Industry Restart Guidelines
Accommodation

September 2020
Victoria’s roadmap: Accommodation

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

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

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

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

The below Accommodation Roadmap is intended to assist accommodation businesses to prepare to safely operate in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected. This includes workplaces such as: hotels, hostels, Bed and Breakfasts, motels, serviced apartments, camping grounds, caravan parks and private holiday rental facilities.

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

<table>
<thead>
<tr>
<th>First Step</th>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Metropolitan Melbourne</strong> - First Step commenced from 11.59pm on 13 September</td>
<td>Heavily restricted. For permitted purposes only.</td>
<td>Heavily restricted. For permitted purposes only.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Second Step</th>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Victoria</strong> – Moved to Second Step from 11.59pm on 13 September 2020</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Third Step</th>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Metropolitan Melbourne</strong>: Move to the Third Step following a minimum of three weeks and when it:</td>
<td>Restricted. Limited booking sizes. Density quotient applies.</td>
<td>Restricted. Limited booking sizes. Density quotient applies.</td>
</tr>
<tr>
<td>• Reaches &lt;5 new cases (state-wide average over last 14 days) and &lt;5 cases with unknown source (state-wide total last 14 days), and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Aligns with public health advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Regional Victoria</strong>: Moved to Third Step from 11.59pm on 16 September 2020</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Step</th>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Victoria and metropolitan Melbourne</strong>: Move to the last step following a minimum of three weeks and when:</td>
<td>Open with a COVIDSafe Plan. Record keeping requirements. No density quotient.</td>
<td>Open with a COVIDSafe Plan. Record keeping requirements. No density quotient.</td>
</tr>
<tr>
<td>• Victoria reaches no new cases for 14 days (state-wide), and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• It aligns with public health advice.</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COVID Normal</th>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Victoria and metropolitan Melbourne</strong>: Move to COVID Normal if we reach no new cases for 28 days (state-wide), no active cases (state-wide) and no outbreaks of concern in other states or territories.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Status as at 11.59pm on 27 September
Current restrictions on Accommodation businesses

All businesses need to know their obligations and ensure they understand the current restrictions in place throughout Victoria.

Under directions issued under the Public Health and Wellbeing Act, all accommodation businesses must abide by the following restrictions in metropolitan Melbourne and regional Victoria respectively, effective from 11.59pm 27 September.

These restrictions apply to all accommodation businesses, such as: hotels, hostels, bed and breakfasts, motels, serviced apartments, camping grounds, caravan parks, houseboats and private holiday rental facilities.

Heavily Restricted (metropolitan Melbourne): If your accommodation business is located in metropolitan Melbourne, you must remain closed, in compliance with directions issued under the Public Health and Wellbeing Act. The information contained within these guidelines does not apply to you at this time.

