control for risks other than coronavirus (COVID-19) infections, then they should continue to do so.

Can staff move freely around the premises?

Wherever possible, processes should be modified to reduce staff need to move through the premises to carry out their work. For example, divide work areas into clear sections and assign them to specific staff, and adopt processes that allow staff to maintain 1.5 metres from other staff and customers.

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; and
- 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.

How should I educate the staff I supervise about the risks of coronavirus (COVID-19)?

Ensure that all staff under your supervision, including contractors and volunteers, are informed about the risks of coronavirus (COVID-19) 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. You can find translated resources in 49 languages on the DHHS website.
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 (COVID-19). Tell them to stay home if they are unwell and showing symptoms, even if they are minor.

Staff should also be trained on the control measures - such as physical distancing - in place to reduce the spread of coronavirus (COVID-19) at your place of work.

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.

**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 (COVID-19) transmission. Staff should be directed to stay home if they are unwell, or go home immediately if they become unwell.

Leave policies should be reviewed to ensure that staff do not attend work while unwell. Staff who are required to self-isolate may be eligible to receive a one-off $1,500 payment from the Victorian Government.

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 (COVID-19)-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

**What should I do if a staff member refuses to work due to concerns about contracting coronavirus (COVID-19)?**

In some circumstances, employees have the right to refuse to carry out or stop unsafe work. They have this right if there is a reasonable concern that they will be exposed to a serious risk to their health and safety from an immediate or imminent hazard. This could include exposure to coronavirus (COVID-19).

If an employee stops work because it is unsafe, they need to tell you as soon as possible. The employee must then be available to carry out suitable alternative work, including doing other tasks that they are trained or able to do, or performing their work from another location, such as working from home.

**What if an employee requests to wear a face mask?**

Workplaces should not encourage staff who are well and engaging with the public to wear masks, unless your staff were previously required to wear masks to control for risks other than coronavirus (COVID-19) infections. However, an employee should not be prohibited from wearing a face mask if they wish.

**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 (COVID-19) with information from the DHHS website, 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 DHHS, 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 clients.

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 their 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 FAQs for staff

**What personal protective equipment (PPE) am I entitled to as a member of staff?**

PPE is not currently recommended as a preventive measure against coronavirus (COVID-19) for tourism workers or for healthy individuals. The most important measure is not attending work while unwell, proper handwashing, cleaning and physical distancing.

PPE should continue to be used if you were previously required to use it to control for risks other than coronavirus (COVID-19) infections.

**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.

**What if I’m directed to self-isolate, but are not entitled to paid leave?**

People who are directed to self-isolate by the Chief Health Officer – either because they have coronavirus (COVID-19) or are a close contact of someone with coronavirus – and who will not have any income as a result, may be eligible to receive a one-off $1,500 payment from the Victorian Government.

Workers who can’t work from home - including casual workers, some self-employed workers and permanent employees who have no sick leave - and who aren’t covered by JobKeeper and whose employer has no special leave in place, may be eligible for the one-off payment.

Further information on coronavirus (COVID-19)-related pay and leave entitlements can be found at the Fair Work Ombudsman website.

**How do I find out whether I’m eligible for the one-off $1,500 payment?**

You may be eligible if you have been directed to self-isolate. Please discuss your eligibility with your public health officer.

**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, to be consulted on issues that affect you and know-how and who to contact with any concerns you may have.

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

Your customers may require different things from your business right now, especially concerning their health and wellbeing. Highlighting the steps your business is taking to ensure physical distancing, regular cleaning and good personal hygiene will help customers feel more comfortable.

Customers also have a role to play. Supporting patrons to maintain physical distancing and practice good hygiene is an important part of creating a coronavirus (COVID-19) safe environment. Tourism operators should offer appropriate resources to customers to better enable them to monitor and screen their own health.

Keeping accurate records of guests using your services is important to assist contact tracing efforts in the instance of a coronavirus (COVID-19) outbreak.

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, the table number/dining room in which they were seated, and if there are multiple indoor spaces, the indoor space(s) which the person visited. 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, including when queuing prior if necessary. Use of floor and wall 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 and information on hygiene measures (e.g. cashless payments) to protect the health of patrons and staff
- encourage patrons to download the COVIDSafe app
- consider providing information on physical distancing and good hygiene when in the venue as per Good Hygiene for Coronavirus; and
- consider updating your cancellation policy to allow customers to easily cancel their visit if they have any symptoms.

If you are an accommodation provider, it is recommended that you consider implementing one or more of the following additional requirements for patrons:

- requesting that a patron undertake a symptom self-assessment prior to leaving home, which includes an assessment of whether they have a fever and include a temperature check at home
- providing information about the symptoms of coronavirus (COVID-19) and asking guests to disclose whether they are unwell or whether they have been asked to quarantine by the Department of Health and Human Services due to being a close contact of a confirmed case of COVID-19
- a patron’s temperature could be taken on arrival to supplement the self-assessment, or if patrons arrive when reception is closed then taking it at the next available opportunity.

Accommodation providers are encouraged to contact booked guests in the 24 hours prior to their booking and request they conduct a symptom self-assessment before leaving home. Accommodation providers can ask people whether the self-assessment has been done as part of the check-in process.

