Industry Restart Guidelines
Outdoor Entertainment, Attractions and Experiences

September 2020
Victoria’s roadmap: Outdoor Entertainment, Attractions and Experiences

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 Outdoor Entertainment, Attractions and Experiences Roadmap is intended to assist outdoor attractions and experiences 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. Outdoor Attractions and Experiences includes fixed outdoor attraction venues (e.g. amusement parks, zoos, drive-in cinemas, live outdoor museums, outdoor cinemas) and paid outdoor experiences (e.g. kayaking, zip-lining). Events such as festivals and people undertaking their own unpaid recreational activities are excluded from this guidance.

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

| First Step | Metropolitan Melbourne - First Step commenced from 11.59pm on 13 September | Regional Victoria | N/A |
| Third Step | Metropolitan Melbourne: Move to the Third Step following a minimum of three weeks and when: • Reaches <5 new cases (state-wide average over last 14 days) and <5 cases with unknown source (state-wide total last 14 days), and • Aligns with public health advice | Regional Victoria: Moved to Third Step from 11.59pm on 16 September 2020 | Fixed outdoor attraction venues Heavily restricted. Customer caps. Density quotient applies. Outdoor experiences Restricted. Limited booking sizes. Density quotient applies. |
| Last Step | Regional Victoria and metropolitan Melbourne: Move to the last step following a minimum of three weeks and when: • Victoria reaches no new cases for 14 days (state-wide), and • It aligns with public health advice. | Restricted. Limited booking sizes for outdoor experiences. Higher customer caps for fixed outdoor attraction venues. Density quotient applies. | Restricted. Limited booking sizes for outdoor experiences. Higher customer caps for fixed outdoor attraction venues. Density quotient applies. |
| COVID Normal | Regional Victoria and metropolitan Melbourne: 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. | Open with a COVIDSafe Plan. No density quotient for outdoor entertainment venues. | Open with a COVIDSafe Plan. No density quotient for outdoor entertainment venues. |

Status as at 11:59pm 27 September
**Current restrictions on outdoor entertainment, attractions and experiences**

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

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

These restrictions apply to all outdoor attractions and experiences businesses, including outdoor attraction venues (e.g. amusement parks, zoos, drive-in cinemas, live outdoor museums, outdoor cinemas) and paid outdoor experiences (e.g. kayaking, zip-lining). People undertaking their own unpaid recreational activities are excluded from these restrictions. Events (e.g. country racing, sporting events, festivals, and shows) will be considered on a case by case basis and otherwise public gathering limits apply to spectators.

These restrictions may be updated at any time based on the latest public health advice. You must stay up to date with any changes for your industry.

**Closed** (metropolitan Melbourne): If your outdoor attraction or experience 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** (for outdoor experiences) or **Heavily Restricted** (for outdoor attraction venues) level and apply to all outdoor attractions and experiences businesses in regional Victoria.