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

<table>
<thead>
<tr>
<th>Metro Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BOOKING RESTRICTIONS</strong></td>
<td><strong>RESTRICTED</strong></td>
</tr>
<tr>
<td>• No people on-site except for emergency maintenance and repairs (exemptions apply: e.g. permanent residents)</td>
<td><strong>Open, but each group booking is restricted to:</strong></td>
</tr>
<tr>
<td></td>
<td>• Members of the public who have the same principal place of residence; OR</td>
</tr>
<tr>
<td></td>
<td>• Members of the public who are in an intimate personal relationship; OR</td>
</tr>
<tr>
<td></td>
<td>• Members of the public who have the same principal place of residence and no more than 5 other members of the public who have the same principal place of residence and are part of a nominated ‘household bubble’, AND</td>
</tr>
<tr>
<td></td>
<td>• Only members of the public whose principal place of residence is outside the Restricted Area (metropolitan Melbourne); AND</td>
</tr>
<tr>
<td></td>
<td>• Members of separately booked groups do not share bedrooms at the facility.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNAL FACILITIES</th>
<th><strong>Density quotient</strong> (one person per four square metres) applied to shared spaces indoors, such as lounges, kitchens, meeting rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Communal facilities, such as kitchens and bathrooms, closed (exemptions apply: e.g. permanent residents)</td>
<td>• Outdoor communal facilities open</td>
</tr>
<tr>
<td></td>
<td>• Customers can share communal bathrooms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DINING AREAS</th>
<th><strong>Consistent with the current Hospitality Guidelines</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dining areas closed (exemptions apply: e.g. permanent residents)</td>
<td><strong>Hospitality Guidelines includes further information about indoor and outdoor dining caps and density requirements, venue caps and group size caps</strong></td>
</tr>
<tr>
<td>• Hotel restaurants permitted to provide take-away only, consistent with Hospitality Guidelines</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FITNESS AND RECREATION FACILITIES</th>
<th><strong>Indoor pools and spas and indoor physical fitness and recreation facilities closed</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Physical fitness and recreation facilities closed</td>
<td><strong>Outdoor physical fitness and recreation facilities and outdoor pools and chlorinated spas open following rules as per Physical Recreation guidelines</strong></td>
</tr>
<tr>
<td>• Swimming pools and spas closed</td>
<td><strong>Saunas closed</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FACE COVERING REQUIREMENTS</th>
<th><strong>All workers and visitors must wear face coverings (exemptions apply: e.g. eating, drinking, or engaging in physical activity)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• All workers and customers (e.g. permanent residents) must wear face coverings (exemptions apply)</td>
<td><strong>Customers not required to wear face coverings in private rooms</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLEANING REQUIREMENTS</th>
<th><strong>Spaces that are shared and open to members of the public (e.g. toilet/shower blocks, BBQs) at any work premises must be cleaned regularly, including twice a day for frequently touched surfaces (e.g. counters, handrails)</strong></th>
</tr>
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<tbody>
<tr>
<td>• Shared spaces and spaces open to members of the public at any Work Premises must be cleaned regularly, including twice a day for frequently touched surfaces</td>
<td><strong>Venues must keep records of workers and customer details for contact tracing, where person attends work premises for longer than 15 minutes</strong></td>
</tr>
</tbody>
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<tr>
<th>RECORD KEEPING REQUIREMENTS</th>
<th><strong>Venues must keep records of workers and customer details for contact tracing, where a person attends work premises for longer than 15 minutes</strong></th>
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<thead>
<tr>
<th>SIGNAGE REQUIREMENTS</th>
<th><strong>Display signage at each public entry to each space indicating maximum number of members of the public that may be present in the space at a single time</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Display signage at each public entry to each space indicating maximum number of members of the public that may be present in the space at a single time</td>
<td><strong>Where it can be avoided, employers must not require a worker to work at more than one work site of the employer. The system to minimise this must be demonstrated (e.g. rosters)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Where a worker is working for different employers across multiple premises, they must provide a written declaration to employers, and employers must record this</strong></td>
</tr>
</tbody>
</table>

Last updated: 27 September 2020
Six COVIDSafe Principles

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

1. Ensure physical distancing
All people in the workplace should be at least 1.5 metres apart and there should be no overcrowded areas. This means:
- Workers should work from home if possible
- Ensure workers and customers are at least 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised and additional precautions should be put in place
- Ensure the workplace abides by the four square metre rule density quotient
- Limit the total number of workers and customers in an enclosed area
- No carpooling between workers unless there is no alternative mode of transport to work

2. Wear a face covering
Workers and customers must always wear a face covering except when eating and drinking, exercising, or health or other exemptions apply. This means:
- Provide face coverings to workers throughout the shift
- Ensure all workers wear face coverings while working
- Do not take face coverings off when talking on the phone or with others
- Use full personal protective equipment (PPE) for high-risk settings

3. Practise good hygiene
Operators must regularly clean high touch-surfaces and encourage good hygiene practices by workers and customers. This means:
- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and handrails) and make gloves available for this purpose
- Encourage regular handwashing by workers and customers and make soap and hand sanitiser available for all workers and customers throughout the workplace

4. Keep records and act quickly if workers become unwell
Have a strict policy that any workers who feel unwell must stay at home. This means:
- Support workers to stay home and get tested even if they only have mild symptoms
- Have a plan to immediately close down for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)
- Keep records of worker and customer details for contact tracing

5. Avoid interactions in enclosed spaces
All activities are to be held in outside areas which don’t have a roof or ceiling, where practical. This includes:
- Meetings
- Lunch breaks
- Customer registration

6. Create workforce bubbles
Limit the number of people that workers have prolonged close contact with. This means:
- Keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes
- Maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts
- Limit or cease the number of workers working across multiple work sites
Creating a COVIDSafe workplace: Accommodation

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

Workplaces included: Hotels, hostels, bed and breakfasts, motels, serviced apartments, camping grounds, caravan parks and private holiday rental facilities.