If a patron becomes unwell while staying in your accommodation facility, encourage them to return home and get tested. Call the coronavirus hotline 1800 675 398 for more information about testing. If returning home is not possible, encourage them to get tested in the local area and undertake all possible efforts to isolate them from others (including avoiding communal facilities) until they receive a negative result.

Please refer to the checklists in the Appendix of this document for further advice.
How can I encourage safe customer behaviour?

Place signs at entry points to instruct customers not to enter the premises if they are unwell.

If a space in the facility is subject to the four square metre rule or a patron limit, the facility must display a sign at each public entry to each space that includes a statement indicating the maximum number of people that may be present in the space at a single time.

You should also provide information and guidance on physical distancing and hygiene measures.

What do I do if a customer does not comply with my business’ control measures, including the symptom self-assessment?

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

Should I require my customers to wear a face mask?

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

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 coronavirus (COVID-19) transmission.

What information am I required to collect from patrons?

Some tourism facilities, such as restaurants and cafes, accommodation facilities, hairdressers, beauty and personal care facilities, swimming pools, entertainment venues and animal facilities are required to request the first name and phone number of people that attend for more than 15 minutes, and if provided, must keep a secure record of those details, the date and time at which the person attended the facility (and if there are multiple indoor spaces, include the indoor space(s) which the person visited).

Retailers attached to tourism facilities, such as gift shops, do not need to keep records of people who have visited their shops.

Facilities are not required to verify information provided by patrons.

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 should 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.

A template for recording visitor details can be found at business.vic.gov.au/tourismguidelines

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.

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 make contact 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 (COVID-19). 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.

Do I need to disclose to customers about the retention of that data?

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.

Do I have to get every single person’s details, or just one from each group?
The details of each person should be requested.

**Does my data from reservations count? What form do I use?**

Data from your reservations can be used if it meets the requirements:

- first name and phone number
- time and date of visit; and
- if there are multiple indoor spaces, the indoor space(s) which the person visited.

The details of all patrons must be recorded.

**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](https://www.oaic.gov.au).

**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.

**As a business owner, do I collect data of customers under the age of 18?**

Yes.

**If it’s a regular customer, do I have to get their details every single time?**

Yes. It is important to record their first name, phone number and the date and time they attended.
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 well-informed, and procedures are kept to up-to-date to comply with current health information.

Victoria Police and other authorities, such as the Victorian Commission for Gambling and Liquor Regulation (VCGLR), 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, such as VCGLR, 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 DHHS 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). For information on health and safety requirements under 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 that a local business 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 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, 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. 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.
3 Information for tourism activities and businesses

3.1 Latest directions

The State of Emergency provides the Chief Health Officer with additional powers to issue directions to help contain the spread of coronavirus and keep Victorians safe.

Tourism businesses operate a range of facilities that may be subject to these directions. This section outlines how the latest restrictions will apply to those facilities after 11:59pm on 21 June 2020. Businesses that operate multiple facilities will need to consider how each applies to their business.

All eased proposed restrictions and the proposed dates are subject to the advice of Victoria’s Chief Health Officer.

All tourism businesses should take reasonable steps to facilitate customers and staff maintaining a distance of 1.5 metres from others.

Definitions:

Record-keeping requirement: Collecting the first name and contact phone number of the person, as well as the date and time that the person attended the venue/facility, and if there are multiple indoor spaces, include the indoor space(s) which the person visited.

Signage requirement: A sign displayed at each public entry that states the maximum number of people (not including staff) who may enter the venue (i.e. the calculation of one person per four square metres).

Cleaning requirement: All reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), or when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use.

3.1.1 Accommodation

Accommodation for tourism purposes (e.g. camping grounds, caravan parks, hotels, hostels or private holiday rentals) will be allowed to operate according to the following rules if:

- no more than 20 guests are permitted in the accommodation facility per group booking; and
- record-keeping and cleaning requirements are met.

Exemptions relating to use of accommodation where they are a place of residence, or for emergency and work purposes, still apply.

3.1.2 Swimming pools

Swimming pools (including those in accommodation facilities) may open to the public according to the following rules:

- no more than the following people (excluding any staff necessary for an organised activity in the pool) are permitted at any one time:
  - 20 patrons in the pool;
- no more than one person per four square metres can access the non-water parts of the pool facility
- no access to saunas and spas; and
- record-keeping, cleaning and signage requirements are met.
3.1.3 Outdoor physical recreation facilities

Facilities used for outdoor sport and recreation (such as bowling greens, tennis courts or gyms) can open according to the following rules:

- Group sizes are limited to up to 20 people participating
- The group activity must reasonably capable of being done with people maintaining a physical distance of 1.5 metres from each other
- Cleaning requirements for shared equipment are met; and
- Record-keeping requirements are met.

3.1.4 Indoor physical recreation facilities and play centres

Facilities used for indoor sport and recreation (such as health studios or gyms) and indoor play centres (including trampoline centres) can open according to the following rules:

- The number of people (not including staff) in the facility is limited to:
  - For each separate space: the lesser of a) one person per four square metres or b) 20 people.
  - Up to 10 people per group class (e.g. Zumba) for persons over 18.