<table>
<thead>
<tr>
<th>Metropolitan Melbourne</th>
<th>Regional Victoria</th>
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</thead>
<tbody>
<tr>
<td><strong>CLOSED</strong></td>
<td><strong>HEAVILY RESTRICTED (FIXED OUTDOOR ATTRACTION VENUES)</strong></td>
</tr>
<tr>
<td><strong>Restrictions</strong></td>
<td><strong>Non-seated outdoor spaces where people are ambulant (excludes events)</strong></td>
</tr>
<tr>
<td>- No people on site except for emergency maintenance and repairs</td>
<td>- Must have a COVIDSafe Plan</td>
</tr>
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<td></td>
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<tr>
<td>- Open with limited booking size</td>
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<tr>
<td>- Enclosed vehicles (e.g. buses and vans) must not operate.</td>
<td>- Indoor space: Closed, except toilets and where used as a thoroughfare to outdoor space (e.g. foyer, reception area) with exceptions for broadcasting and professional sport</td>
</tr>
<tr>
<td>- A household or up to 10 people in any group, as per public gathering limit</td>
<td>- Arcades, amusement parks, escape rooms, casinos, gaming machine areas, bingo centres: Closed</td>
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<tr>
<td>- The space available must allow for 1.5 metres of physical distancing between customers</td>
<td>- Other venues open with customer caps</td>
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<tr>
<td></td>
<td>- Food and drink spaces can operate consistent with Hospitality guidelines</td>
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<td></td>
<td>- Retail outlets (e.g. gift shops) can operate consistent with retail restrictions.</td>
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<td></td>
<td>- Enclosed vehicles (e.g. buses and vans) must not operate</td>
</tr>
<tr>
<td><strong>Customer limits</strong></td>
<td><strong>Seated outdoor spaces (maximum of 50 total)</strong></td>
</tr>
<tr>
<td>- All workers and customers must wear a face covering (exemptions apply: e.g. eating and drinking)</td>
<td>- The maximum participant limit should be the number permitted by the density quotient of one customer per four square metres, rounded down to the nearest number</td>
</tr>
<tr>
<td>- Communal or shared equipment must be disinfected between sessions and not shared within a group during a session</td>
<td>- All must have a COVIDSafe Plan. Venues with more than 500 capacity at one time must publish their COVIDSafe plan online before opening.</td>
</tr>
<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>- Seated outdoor spaces (maximum of 50 total)</td>
</tr>
<tr>
<td>- Soap and hand sanitiser must be available for all workers and customers before and after any journey or experience.</td>
<td>- If a space has fixed seating (e.g. fixed seating section of arena); number of members of the public limited to the lower of 50 people or 25% of the venue’s fixed seat capacity</td>
</tr>
<tr>
<td><strong>Record keeping</strong></td>
<td><strong>If no fixed seating, but allocated seated spaces/zones: density quotient of no more than one person per four square metres, with a maximum of 50 patrons</strong></td>
</tr>
<tr>
<td>- Venues must keep records of workers and customer details for contact tracing, where a person attends work premises for longer than 15 minutes.</td>
<td>- Groups are limited to public gathering limit (up to 10) and must be seated 1.5 metres from other groups</td>
</tr>
<tr>
<td><strong>Face covering requirements</strong></td>
<td><strong>Signage requirements</strong></td>
</tr>
<tr>
<td>- Employers must not require a worker to work at more than one workplace of the employer, unless it is not practical. The system to minimise this must be demonstrated (e.g. rosters)</td>
<td>- Display signage at each public entry to each space indicating maximum capacity and COVIDSafe hygiene and physical distancing requirements.</td>
</tr>
<tr>
<td>- Where a worker is working for different employers across multiple premises, they must provide a written declaration to employers, and employers must record this.</td>
<td><strong>Staff member bubbles</strong></td>
</tr>
</tbody>
</table>

Last updated: 29 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 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised
   • Ensure the workplace abides by the four square metre rule density quotient
   • Limit the total number of 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 workers and customer details for contact tracing

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

6. Create workforce bubbles
   Limit the number of people 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: Outdoor entertainment, attractions and experiences

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

Workplaces included: fixed outdoor attraction venues (e.g. zoos, drive-in cinemas, live outdoor museums, outdoor cinemas) and paid outdoor experiences (e.g. kayaking, zip-lining). This excludes people undertaking their own unpaid recreational activities, and events (e.g. festivals).

The below diagram applies to Heavily Restricted outdoor attraction venues.

For the latest information on restrictions in Victoria, visit: https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19
Creating a COVIDSafe workplace: Outdoor entertainment, attractions and experiences - continued

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The below diagram applies to Restricted outdoor experiences in regional Victoria.

Hand sanitiser should be widely available, including before and after journeys

High touch surfaces (e.g. handrails) disinfected regularly

Activities should be carried out with 1.5 metres physical distancing

Density quotient of one person per four square metres applies in communal areas

Face coverings worn unless eating, drinking, or exercising (or personal exemption)

Regularly disinfect any shared equipment, encourage customers to bring their own (e.g. paddles)

For the latest information on restrictions in Victoria, visit: https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19
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 1.5 metres between workers, visitors and customers.

**Restricted** (Regional Victoria) – Outdoor Experiences: A household or up to 10 people in any group, as per public gathering limit. This does not include workers.

**Heavily Restricted** (Regional Victoria) – Outdoor Attractions
- Non-seated outdoor spaces (excludes events)
  - The maximum participant limit should be the number permitted by the density quotient of one customer per four square metres, rounded down to the nearest number
  - COVIDSafe Plan must be published online for venues with capacity of more than 500 people at one time
- Seated outdoor spaces (maximum of 50 total)
  - If a space has fixed seating (e.g. fixed seating arena): number of members of the public limited to the lower of 50 people or 25% of the venue’s fixed seat capacity
  - If a space has no fixed seating but allocated seated spaces/zones: members of the public subject to density quotient (one person per four square meters) up to a maximum of 50 people
  - Groups limited to public gathering limit (up to 10) and must be seated 1.5 metres from other groups

Ensuring physical distancing between workers

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

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

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

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

**Discourage carpooling**
Workers should avoid carpooling to work unless there are no alternative options. Employers should discourage carpooling and where possible, assist workers to find alternate transport options.

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

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

Ensuring physical distancing between customers

Maintain physical distancing
Help workers and customers maintain a distance of 1.5 metres from others. If seated, groups must be seated 1.5 metres apart from other groups, and members of the public must be seated. Any activities should be possible to conduct with 1.5 metre physical distancing.