Restricted (Regional Victoria): Examples of applying the six COVIDSafe Principles are shown below.

- Customers to wear face coverings at all times in communal spaces (except for indicated exemptions)
- Record keeping at entrance for customers to complete
- Tables spaced at least 1.5m apart
- Signage reminding customers to remain 1.5m distance at all times
- Workers must wear a face covering
- Encourage opening of windows to circulate fresh air
- Hand sanitiser made available in all spaces
- Density quotient of one person per four square metres applies in communal areas
- Cleaning and disinfecting schedule
  - Minimise worker entry into customer rooms
  - Where possible, leave items to be delivered to customers (e.g. towels, room service) at door to minimise interaction between workers and customers

For the latest information on restrictions in Victoria, visit: https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19
**Creating a COVIDSafe workplace: Accommodation**

**Workplaces included:** Hotels, hostels, bed and breakfasts, motels, serviced apartments, camping grounds, caravan parks and private holiday rental facilities.

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**Permitted communal areas and facilities in accommodation venues**

<table>
<thead>
<tr>
<th>Communal area or facility</th>
<th>HEAVILY RESTRICTED</th>
<th>RESTRICTED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-essential communal areas and facilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gyms</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Saunas</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Outdoor swimming pools and spas</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Outdoor swimming pools and spas</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Indoor fitness studios</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Toilet and shower blocks associated with indoor pools, gyms and fitness studios</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>BBQs and surrounding outdoor dining areas</strong></td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Outdoor playground equipment</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Games rooms and indoor playground equipment</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Outdoor sporting facilities, including lawn bowling greens, and tennis courts</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Essential communal areas and facilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry foyer, lifts and stairwells and pathways</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Bathrooms (where customers do not have access to their own bathroom)</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Toilet and shower facilities</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Laundry facilities</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Communal kitchens (where customers do not have access to their own facilities)</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Indoor dining areas</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Outdoor dining areas</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Shared rubbish chutes and waste areas</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Car parking, storage facilities including bike racks</td>
<td>X</td>
<td>✓</td>
</tr>
</tbody>
</table>


**Key:** ✓ = should remain open  X = must remain closed
1. Ensure physical distancing

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

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

**Restricted** (Regional Victoria):
Each group booking is restricted to:
- Members of the public who have the same principal place of residence; OR
- Members of the public who are in an intimate personal relationship; OR
- Members of the public who have the same principal place of residence and no more than 5 other members of the public who have the same principal place of residence, and are part of a nominated ‘household bubble’ AND
- Only members of the public whose principal place of residence is outside the Restricted Area of metropolitan Melbourne; AND
- Members of separately booked groups do not share bedrooms at the facility.

The density quotient (maximum one person per four square metres) applies.

**Ensuring physical distancing between staff**

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

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

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

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

**Discourage carpooling**
Workers should avoid carpooling where possible. Employers should discourage assist workers to find alternate transport options.

**Implement virtual meetings**
Worker pre-shift meetings and training should be held virtually or in areas that allow for appropriate physical distancing between workers – preferably outdoors. Food and beverages should not be shared.
1. Ensure physical distancing - continued

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

Ensuring physical distancing between customers

**Table spacing**
Each table in a communal area (e.g. shared living area, lounge) must be spaced so that customers on a neighbouring table remain 1.5 metres apart when seated. Different groups must be separated by 1.5 metres.

**Maintain physical distancing**
Provide physical barriers or floor markings to ensure physical distancing is maintained at reception desks and queues; consider installation of sneeze guards and separate entry and exit points if practicable to minimise customer movement.