- For larger indoor spaces, multiple separate ‘zones’ may be created within a space. To be considered a ‘zone’:
  - Each ‘zone’ must not be less than 200 square metres, meaning that an indoor space must be at least 400 square meters in order to have separate zones.
  - Zones must be clearly and visibly separated (e.g. by a rope, tape, or netting).
  - The area must be for the exclusive use of up to 20 people if participating in individual activity or up to 10 people if participating in a group class (e.g. Boxercise) at any one time.
  - No mixing of people between zones is allowed.

- Record keeping, signage and cleaning requirements are met.

For more information on restrictions for indoor or outdoor physical recreation facilities, see: https://sport.vic.gov.au/our-work/return-to-play/return-to-play-for-community-sport-and-active-recreation

3.1.5 Animal Facilities

Animal facilities (including zoos, petting zoos and wildlife centres) in Victoria can open according to the following rules:

- The number of people (not including staff) in the facility is limited to:
  - For outdoor spaces: one person per four square metres in the publicly accessible areas of the venue.
  - Single groups are limited to 10 people.
  - For each single undivided indoor space: the lesser of a) one person per four square metres or b) 20 people.

- Measures are in place to manage public health risks arising from opening.
- Record keeping, signage and cleaning requirements are met.

3.1.6 Retail facilities

All open retail facilities in Victoria must:

- Limit entry to one person per four square metres in a single undivided indoor space.
- Comply with the signage and cleaning requirements.
Non-food related market stalls and markets may also reopen if they are held in an outdoor space; or for those in an indoor space, entry is limited to one person per four square metres of publicly accessible areas of the market. The cleaning requirements apply.

3.1.7 Entertainment facilities

Some entertainment facilities are permitted to operate according to the following rules:

**Outdoor arcades and amusement parks** may open if:

- the number of people (not including staff) in the facility is limited to:
  - for outdoor spaces: one person per four square metres in the publicly accessible areas of the venue
  - for each single undivided indoor space: the lesser of a) one person per four square metres or b) 20 people
  - single groups are limited to 10 people.
- signage, cleaning and record-keeping requirements are met; and

**Indoor arcade areas**, including those located at outdoor amusement parks, are to remain closed.

**Indoor cinemas** may open from 11.59 on 21 June 2020 if:

- Entry is limited to the lesser of a) 20 members of the public per space, or b) one person per four square metres;
- Group bookings are limited to 10 people; and
- Signage, cleaning and record-keeping requirements are met

**Drive-in cinemas** may open if they are in an outdoor space and cleaning requirements are met.

3.1.8 Food and drink facilities

Restaurants, cafes, bars, pubs and clubs and other hospitality businesses can resume dine-in or alcohol-only service with the following restrictions:

- up to 20 seated patrons per enclosed space, or in an outdoor space
- limits will be placed on entry to comply with the density requirements allowed within a single space – one person per four square metres
- record-keeping, signage and cleaning requirements are met
- group bookings of no more than 10 people
- tables are arranged so that patrons are at least 1.5 metres from other patrons on different tables when seated; and
- food and drinks are served only to seated patrons.

The *Hospitality Industry Guidelines for coronavirus (COVID-19)* provide detailed guidance to safely resume operations in accordance with the easing of restrictions.
3.2 Accommodation providers

3.2.1 FAQs

How do I prevent people from attending when unwell?

If someone is unwell, they should be at home. To avoid guests arriving unwell we are asking accommodation providers to communicate with guests before they travel.

Accommodation providers are encouraged to contact booked guests in the 24 hours prior to their booking and request they conduct a symptom self-assessment before leaving home.

This should include assessing if they have a fever, ideally by using a thermometer to check their own temperature. Not everyone who has an infection or is infectious will have a fever so the self-assessment should cover all symptoms and whether the person has been identified as a close contact of someone with coronavirus (COVID-19).

Accommodation providers can ask people whether the self-assessment has been done as part of the check-in process.

Can I check guest's temperature?

For accommodation with communal facilities with a staffed reception desk, a guest’s temperature could be taken on arrival to supplement the self-assessment. Any temperature checking must be done using a non-contact infrared thermometer (i.e. a body temperature measuring device that include an infrared radiation measurement technique) that is a registered medical device in the Australian Register of Therapeutic Goods (ARTG).

There are several different brands of thermometers. All staff using the thermometer should familiarise themselves with the manufacturer instructions and storage information contained in the thermometers packaging. The thermometer may require calibration. Follow the instructions specific to the brand as advised in the manufacturer packaging.

Temperature is generally checked on the forehead, at a distance of 5 – 15cm (make sure there is no hair, perspiration or cap is covering the person’s forehead). Use a fully extended arm to maintain physical distancing from the guest as far as practicable, minimise the time involved.

Scanners do not require cleaning between guests as they are non-contact. If multiple staff are to be handling the thermometer it must be cleaned between users in accordance with DHHS’ cleaning and disinfection guidelines.

If a visitor is arriving at the accommodation after reception is closed, a visitor’s temperature can be taken at the next available opportunity.

What to do if someone has symptoms of COVID-19?

Anyone with symptoms of coronavirus should stay home. The symptoms can include a fever, chills or sweats, cough, sore throat, shortness of breath, runny nose, and loss of sense of smell.

Accommodation providers should not undertake health assessments. Accommodation providers may invite a guest that has not done their self-assessment prior to arrival to complete it on arrival, including offering to take the guests temperature using the infrared thermometer if available.