Maintain physical distancing in any inside areas
Provide physical barriers or floor markings to ensure physical distancing is maintained in bathrooms and thoroughfares; consider installation of sneeze guards and separate entry and exit points, if possible, to minimise customer movement.

Maintain physical distancing inside vehicles
Enclosed vehicle use is not permitted. Where possible, limit the capacity of non-enclosed vehicles to allow passengers to stay 1.5 metres apart, and encourage passengers to remain 1.5 metres apart throughout the journey as well as disembarking.
Consider installing physical barriers that can reduce the spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards.

Maintain physical distancing while entering and exiting vehicles
Enclosed vehicle use is not permitted. 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. Allow enough time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding.

Minimise congregation
Use floor markings to provide minimum physical distancing guides and post floor markings to direct one-way flow where possible. Minimise the congregation of people throughout venues, including at queues entrances, hospitality areas and bathrooms. Where possible, stagger arrival times to minimise queues or crowds at the attraction entrance and ensure physical distancing at hand sanitiser stations. For carparks, consider directing customers to park in every other spot.

Use physical barriers
Use physical barriers where practical, such as plexiglass around serving counters or reception areas.

Encourage cashless transactions
Limit the use of cash transactions by encouraging customers to use tap and go, direct deposit or other contactless payment options. Require online ticket purchase where possible.

Reduce risks
Use any other reasonable measures to implement the recommendations of the Victorian Government and manage public health risks at your workplace.

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, consistent with the density quotient. Put in place mechanisms to ensure that the number of people in the venue does not exceed the limit.
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.

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

Wearing a face covering for outdoor attractions and experiences

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.

Type of face coverings required by outdoor attractions and experiences industry

Outdoor attractions and experiences 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 can customers take their masks off?

Customers do not need face coverings while in private areas, while 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 (for e.g. to use the facilities or to step outside to take a call), then the face covering must be worn.

For more information about wearing a face covering, visit: dhhs.vic.gov.au/face-coverings-work-covid-19
3. Practise good hygiene

Additional hygiene measures are a priority. Operators 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 workers, 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 (for example, placing hand sanitiser near the register, on tables and chairs, and in bathrooms).

Reduction of high touch-points

Reduce touch points where possible, such as using contactless payments and workplace accesscards, and using contactless drink fountains and entry-points.

Education of 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 for 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.

Hygiene tips for workers

- Stay home if you are sick.
- Wash your hands often with soap and water or alcohol-based hand sanitiser.
- Wash or sanitise 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.
- 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, to ensure they are ready for the possibility of a person with coronavirus (COVID-19) at their premises.

Keep records

**Workplace attendance register**

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

If a 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, visit DHHS.

If a customer or employee 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.
  
  - 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 person 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 re-opened and workers can return to work.
  
  For more information, see how to clean and disinfect after a COVID-19 case in non-healthcare settings.

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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 that the operator 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 (for example, contractors, delivery workers) who may be close or casual contacts. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes over the past 28 days.
Any 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.

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

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

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

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

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

In Victoria, employers have OHS duties and obligations to do what is reasonably practical 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 conducted in enclosed spaces and maximise ventilation, air quality and use of outdoor spaces.

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

Actions your business can take

**Air quality and ventilation**
Open windows 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.

**Interactions between workers and customers**
Limit interactions between workers and customers, such as using contactless payment methods, automatic check-in procedures and physical barriers.

**Move meetings and functions outside**
Where possible, move internal meeting and activities to an outdoor area. Encourage workers to take their lunch breaks and any other breaks outdoors as well.
6. Create workforce bubbles

Having 'workforce bubbles' can help reduce 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 may contain the spread to those in the workforce bubble and may reduce the number of people who are required to isolate as a close contact.

To reduce possible exposure and contact, businesses should:

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

**Modify**
processes to reduce interactions between workers during breaks 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 practical

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

**Actions your business can take**

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

**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.

**Record keeping of contacts**
Keep records that will help businesses enforce workforce bubbles, such as knowing which workers are in different pools, start and end times of shifts etc. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes in the past 28 days.
Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

**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. Workers must also comply with their obligations under the OHS Act.

For further information on your obligations under the OHS Act, please visit the WorkSafe website. For more information about creating a COVIDSafe workplace, please visit:

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

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

Each business has an obligation to ensure that their workplace is compliant and has been comprehensively cleaned and disinfected prior to reopening or recommencing operations.

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

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

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

Business Victoria is ready to support businesses and answer questions about preparing for a safe reopening.

Business Victoria can be contacted on 13 22 15 or online by the Contact Us form.

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

How will you enforce compliance? Who will enforce it?

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

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

Fines and penalties

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

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

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

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.
Can I run a festival or event?