**Control the number of customers**
Display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time.

**Outdoor activities**
See Physical Recreation Guideline.

**Minimise congregation**
Consider reservation-only recreational activities arrangements (e.g. tennis courts, pre-booking timeslots for swimming pools) and staggered check-ins to minimise opportunities for people to mix whilst waiting for service (e.g. closing lobbies/waiting areas).

**Separating communal areas**
Where a premise has multiple communal areas such as lounges and living areas, 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. Temporary structures should not be installed to create separate areas. If communal areas cannot be separated, staggered times for use should be considered where multiple parties require access.

**Reduce risks**
Use other reasonable physical distancing measures to implement relevant recommendations by the Victorian Government to manage public health risks at your workplace.
2. Wear a face covering

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

Employers **must** ensure employees wear a face covering while at work, unless an exemption applies.

A face covering includes a fitted face mask that covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements. Please refer to the Department of Health and Human Services’ guidelines for further information.

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

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


### Wearing a face covering in accommodation venues

**Responsibility for wearing a face covering**

Responsibility for wearing a face covering rests with the individual. Employers must take reasonable steps to ensure their workers and customers wear a face covering at all times when at the premises, unless customers are in private rooms, or when a lawful exception applies.

**Can customers take their face covering off while in private areas?**

Customers must wear a face covering at all times while on the premises, except whilst in private/non-communal areas (e.g. hotel room, inside tent or caravan), whilst undertaking physical exercise, or in order to consume food or drink in dining rooms. This means the face covering must be worn by the customer when they are seated in communal areas, and be worn when moving about the premises.

**Type of face coverings required by accommodation industry**

Workers at accommodation businesses can wear any type of face covering, such as cloth masks or single use surgical mask. A face mask is recommended over a face shield and other forms of face coverings for better protection. Face shields should only in limited situations where a face mask is not practical or safe for a person.

**Refusing service of customers not wearing a face covering**

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

**How should individuals change their face covering?**

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

**When do customers need to wear a face covering in an accommodation venue?**

Customers do not need face coverings while in private areas, exercising or eating/drinking (or if a lawful exemption applies). However if the customer enters a communal space or takes a break from the activity/meal (e.g. to use the facilities or to step outside to take a call), then the face covering must be worn.

3. Practise good hygiene

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

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

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

Workplace cleaning and disinfecting

Undertake initial pre-opening comprehensive cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms.

Further advice about cleaning can be found at DHHS cleaning and disinfecting information.

Cleaning and disinfecting schedule

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

Accessible cleaning products and disinfectants

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

Reduce high touch-points

Reduce touch points where possible, such as using contact-less payments and workplace access-cards, and using contact-less drink fountains and entry-points.

Educate customers and workers

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

Free infection control training

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

Free infection control training will help businesses prepare to safely reopen and ensure their customers and workforce are protected.

Promotion of hygiene tips for workers

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

Workplaces should regularly check that they are complying with current directions and advice provided by health authorities.
4. Keep records and act quickly if workers or customers become unwell

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

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

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

For more information regarding the definition of a close-contact, see: DHHS coronavirus (COVID-19) Information

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

- **Undertake a risk assessment**
  
  You must undertake a risk assessment to help determine what actions are required. This may include closing part or all of the work premises to allow a comprehensive clean, as well as the identification and notification of close contacts.
  
  For more information see the Workplace guidance for managing suspected and confirmed cases (including risk assessment template).

- **Contact DHHS and WorkSafe**
  
  - Notify DHHS of the case as per the Employer obligations in the Workplace Directions, providing it with your workplace attendance registers.
  
  - Consult with DHHS on whether the business is required to stay closed for a short period to facilitate cleaning and enable contact tracing.
  
  - Report the case to WorkSafe

- **Determine hot spots**
  
  - Determine what areas of the business were visited, used or impacted by the persons with coronavirus (COVID-19).