If the guest agrees to have their temperature taken, and it is above 37.5°C they are considered to have a fever. However, a person’s temperature taken using non-contact infrared thermometers is heavily influenced by environmental conditions. Doing exercise, or being exposed to the sun, can raise the temperature on our foreheads above body core temperature. They may detect elevated temperatures that have nothing to do with infections. In the event on an elevated temperate the individual should rest indoors for at least 15 minutes before doing a follow up temperature check to confirm whether they still have a temperature above 37.5°C.

If the guest has any symptoms of coronavirus (COVID-19) they should be asked to return home if possible. If this is not possible, and if the guest is booked to stay in a room with others not from their usual household, alternative self-contained accommodation arrangements should be provided for the guest where possible. Support the guest to find alternative self-contained accommodation nearby if you are unable to provide it. In addition, any guest with symptoms of coronavirus should be instructed not use any communal facilities and strongly encouraged to get tested. Information is available at https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19 or call the coronavirus hotline on 1800 675 398. Unwell guests should return home at the earliest opportunity if safe to do so.
Should I wash all bedding (such as blankets, pillows, mattress protectors, bed covers, cushions and throws), as well as sheets?

Bedding that comes into direct contact with a patron (such as sheets, quilt covers and pillow cases) should be washed before the next booking, and other items should follow routine practice. The laundering of linen should be conducted using the warmest setting possible that is in accordance with manufacturer’s instructions. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

I rent out a house or room/s through an online booking platform – can I start to have guests stay?

Yes, you can have guests stay at your property. However, house or room/s rented out must be cleaned between groups. See Cleaning and disinfecting to reduce coronavirus (COVID-19) transmission - tips for business and construction sites

I operate a facility or caravan park with communal areas (bathroom, kitchen, living and dining areas, etc.) – can guests access these areas?

Yes. From 11.59pm on 21 June 2020, guests at accommodation facilities may have access to communal areas. If you have multiple group bookings staying at the premises at one time, then the patron limit for these rooms is determined by the density quotient, which is calculated by measuring the total area of a space (in square metres) then dividing by 4.

Efforts should be made to reduce the number of people using communal areas at any given time; increase the amount of time between users; and facilitate users maintaining a 1.5m distance from other users.

Communal facilities are subject to the cleaning requirements: all reasonable steps to ensure that frequently touched surfaces are routinely cleaned and disinfected (at least twice a day), or when they are dirty, between users, and immediately after spills. Shared equipment (including, sinks, bench tops and surfaces such as refrigerator door handles) are to be cleaned & disinfected with a disinfectant with anti-viral properties – see Cleaning and disinfecting to reduce coronavirus (COVID-19) transmission - tips for business and construction sites

Facilities used for outdoor sport and recreation may remain open, subject to physical distancing and requirements. Communal saunas and spas must remain closed.

How can I encourage physical distancing in communal areas?

Efforts should be made to reduce the number of people using communal areas at any given time, increase the amount of time between users, and facilitate users maintaining a 1.5m distance from other users.

You may wish to consider whether the following controls are feasible and appropriate in your setting:

1) Rostering use of highly-used areas such as the kitchen or games rooms
2) Moving or removing furniture to facilitate physical distancing
3) Use floor markings to identify 1.5 metres distance between persons for queues and waiting areas.

You should also consider making hand sanitiser available to guests in communal areas.

I run a hostel with shared dorm rooms and no private facilities (recreational, dining, kitchen, bathroom) – can I accept guests?

Yes, hostels can accept guests for shared dorm rooms.

My operation has a communal sauna and spa – can people use it?

No. Communal saunas and spas must remain closed.

My operation has a pool – can people use it?

Swimming pools (including those in accommodation facilities) may open to the public according to the following rules:

- no more than the following people (excluding the owners and staff) are permitted at any one time:
• 20 patrons in the pool;
• no more than one person per four square metres can access the non-water parts of the pool facility;
• no access to saunas and spas; and
• record-keeping, cleaning and signage requirements are met.

I have function and meeting facilities – can I start taking bookings for business meetings or private functions? If so, will my business events clients be in breach of the Stay Safe directions regarding working from home?

From 11.59pm 21 June, conference centres can remain open, if the facility strictly adheres to restrictions on public gatherings of no more than 10 people and can meet physical distancing restrictions. Density restrictions of one person per four metres apply.

Venues are required to request first name and phone number of every customer to assist in rapid contact tracing. Other safety precautions will also be required, including extra cleaning. Gatherings for essential work purposes can be arranged, however the directions require that Victorians who can work from home must do so.

Meetings held in facilities restricted under the directions are subject to the requirements of those restrictions. That includes plans to serve food and beverages, which are subject to the restrictions outlined in the Hospitality industry guidelines for coronavirus (COVID-19).

My operation has a playground – can people use it?

Outdoor playgrounds, skateparks and outdoor communal gyms can remain open. This also applies for such outdoor facilities provided for use at private venues, such as caravan parks. Physical distancing and public gathering rules apply at all times.

From 11.59pm on 21 June, indoor play centres, including trampoline centres can reopen with to up to 20 people per indoor zone (see 3.1.4)

My operation has indoor sport and recreation facilities – can people use them?

Outdoor sport and recreation facilities, such as tennis courts or bowling greens, can reopen subject to the requirements outlined in Section 0. This also applies for facilities at private venues, such as caravan parks or hotels. Physical distancing and mass gathering rules apply at all times.

