Industry Restart Guidelines
Hospitality (excluding Gaming and Casino)

October 2020
Victoria’s roadmap: hospitality

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

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

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

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

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

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

### Metro Melbourne

**First Step**
- Metropolitan Melbourne - First Step commenced from 11.59pm on 13 September
- Metropolitan Melbourne – Move to the Second Step from 11.59pm on 27 September 2020
- Regional Victoria – Moved to Second Step from 11.59pm on 13 September 2020

**Second Step**
- Metropolitan Melbourne – Move to the Third Step from 11.59pm on 27 October 2020 *
- Regional Victoria – Moved to Third Step from 11.59pm on 16 September 2020. Further easing of restrictions from 11.59pm on 27 October 2020 *

**Third Step**
- Metropolitan Melbourne – Move to Last Step subject to public health assessment of epidemiological conditions
- Regional Victoria – Move to Last Step subject to public health assessment of epidemiological conditions

**Last Step**
- Metropolitan Melbourne – Move to Last Step subject to public health assessment of epidemiological conditions
- Regional Victoria – Move to Last Step subject to public health assessment of epidemiological conditions

**COVID Normal**
- Regional Victoria and metropolitan Melbourne – Move to COVID Normal subject to public health assessment of epidemiological conditions.

### Regional Victoria

**Metro Melbourne**
- Closed.
- Food Courts
- Heavily restricted. Take away only.

**Regional Victoria**
- N/A
- Heavily restricted. Take away only.

<table>
<thead>
<tr>
<th>First Step</th>
<th>Second Step</th>
<th>Third Step</th>
<th>Last Step</th>
<th>COVID Normal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan Melbourne - First Step commenced from 11.59pm on 13 September</td>
<td>Metropolitan Melbourne – Move to the Second Step from 11.59pm on 27 September 2020</td>
<td>Metropolitan Melbourne – Move to the Third Step from 11.59pm on 27 October 2020*</td>
<td>Metropolitan Melbourne – Move to Last Step subject to public health assessment of epidemiological conditions</td>
<td>Regional Victoria and metropolitan Melbourne – Move to COVID Normal subject to public health assessment of epidemiological conditions</td>
</tr>
<tr>
<td>Regional Victoria – Moved to Second Step from 11.59pm on 13 September 2020</td>
<td>Regional Victoria – Moved to Second Step from 11.59pm on 13 September 2020</td>
<td>Regional Victoria – Moved to Third Step from 11.59pm on 16 September 2020. Further easing of restrictions from 11.59pm on 27 October 2020*</td>
<td>Regional Victoria – Move to Last Step subject to public health assessment of epidemiological conditions</td>
<td></td>
</tr>
</tbody>
</table>

* From 26 October, there will be a dark reopening for retail businesses to go to their retail stores and prepare for reopening

Status as at 11.59pm on 27 October
Current restrictions on hospitality 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 hospitality businesses must abide by the following restrictions in both metropolitan Melbourne and regional Victoria respectively, effective from 11.59pm on 27 October.

These restrictions apply to all hospitality businesses, including standalone cafes and restaurants; pubs; bars; nightclubs; RSLs and community clubs or hotels; fast food outlets; cafeterias; and canteens. Hospitality venues in other sectors, such as sports arenas and racetracks, are subject to the same restrictions as other hospitality if open to the public.

Restricted (metropolitan Melbourne and regional Victoria): these guidelines outline the requirements for reopening under a Restricted level and apply to all Victorian hospitality businesses. The current restrictions on hospitality businesses in metropolitan Melbourne and regional Victoria are outlined in the below table.