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

For more information, see How to clean and disinfect after a COVID-19 case in non-healthcare settings.
4. Keep records and act quickly if workers or customers become unwell – continued

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

Next steps: Slowing the spread

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

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

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

Any worker 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 self-isolate and have met its criteria for release. The worker should follow DHHS guidance and their employer’s policy.

**Contingency plans**
If multiple workers are directed to be quarantined and this affects operational capacity, the business will need to consider its own contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.

**A note on privacy**
Please respect the privacy of people with a confirmed case of coronavirus (COVID-19) and treat their condition with understanding and compassion. If a worker is quarantining, check in on their wellbeing regularly and monitor their mental health.

**Additional resources**
Workers who have been required to self-quarantine after a coronavirus (COVID-19) test may be eligible to receive a one-off payment of $450 from the Victorian Government. Workers who are confirmed as coronavirus (COVID-19) positive may be eligible to receive a one-off $1500 payment from Commonwealth Government’s Pandemic Leave Disaster Payment for Victoria. Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- Pay and Leave During Coronavirus
- Health and Safety in the Workplace During Coronavirus
5. Avoid interactions in enclosed spaces

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

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

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

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

**Actions your business can take**

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

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

### Move meetings and functions outside
Where possible, move internal meetings and activities to an outdoor area. Encourage workers to take any breaks outdoors as well.

### Outdoor seating
If you have a licence to provide outdoor seating, prioritise outdoor seating as much as possible.

Even in outdoor seating areas, ensure the 1.5 metre distance between tables is maintained. Where you are not licenced to provide outdoor seating, consider whether applying to do so is appropriate for your business. Applications for outdoor seating should be made to the relevant local council.

### Smoking areas
You can convert an outdoor smoking area into an outdoor dining area. However, smoking would no longer be allowed in that space.

If you chose to relocate your smoking area to create more dining space in your workplace, you must also take into account the requirements of the Tobacco Act, which are set out on the BetterHealth website.
6. Create workforce bubbles

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

A ‘workforce bubble’ is a group of workers who limit their in-person interactions to other members of the group. This strategy focuses on reducing the number of individuals a worker comes into contact with, rather than the number of interactions. Should a worker test positive or have symptoms of coronavirus (COVID-19), it will contain the spread to a minimum number of people within the bubble, rather than requiring the whole workforce to undergo quarantine.

To minimise possible exposure and contact, businesses should:

**Limit**
the number of people that workers have prolonged close contact with

**Modify**
processes to minimise interactions between workers during breaks, shifts or when transitioning into or out of work periods where possible

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

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

**Actions your business can take**

**Set up ‘pools’ of rostered workers**
Reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting) and avoid mixing workers across shifts.

**Stagger shifts**
Stagger or increase the time between shifts to eliminate bottlenecks and avoid intermingling between different teams.

**Limit worker movement between work zones**
Limit worker or contractor movements to one work zone (e.g. areas within a venue, sites, or geographic areas) unless it is not reasonable and practical (e.g. where cleaners must work between different properties).

Where a worker is working for different employers across multiple premises, they must provide a written declaration to employers. Employers must ensure declarations are collected and recorded.

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

**Coordinate other services**
Where possible, businesses should try to coordinate other services, such as food deliveries, to align with worker ‘pools’.
Creating a COVIDSafe Plan

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

All businesses must have a completed COVIDSafe Plan for each workplace to continue operating in metropolitan Melbourne and regional Victoria.

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

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

Your COVIDSafe Plan must set out

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

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

Occupational Health and Safety Act

A COVIDSafe Plan forms part of the development of a safe system of work.

Workplaces should also note that the workplace health and safety obligations remain under the Occupational Health and Safety Act 2004 (OHS Act) with respect to identifying hazards and eliminate or, where is not possible to eliminate, reduce risks as far as reasonably applicable.

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

For further information on your obligations under the OHS Act, please visit the WorkSafe website.

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

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

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

Each business has an obligation to ensure that their workplace is comprehensively cleaned prior to reopening or recommencing operations. Comprehensive cleaning involves a thorough and extensive cleaning and disinfection regime with a focus on surfaces that may have been exposed to the virus.