From 11.59pm on 21 June, indoor sport and recreation facilities may reopen to 20 people per zone, with a cap of up to 10 per group class for those over the age of 18, subject to the density requirements (see 3.1.4).

My operation has a barbecue – can people use it?

Yes. Barbecues can remain open. Visitors are to be instructed to clean the barbecue and surrounding spaces before and after they use it.
### 3.3 Attractions and experiences (indoor and outdoor)

#### 3.3.1 FAQs

**I run an indoor amusement park – can I re-open?**

Indoor amusement parks are not permitted to open at this time.

**I operate a hot springs facility – can I re-open?**

Chlorine residuals are critical in managing the risk of coronavirus.

Hot and mineral springs are not prevented from opening pool-based bathing water as long as chlorine residuals are maintained that are acceptable to local government and DHHS. Saunas and spas, including those in the community, remain closed.

**I am a private zoo operator – can I re-open?**

Yes, outdoor amusement parks, zoos and arcades, can open. The overall cap on visitors to these venues must be determined by dividing total area (indoors and outdoors) accessible to the public in metres squared by four.

Indoor enclosed areas are considered separate spaces and from 11.59pm on 21 June, can have a maximum of 20 patrons per space, subject to separate density requirements for each indoor space (the four square metre rule).

There should be a maximum single group booking of 10, consistent with the public gathering limits.

**I run an attraction which includes a retail outlet – can I re-open?**

Yes. However, there are three requirements for retail businesses in Victoria that have customers on its premises:

- You must measure your publicly available floorspace in each separate space and identify the maximum number of customers allowed in that space. For example, if your shop is 2 metres wide and 8 metres deep, its floorspace would allow a maximum of 4 customers inside at one time (2 x 8 = 16m², divided by 4 m² per person = 4 customers)
- You must place a sign at the entrance/s to your premises indicating the maximum capacity of your shop and ensure no more than this number of customers are in your premises at any one time
- You must initiate a cleaning regime that ensures:
  - frequently touched surfaces such as door handles, touch screens, handrails and benchtops are cleaned and disinfected at least twice per day
  - all surfaces are cleaned and disinfected when visibly soiled
  - all surfaces are cleaned and disinfected immediately if there is spillage.

**I run an attraction which includes a restaurant or cafe – can I open them?**

Yes. Restaurants, cafes, bars, pubs and clubs and other hospitality businesses can resume dine-in or alcohol-only service with the following restrictions:

- up to 20 seated patrons per enclosed space, or in an outdoor space, subject to the density requirement of one person per four square metres
- record-keeping, signage and cleaning requirements are met
- group bookings of no more than 10 people
- tables to be spaced so that patrons are 1.5 metres from a neighbouring table when seated; and
- only table service is offered.

I run a gallery/museum – can I run tours? Can I host events with guest speakers?

Yes. From 11.59pm on 21 June, galleries, museums, national institutions and historic sites are allowed up to 20 customers per separate indoor space, while ensuring that the one person per four square metres is always observed. Group bookings must be limited to 10 people.

Any tours or events should be organised so that patrons can remain 1.5 metres apart, and that the four square metre rule is applied in each separate space.

My business includes hands-on activities with shared equipment – am I allowed to operate?

Yes, but there should be appropriate cleaning and disinfection procedures in place for shared equipment. Where possible, patrons should be encouraged to bring their own equipment and clothing (e.g. use their own helmet or goggles). You should avoid sharing equipment that touches the head or face. In some instances, protective barriers or linings could be considered e.g. wearing a washable liner underneath a helmet. If clothing is required to be shared, it should be thoroughly cleaned before the next user. For clothing that can be machine-washed, a hot setting should be used. As a secondary protective measure (in addition to cleaning and disinfection), equipment could be quarantined for a period of time before next use (e.g. 72 hours).

Other shared equipment should be cleaned between uses with a cleaning regime that must include use of a disinfectant with anti-viral properties that complies with the published requirements of DHHS. You can find more information at https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission.

3.4 Transport services

3.4.1 Description

Many tourism operators provide transport to their customers as part of their service, including the provision of hire vehicles, airport transfers and marine-based activity tours.

It is important that transport service is provided in a manner that minimises the risk of coronavirus (COVID-19) to staff and customers, by:

- ensuring fresh air circulation where possible in all transport
- regularly cleaning and disinfecting high-contact services within the vehicle using an alcohol-based cleaner or disinfecting wipes, before, after and at designated intervals. These include seatbelts, headrests, door handles, steering wheels and hand holds
- loading and offloading passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the vehicle
- allowing enough time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding
- where possible, increasing the capacity of vehicles to allow passengers to stay 1.5 metres apart, and encouraging passengers to remain 1.5 metres apart throughout the journey as well as disembarking
- considering installing physical barriers that can minimize spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards; and
- handwashing facilities or sanitizer should be made available before and after the journey.

3.4.2 FAQs

Does the 4 square meter indoor density quotient apply to my vehicle (including buses, hot air balloons, boats and aircraft)?

No. However, you need to support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons and must not organise a tour for more than 10 people. You should therefore consider what will be an appropriately sized group for your vehicle to support safe physical distancing by tour participants from different households during the tour.

I run a fishing charter, do physical distancing requirements apply to my operation?