**Heavily Restricted:** Events where people are likely to congregate (such as country racing, sporting events, festivals, shows) will be considered on a case-by-case basis and otherwise public gathering limits apply to spectators.

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

**Restricted:** Yes, provided it is cleaned between sessions and not shared within a group during a session.

Where possible, customers 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 on the DHHS website.

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

**Heavily Restricted:** Market stalls may open provided they adhere to the density quotient of one person per four square meters.

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

**Restricted:** Outdoor experience businesses can operate as long as capacity limits are adhered to and physical distancing can be maintained. Operators should support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons.

Are people from metropolitan Melbourne allowed at my outdoor experience or attraction in regional Victoria?

No. Travel between metropolitan Melbourne and regional Victoria is not permitted for the purposes of outdoor experiences or attractions at this time.

Business owners must use reasonable endeavours to satisfy themselves that their customers do not live in metropolitan Melbourne. This can be confirmed by asking customers to confirm that they don’t live there and by using a driver’s license or other relevant forms of ID. For facilities, this requirement could be met by different means such as a sign, email or enquiry at time of booking.

People can travel to a destination in regional Victoria if their primary residence is also in regional Victoria, and travel through metropolitan Melbourne to reach their destination and travel home, but must not stop in metropolitan Melbourne along the way.

Travel within regional Victoria is permitted.
I run a stadium / arena. What restrictions apply?
Heavily Restricted: Stadiums and arenas can operate for education purposes with exclusive use by a single school at any one time. Additionally, stadiums and arenas with fixed seating can open for the lower of 50 people or 25% of the venue’s fixed seat capacity.

Can I operate a drive-in cinema?
Yes, however people are not allowed to be seated outside their vehicles. Outdoor, non-seated areas are allowed to be open.

I run an amusement park / arcade / escape room – can I re-open?
Heavily Restricted: No. As per Heavily Restricted guidance, these businesses must remain closed at this time.

I operate a hot springs facility – can I re-open?
No. Hot springs are not allowed to open under current restrictions.

I am a private zoo operator – can I re-open?
Heavily Restricted: Yes, zoos can open, adhering to physical distancing and capacity restrictions.

I run a retail betting venue – can I re-open?
Heavily Restricted: If the venue is wholly contained within a licensed premises, the betting area must be closed (pending above option to create predominately outdoor options).

If not wholly contained within a licensed premises: open subject to requirements on an open retail facility, i.e., density quotient, cleaning and signage requirements.

I run a skate park. Can I re-open?
Yes, for outdoor skateparks only. For details about outdoor physical recreation, see Physical Recreation Guidelines.

I run an attraction which includes a retail outlet – can I open them?
Heavily Restricted: Yes, however you must comply with current restrictions on retail outlets.

I run an attraction which includes a restaurant or cafe – can I open them?
Heavily Restricted: For details about hospitality workplaces, see Hospitality Guidelines.

I operate a winery that hosts private and business functions – can I start hosting functions?
For details about hospitality workplaces, see Hospitality Guidelines.

I operate a cellar door at a winery, brewery or distillery – can I re-open?
What restrictions apply?
Yes. For details about hospitality workplaces, see Hospitality Guidelines.

More FAQs that apply to all businesses are available at the Business Victoria website.
Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 16th September 2020.

Checklist for business owners/managers

❑ Prepare your COVIDSafe plan
  ❑ Every business is required to have a COVIDSafe Plan that is regularly updated in order to reopen their workplace.

❑ Ensure workplace is set up to adhere to customer limits
  ❑ see table in the section Current restrictions on outdoor attractions and experiences businesses for customer limits
  ❑ a density quotient of one customer per four square metres of the area accessible to customers
  ❑ all seating is spaced so that customers are 1.5 metres apart if/when seated

❑ Prepare a cleaning schedule
  ❑ Businesses should conduct a comprehensive clean of the premise.
  ❑ Establish new processes and schedules for cleaning and sanitising to maintain good hygiene, including frequent cleaning of high touch points (see our Cleaning and Sanitising Fact Sheet).

❑ Signage requirements
  ❑ Display signage for 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 possible (e.g. installation of sneeze guards).

❑ Establish your record keeping
  ❑ Record the contact details of any customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers) including first name and contact phone number to support contact tracing. Retain for at least 28 days following the visit.
  ❑ Maintain worker 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 workers
  Employers must, so far as is reasonably practical, consult with workers and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.
Checklist for business owners/managers cont.

q Worker and management policies, practices and training
  q Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at here.
  q 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
  q 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

If you are working in the outdoor attractions and experiences industry, consider using the checklist below:

Checklist for workers

- Complete free infection control training
  All workers should complete Free infection control training. Any new workers being engaged also need to complete this training.

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

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

- Practise good hygiene
  - Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by customers).

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

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

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

Worker 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.