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

Evidence of compliance with the directions of the Victorian Chief Health Officer may be requested from a relevant compliance/enforcement officer. Victoria Police and other authorities involved in the regulation of businesses may conduct spot checks to ensure compliance with the directions issued under the Public Health and Wellbeing Act. WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

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

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

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

How will you enforce compliance? Who will enforce it?

Victoria Police, and other authorities involved in the regulation of businesses may conduct spot checks to ensure compliance with the directions of the Victorian Chief Health Officer.

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

Fines and penalties

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

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

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

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.
Can I accept bookings from customers in metropolitan Melbourne?
No. Tourism is not one of the reasons that people from a Restricted Area can leave home.
In the Third Step, accommodation facilities must use reasonable endeavours to satisfy themselves that their customers do not live in metropolitan Melbourne.
This can be confirmed using a driver’s licence or other relevant forms of ID. For facilities with no workers, this requirement could be met by different means such as a sign, email or enquiry at time of booking.

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 handwritten log or register will suffice but considerations should be made on how to minimise the risk of transmission if workers and customers share the record-keeping materials. E.g. only have one worker per shift collect customers’ details and/or regularly clean the pens used to write down details.

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 customer (such as sheets, quilt covers and pillow cases) must 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.

Do all transactions need to be cashless?
Cash can still be accepted as a form of payment, but it is strongly recommended that all businesses use contactless payments.

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 regularly (at least twice a day) for high-touch surfaces, between users, and immediately after spills. Surfaces and fittings should also be cleaned immediately when visibly soiled. See Cleaning and disinfecting to reduce coronavirus (COVID-19) transmission - tips for business and construction sites
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.

I operate a facility or caravan park with communal areas (bathroom, kitchen, living areas, etc.) – can customers access these areas?
Yes, see Table on page 6 regarding communal facilities in the section Creating a COVIDSafe workplace.
Subject to physical distancing requirements, the patron limit for communal areas is determined by the density quotient, which is calculated by measuring the total area of a space (in square metres) then dividing by four. Communal facilities are subject to the cleaning requirements (see How often should surfaces be cleaned?). Shared equipment is to be cleaned & disinfected with a disinfectant with anti-viral properties. Venues should also implement rostered use of these facilities and the provision of cleaning products for people using them.
More FAQs that apply to all businesses are available at the Business Victoria website.

I run a hostel with shared dorm rooms and no private facilities (recreational, dining, kitchen, bathroom) – can I accept customers?
Yes, hostels can accept customers provided that members of separate group bookings do not share the same rooms.
Dormitories can only be occupied by members of the same household.
Communal spaces must be cleaned regularly, including twice a day for frequently touched surfaces (e.g. counters, handrails).
The density quotient (one person per four square metres) applies to communal spaces.

Do I need to adjust air conditioning (HVAC)?
Where possible, open windows and adjust air conditioning to enhance fresh airflow.

How can I limit interaction between customers and reception/front of house workers?
There are a number of ways interactions can be limited to reduce the risk of coronavirus (COVID-19) transmission.
These include:
- Space out reception or check-in areas, or using alternate methods of checking in.
- 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 workplace entry and exit points.

Can my indoor and outdoor dining areas be treated as separate areas?
Yes. Separate areas, whether indoor or outdoor, can each have up to the customer limit, subject to meeting the density quotient of one customer per four square metres of customer-accessible area (for indoor dining) and one customer per two square metres for outdoor dining.

I rent out a house or room/s through an online booking platform – can I start to have customers stay?
Yes, you can have customers stay at your property. However, bookings cannot be taken from residents of metropolitan Melbourne under current restrictions. Houses 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.

My operation has a communal sauna or indoor spa – can people use them?
Communal saunas and indoor spas must remain closed. See Table on page 6 regarding communal facilities in the section Creating a COVIDSafe workplace.

My operation has a pool or outdoor spa – can people use it?
Indoor swimming pools must remain closed.
Outdoor swimming pools (including those in accommodation facilities) and spas may open to the public according to the Physical Recreation guidelines.
These guidelines include:
- Number of people in the pool or chlorinated spa subject to the density quotient of the pool itself or 50 per pool, whichever is smaller.
- No access to saunas.
- Record-keeping, cleaning and signage requirements are met.