Yes. When undertaking recreation activities, participants must take reasonable steps to maintain a distance of 1.5 metres from all other persons.

I operate a car rental outlet and have become aware that a person/s who recently hired a vehicle has tested positive for coronavirus (COVID-19). What steps should I take to disinfect the vehicle?
Remove the vehicle from circulation. Cleaning and disinfection will be required of the vehicle. DHHS will provide guidance and advice specific to the circumstances. For further advice, contact the 24-hour coronavirus (COVID-19) hotline on 1800 675 398.
3.5 Activity providers (indoor and outdoor)

3.5.1 FAQs

Is there an approved method of cleaning and disinfecting shared equipment?

Where possible, patrons should be encouraged to bring their own equipment and clothing (e.g. use their own helmet or goggles). In some instances, protective barriers or linings could be considered e.g. wearing a washable liner underneath a helmet. If clothing is required to be shared, it should be thoroughly cleaned before the next user. For clothing that can be machine-washed, a hot setting should be used. As a secondary protective measure (in addition to cleaning and disinfection), equipment could be quarantined for a period of time before next use (e.g. 72 hours).

You should avoid sharing any equipment that touches the head or face. Guidance on how to clean and disinfect shared equipment is outlined in the table below.

| Non porous surfaces | For items that have non-porous surfaces, and where disinfection will not damage the materials of the equipment, both cleaning and disinfection should take place, as cleaning alone does not kill germs. 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. 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 [https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission](https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission). Where items cannot be effectively cleaned, practice good hand hygiene, before and after use. It is recommended that items that are placed on the head, that cannot be effectively cleaned, are not shared. |
| Fabric or porous surfaces | Clean the touch surfaces of the item that can be wiped with a damp cloth. Not all surfaces are amenable to frequent cleaning. Items should be cleaned after each patron use. For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which cleaning products can be safely used. Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements. If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface. |

The close contact nature of my tourism activity business means that clients and staff cannot adhere to 1.5 metre physical distance requirement. What measures can I implement to minimise the risk of coronavirus (COVID 19) transmission?

Physical recreation activities can only occur where the activity is reasonably capable of being done with participants maintaining a distance of 1.5 metres from other participants.

Other recreation activities are not specifically restricted, however everyone should take reasonable steps to maintain a distance of 1.5 metres from all other persons (except those people with whom they ordinarily reside). Where this is not possible, participants should minimise the duration of the close contact, and practise good hygiene – wash your hands and cough and sneeze into a tissue or your elbow.

My business involves offering activities for people (e.g. guided tours, surfing lessons) – can I re-open?

Experience businesses can operate as long as capacity limits are adhered to and physical distancing can be maintained. This means that from 11:59pm on 21 June no more than 10 per group. Operators should support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons.
3.6 Wineries, distilleries and breweries

3.6.1 FAQs

I operate a winery that hosts private and business functions – can I start hosting functions?

Wine terrorist can host private and business functions subject to the restrictions outlined in the Hospitality Industry Guidelines for coronavirus (COVID-19). Gatherings for essential work purposes can be arranged.

I operate a cellar door at a winery, brewery or distillery – can I re-open? What restrictions apply?

From 11.59pm on 21 June, wineries, breweries or distilleries with a restaurant or cafe. will be able to sell alcohol by the bottle, and sell alcohol by the glass or sell a tasting experience to seated patrons.

Please refer to the Hospitality Industry Guidelines for coronavirus (COVID-19) for more information.

3.7 Events

3.7.1 FAQs

Can I operate a market? Can I have live entertainment (e.g. live music, cooking demonstrations)?

Market stalls may open – the four-square metre rule applies to indoor markets and a physical distance of 1.5 metres should be maintained between people.

Entertainment is permitted at markets. Live entertainment should occur in designated spaces that allow performers to remain 1.5m from members of the public.

Can larger venues open for events and conferences?

If you are working from home, you must continue to work from home.

From 11.59pm 21 June, conference centres can remain open, if the facility strictly adheres to restrictions on public gatherings of no more than 10 people and can meet physical distancing restrictions. Density restrictions of one person per four metres apply.

Can I run a festival or event?

Large events are not currently permitted, and public gatherings are limited to a maximum of 10 people for outdoor public gatherings.
3.8 Camping and caravanning on public ground

The scope of the advice includes all public land. It includes campsites with no facilities to cabins with ensuites. Also included are caravan parks, formal camping areas (where bookings are required) and remote camp sites (where no sites are provided, or no bookings are required).

It acknowledges the significant variation in the type and level of service provided at camp sites across the state and the experience the user is after – from camping in tents, RVs, campervans to cabins.

3.8.1 Advice for easing restrictions

From 11:59pm on 21 June 2020 outdoor gatherings are limited to 20 people.

Overnight stays can resume under appropriate conditions.

Accommodation can open for tourists, including campgrounds and caravan parks, including where there are shared communal facilities. Communal facilities like kitchens or bathrooms can open.

If you are an accommodation provider, it is recommended that you consider implementing one or more of the following additional requirements for patrons:

- requesting that a patron undertake a symptom self-assessment prior to leaving home, which includes an assessment of whether they have a fever and include a temperature check at home
- providing information about the symptoms of coronavirus (COVID-19) and asking guests to disclose whether they are unwell or whether they have been asked to quarantine by the Department of Health and Human Services due to being a close contact of a confirmed case of COVID-19.

Where possible, accommodation providers are encouraged to contact booked guests in the 24 hours prior to their booking and request they conduct a symptom self-assessment before leaving home. See Section 3.2.1 for more information.

There are exemptions already in place that allow accommodation facilities to operate for the purposes of providing accommodation to:

a) a person attending the facility in connection with a school camp;

b) a person whose place of residence is the accommodation facility;

c) a person who is ordinarily a resident of Victoria but has no permanent place of residence in Victoria;

d) a person who requires emergency accommodation, including in relation to family violence and other vulnerable groups; or

e) a person who requires accommodation for work purposes.

3.8.2 Return to caravan and camping plans

This guidance allows each committee of management (CoM) to consider their activities and the environment in which activities take place. CoMs are encouraged to develop a Return to Caravan and Camping Plan. DELWP can provide advice and support to CoMs in the development of these plans, noting that the CoMs are responsible for their development and enforcement.

Plans are a mechanism through which CoMs can:

- Align with the current Stay Safe and Restricted Activity Directions issued by the Victorian Chief Health Officer
- Implement relevant recommendations from the Victorian Government relating to the operation and safety of the facility
- Ensure that activity resumption does not compromise the health of individuals or the community.
3.8.3 FAQs

Are caravan parks or camping grounds able to open?
Yes. From 11:59pm on 21 June, camping ground or caravan parks can be opened. Communal toilet, bathroom and kitchen facilities can open and physical distancing and regular cleaning must be implemented.

How many people are allowed in a camping ground?
The restrictions on public gatherings of up to 10 people apply to groups within the park, not the caravan park or camping ground itself. As such, no group bookings of more than 10 should be taken. Campers should maintain a distance 1.5 metres from others and stay home if they feel unwell.

How can safe camping behaviour be encouraged?
Additional safeguards will be established for accommodation, including increased screening to increase the safety of staff and visitors. Patrons are encouraged to undertake a symptom self-assessment prior to leaving home, which includes an assessment of whether they have a fever and include a temperature check at home.

Signs should be placed advising patrons not to enter caravan parks or camping grounds if they are unwell and information provided on physical distancing and hygiene measures.

Is remote camping permitted?
Yes.

Is there a time limit on how long people can stay?
Normal time limits apply to camping. As always, we’re urging Victorians to use common sense in their activities. It’s up to all of us to make this work. Caravan and camping grounds on public land are provided for short stay holiday accommodation and should not be used for long-stays.

There are exemptions for certain people in particular circumstances, for instance, where the accommodation is for work purposes, you have nowhere else to stay or you live there permanently.

What are communal facilities?
Communal facilities, other than toilets are those facilities that are shared and available for all people to use.

Are all campgrounds and caravan parks open?
Some public land campgrounds and caravan parks close over winter, and seasonal road closures will restrict access to more remote campgrounds. Please note that as some parks and forests are still closed due to the impact of the bushfires, visitors are encouraged to check if the park or forest they intend to visit is open before travelling.

For more information visit: More to Explore App or Parks Victoria website.

How far can people travel to go camping?
There is no restriction on the distance people can travel and there are no restrictions on leaving or entering Victoria at this time. If you are going interstate you should familiarise yourself with other restrictions that apply at your destination.

Are the public able to take their caravan/camper trailer/tent/tent trailer/slide or camper/fifth wheeler/campervan?
Yes, they can take their caravan on a holiday in Victoria. When required, sewage must be dumped at approved dump points. The public is advised to check ahead if the campground can accommodate the recreational vehicle.
Is there a direction requiring scheduled cleaning of toilet facilities?

The Chief Health Officer advises that all reasonable steps be taken to routinely clean touched surfaces accessible to members of the public at least daily, including toilets.

- In low visitation areas or sites that require considerable travel, this will not be possible. In these situations, existing service schedules may still apply.
- Surfaces accessible to a discreet group are required to be cleaned between groups, such as cleaning and disinfecting a cabin between bookings.
- As they travel, Victorians are reminded to maintain good hygiene, including regularly washing your hands or using sanitiser.
Table: Management Actions to assist Land and Facilities Managers to operate caravan and campgrounds under current public health measures.