How can I best maintain physical distancing with contractors such as delivery drivers?
Delivery drivers and other contractors visiting the premises should minimise interaction with workers.
Use electronic paperwork where possible and instead of a signature, send a confirmation email or take a photo of the goods on-site as proof of delivery.
Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 27th September 2020.

**Checklist for business owners/managers**

- **Prepare your COVIDSafe Plan**
  Every workplace is required to have a [COVIDSafe Plan](https://www.vicroads.vic.gov.au/coronavirus) that is regularly updated in order to reopen their workplace.

- **Ensure workplace is set up to adhere to customer limits**
  - A density quotient of one customer per four square metres of the space accessible to the public.
  - All seating is spaced so that customers are at least 1.5 metres apart if/when seated.

- **Prepare a cleaning schedule**
  - Businesses should conduct a comprehensive clean of the premise.
  - Establish new processes and schedules for cleaning and disinfecting to maintain good hygiene, including frequent cleaning of high touch points (see our [Cleaning and Sanitising Fact Sheet](https://www.vicroads.vic.gov.au/coronavirus)).

- **Signage requirements**
  - Display signage for workers and customers in appropriate, high visibility locations, to include:
    - At workplace entrance to advise of the maximum number of customers allowed.
    - Information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell.
    - Hygiene and physical distancing practices.
  - Display a poster at the workplace confirming workers have reviewed the guidelines and evidence that at least one worker has completed the recommended training.
  - Promote physical distancing, including between workers and customers, with floor or wall markings or signs. Use physical barriers where appropriate (e.g., installation of sneeze guards).

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

- **Consult with staff**
  Employers must, so far as is reasonably practicable, consult with workers and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.
Worker and management policies, practices and training

- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available here.
- Encourage workers to complete free infection control training and download the COVIDSafe App. It is the Government’s expectation that:
  - at least one worker at every workplace will have completed the training
  - workers should make themselves familiar with these guidelines
- Consider appointing a worker to be your coronavirus (COVID-19) Response Officer to ensure policies and practices are being followed, workers are trained, and records are kept.

Additional resources

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

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

Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 27th September 2020.

Checklist for workers

- **Complete free infection control training**
  All current workers are encouraged to complete free infection control training. Any new workers being engaged also need to complete this training.

- **Do not carpool with other colleagues**

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

- **Practise good hygiene**
  - Be rigorous in maintaining the new cleaning and disinfecting schedule (e.g. touch points such as tables and counters need to be cleaned and disinfected before and after use by customers).

- **Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:**
  - On arrival at work
  - Before preparing or delivering food and/or beverages to tables
  - After collecting/clearing used food and beverage items
  - Before returning to food or beverage preparation areas
  - At the start and end of each meal break
  - Before and after touching a customer or their belongings
  - After handling money
  - Before leaving work
  - Before and after changing your face covering
  - After blowing your nose, coughing, sneezing, or using the toilet.

- **Stay home if unwell**
  - If you have symptoms, get tested for coronavirus (COVID-19). Stay in quarantine at home until you get the result and it is negative for coronavirus (COVID-19).
  - Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.
Staff health questionnaire

STAFF CORONAVIRUS (COVID-19)
HEALTH QUESTIONNAIRE

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager for record keeping purposes.

Staff name: ________________________________________________________________

Date: ___________________________         Time of shift ___________________________

Are you currently required to be in quarantine because you have been diagnosed with coronavirus (COVID-19)?

□ YES  □ NO

Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services (DHHS) as a result of being a close contact of someone with coronavirus (COVID-19)?

□ YES  □ NO

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

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

Are you experiencing any of these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)  □ YES  □ NO

Chills  □ YES  □ NO

Cough  □ YES  □ NO

Sore throat  □ YES  □ NO

Shortness of breath  □ YES  □ NO

Runny nose  □ YES  □ NO

Loss of sense of smell  □ YES  □ NO

If you answered YES to any of the above questions you should not enter your workplace (or you should leave your workplace, if already there). 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.