<table>
<thead>
<tr>
<th>Category</th>
<th>Control</th>
<th>Management Action/s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Camping</strong></td>
<td>Positioning of other services</td>
<td>Consideration should be given to the placement of tents, caravans and camper trailers within the caravan park/campground, ensuring appropriate distance. Where remote camping can occur, it is the individual campers’ responsibility to comply with the CHO about gatherings (up to 10 people), personal hygiene and social distancing requirements.</td>
</tr>
<tr>
<td><strong>Environmental</strong></td>
<td>Frequent cleaning and disinfection</td>
<td>Managers of self-contained onsite cabins and caravans must clean them between user/group bookings. Cleaning of high use communal facilities within caravan parks and campgrounds should occur twice daily. Otherwise operators should schedule cleaning commensurate with use and access.</td>
</tr>
<tr>
<td><strong>Public space, Outdoor</strong></td>
<td>Gathering limit</td>
<td>There can be multiple groups in a public space. This applies to groups and activities and remote camping, but each group should remain apart. Caravan Parks and campgrounds can accommodate up to 20 people providing compliance with current restrictions can be maintained. No group bookings of greater than 20 should be accepted. Groups should be separated appropriately from another group in the camping area, to enable physical distancing between the groups.</td>
</tr>
<tr>
<td><strong>Physical distancing between individuals</strong></td>
<td></td>
<td>Visitors should remain 1.5 metres apart and abide by the rules of the facility manager.</td>
</tr>
<tr>
<td><strong>Public space, Indoor</strong></td>
<td>Enclosed space limit</td>
<td>Visitors to cabins and caravans must maintain physical distancing from others and comply with density requirements when in public indoor spaces, as well as abiding by the rules of the facility manager.</td>
</tr>
<tr>
<td><strong>Public space, all areas</strong></td>
<td>Physical distancing</td>
<td>Patrons should be encouraged to maintain 1.5m physical distancing in all settings by abiding by the rules of the facility manager.</td>
</tr>
<tr>
<td><strong>Patron identification</strong></td>
<td>Record keeping</td>
<td>In campsites that require bookings or permits land managers should continue to record the name, phone number or email as per current booking systems.</td>
</tr>
<tr>
<td><strong>Signage</strong></td>
<td>Actions to support individuals to modify behaviour</td>
<td>Managers should implement signage (or media or other communications) to support compliance with current restrictions and advice (such as requesting patrons to refrain from attending if they are unwell). Sign templates in Link below. <a href="https://www2.delwp.vic.gov.au/boards-and-governance/committees-of-management#toc_id_2_signage">https://www2.delwp.vic.gov.au/boards-and-governance/committees-of-management#toc_id_2_signage</a></td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>COVID safe plan</td>
<td>Workplaces are encouraged to develop a Work Safe plan and share their plan with their staff as appropriate.</td>
</tr>
</tbody>
</table>
4 Appendix

4.1 Checklist – before you are open

4.1.1 Checklist for business owners/managers

What you need to do to safely reopen your tourism business

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

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

Deep cleaning of premises

☐ Establish new processes and schedules for regular cleaning and disinfecting
☐ Conduct a deep clean of all contact surfaces and objects
☐ Launder items in accordance with the manufacturer’s instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air
☐ 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.

Premises set up for appropriate number of people and physical distancing

☐ Premises set up for appropriate number of people and physical distancing
☐ Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser
☐ Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres apart between persons for queues and waiting areas and using physical barriers where possible
☐ Organise staffing of entrances to ensure appropriate visitor numbers are not exceeded
☐ Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart
☐ Display signs to encourage physical distancing (especially around an attraction/display or waiting area) and good hand and respiratory hygiene
☐ 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 communal condiment and drink stations. Drinking water should be supplied free by request or table service.
Signage and record keeping


- a sign at the entrance to your premises 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.

☐ Set up a system for recording patron contact details to support contact tracing.

☐ Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting every shift.

Staff

☐ Distribute the Tourism Guidelines for coronavirus (COVID-19) 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 https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

☐ Consult with staff on measures you have put in place to make this a safe workplace and educate about them changes to work practices such as cleaning and disinfecting.

☐ 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 well-informed, and records are being kept appropriately.
4.2 Once you are open

4.2.1 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 of coronavirus (COVID-19)

☐ 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

☐ Encourage customers to maintain physical distancing of 1.5 metres from other people

☐ Consider installing physical barriers that can minimize spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards

☐ Encourage all customers to download the COVIDSafe App to assist contact tracing

☐ Record contact details on arrival for all patrons, with first name and a telephone contact number for every member of a party, including children (where there are multiple indoor spaces, the indoor space(s) which the person visited). Remember to minimise the number of people who touch your record keeping surface and securely store customer contact details for at least 28 days

☐ Securely destroy customer contact details after 28 days.

If you provide transport to customers as part of your operations, such as provision of hire vehicle, airport transfers to marine-based activity tours:

☐ Facilitate the flow of fresh air where possible in all transport and ensure customers stay 1.5 metres apart

☐ Regularly clean and disinfect high-contact services within your transport vehicle using an alcohol-based cleaner or disinfecting wipes, before, after and at designated intervals. These include seatbelts, headrests, door handles, steering wheels and hand holds

☐ Load and offload passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the vehicle

☐ Ensure that the vehicle has sufficient room to allow passengers to maintain a distance of 1.5 metres from other passengers from different households

☐ Allow for enough room time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding
4.2.2 Checklist for staff

- Wash your hands thoroughly with soap and water for at least 20 seconds at minimum:
  - on arrival at work
  - before handling food
  - 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
  - before and after removing gloves (if used).

- 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).
4.2.3 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: _____________________

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you been directed to a period of 14-day quarantine by DHHS as a result of being a close contact of someone with coronavirus (COVID-19)?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answered YES to either of the above questions you should not attend work until advised by DHHS 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?

<table>
<thead>
<tr>
<th>Symptom</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5oC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chills</td>
<td></td>
<td></td>
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<tr>
<td>Cough</td>
<td></td>
<td></td>
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<tr>
<td>Sore throat</td>
<td></td>
<td></td>
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<tr>
<td>Shortness of breath</td>
<td></td>
<td></td>
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<tr>
<td>Runny nose</td>
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<td></td>
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<tr>
<td>Loss of sense of smell</td>
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</tr>
</tbody>
</table>

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.