### Metropolitan Melbourne and regional Victoria

<table>
<thead>
<tr>
<th>Hospitality restrictions</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must have a COVIDSafe Plan</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per two square metres) or 50, whichever is the lesser. Limit of 50 patrons outdoors per venue. Infants under 12 months of age are not included in the limit.</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per two square metres) or 70, whichever is the lesser. Limit of 70 patrons outdoors per venue. Infants under 12 months of age are not included in the limit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patron limits* per outdoor space**</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>For takeaway, members of the public limited to the number permitted by the density quotient of one customer per four square metres</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per four square metres) or a maximum of 10 patrons per enclosed space, whichever is the lesser. Limit of 20 patrons indoors per venue. Infants under 12 months of age are not included in the limit.</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per four square metres) or a maximum of 10 patrons per enclosed space, whichever is the lesser. Limit of 40 patrons indoors per venue. Infants under 12 months of age are not included in the limit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patron limits* per indoor space</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No more than 10 patrons per booking. Infants under 12 months of age are not included in the limit.</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per four square metres) or a maximum of 10 patrons per enclosed space, whichever is the lesser. Limit of 20 patrons indoors per venue. Infants under 12 months of age are not included in the limit.</td>
<td>Open for seated service only. Maximum number of patrons is the number permitted by the density quotient (one patron per four square metres) or a maximum of 10 patrons per enclosed space, whichever is the lesser. Limit of 40 patrons indoors per venue. Infants under 12 months of age are not included in the limit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Table/booking limit</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrons must be seated so they are 1.5m away from any patron from an adjacent group.</td>
<td>Patrons must be seated so they are 1.5m away from any patron from an adjacent group.</td>
<td>Patrons must be seated so they are 1.5m away from any patron from an adjacent group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Table spacing</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers must wear face masks (exemptions apply). Patrons to wear face masks, unless consuming food or drink.</td>
<td>Workers must wear face masks (exemptions apply). Patrons to wear face masks, unless consuming food or drink.</td>
<td>Workers must wear face masks (exemptions apply). Patrons to wear face masks, unless consuming food or drink.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Food courts</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor food courts can operate at 25% capacity or at number permitted by density quotient (one patron per eight square metres), whichever is lesser, and with a cap of 2 people (plus dependent children) per table. Outdoor food courts can operate under the same restrictions as outdoor spaces in other hospitality venues (one person per two square metres), with a maximum area of 10 people per group, with areas up to 50 people permitted. Each area must be separated from other areas by 10 metres. Maximum of 4 areas per facility (i.e. 200 people).</td>
<td>Indoor food courts can operate at 25% capacity or at number permitted by density quotient (one patron per eight square metres), whichever is lesser, and with a cap of 2 people (plus dependent children) per table. Outdoor food courts can operate under the same restrictions as outdoor spaces in other hospitality venues (one person per two square metres), with a maximum area of 10 people per group, with areas up to 50 people permitted. Each area must be separated from other areas by 10 metres. Maximum of 4 areas per facility (i.e. 200 people).</td>
<td>Indoor food courts can operate at 25% capacity or at number permitted by density quotient (one patron per eight square metres), whichever is lesser, and with a cap of 2 people (plus dependent children) per table. Outdoor food courts can operate under the same restrictions as outdoor spaces in other hospitality venues (one person per two square metres), with a maximum area of 10 people per group, with areas up to 50 people permitted. Each area must be separated from other areas by 10 metres. Maximum of 4 areas per facility (i.e. 200 people).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Live music and entertainment</th>
<th>Metropolitan Melbourne:</th>
<th>Regional Victoria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live music can be performed in hospitality venues if: Outdoor performances only. Performers must wear face masks, with some exceptions: Singers and musicians playing an instrument that cannot be played with a face mask are not required to wear a face mask while performing, however they must wear one between performances. Performers are 2 metres apart from each other, and no sharing of microphones and instruments unless cleaned between use. It maintains consistency with all other workplace and venue obligations, including ensuring that the music service was included in and compliant with the venue’s COVIDSafe Plan. This includes performers wearing a mask unless an exception applies. Note that if the facility is primarily focused on hosting music or entertainment, it will be subject to the entertainment facility restrictions (e.g. tickets are sold primarily to see a performance rather than for patrons to have a meal/drink).</td>
<td>Live music can be performed in hospitality venues if: Outdoor performances only. Performers must wear face masks, with some exceptions: Singers and musicians playing an instrument that cannot be played with a face mask are not required to wear a face mask while performing, however they must wear one between performances. Performers are 2 metres apart from each other, and no sharing of microphones and instruments unless cleaned between use. It maintains consistency with all other workplace and venue obligations, including ensuring that the music service was included in and compliant with the venue’s COVIDSafe Plan. This includes performers wearing a mask unless an exception applies. Note that if the facility is primarily focused on hosting music or entertainment, it will be subject to the entertainment facility restrictions (e.g. tickets are sold primarily to see a performance rather than for patrons to have a meal/drink).</td>
<td>Live music can be performed in hospitality venues if: Outdoor performances only. Performers must wear face masks, with some exceptions: Singers and musicians playing an instrument that cannot be played with a face mask are not required to wear a face mask while performing, however they must wear one between performances. Performers are 2 metres apart from each other, and no sharing of microphones and instruments unless cleaned between use. It maintains consistency with all other workplace and venue obligations, including ensuring that the music service was included in and compliant with the venue’s COVIDSafe Plan. This includes performers wearing a mask unless an exception applies. Note that if the facility is primarily focused on hosting music or entertainment, it will be subject to the entertainment facility restrictions (e.g. tickets are sold primarily to see a performance rather than for patrons to have a meal/drink).</td>
</tr>
</tbody>
</table>

* Please note: patron limits are also subject to the total number of members of the public permitted by the venue’s liquor license and/or planning permit.

**See page 7 for a definition of ‘outdoor space’**

Last updated: 26 October 2020

<table>
<thead>
<tr>
<th>Sector guidelines for reopening</th>
<th>Last updated: 26 October 2020</th>
</tr>
</thead>
</table>


## Metropolitan Melbourne and regional Victoria

### RESTRICTED

#### Cleaning requirements

- Work Premises to be cleaned and disinfected on a regular bases including:
  - Frequent cleaning of objects and surfaces that are touched regularly, including self checkouts, trolleys, coffee machines, staff handheld devices clean surfaces when visibly soiled
  - Must ensure that shared spaces and spaces open to members of the public at any Work Premises are cleaned on a regular basis.
  - Frequent cleaning and disinfecting of toilets and bathrooms, hourly during peak periods
  - Tables to be cleaned after every service.
  - Surfaces are cleaned when visibly soiled
  - Surfaces are cleaned immediately after a spill on the surface

#### Record keeping requirements

- Venues must keep records of worker and customer details for contact tracing where a person attends work premises for longer than 15 minutes, (this includes contractors and delivery workers). Venue operators must collect the following information: first name, contact phone number, time and date in which they visited, and the areas of the premises that they attended.

### Regional Victoria:

- Must use reasonable endeavours to determine that customer resides outside of metropolitan Melbourne, by:
  - Carrying out residency checks – Businesses must carry out a residence check on customers and visitors or those using the service/facility and refuse to serve or accept bookings from those whose principal residence is in metropolitan Melbourne. This check can be production of a photo ID which contains an address e.g. driver license or proof of age card; or
  - Requesting a written declaration: Where no photo ID is available, people must complete a written form, either on paper or electronically, confirming that their principal residence is not in metropolitan Melbourne.
- Children must only complete a check if unaccompanied by a parent/guardian and they indicate that they are 15 years old or over.
- Residency checks or written declarations are not required for takeaway food and drink although you must still collect name and phone number as usual if a person is attending for over 15 minutes.

#### Signage requirements

- Display signage at entrance to each enclosed space and outdoor service areas indicating maximum capacity

#### Travel restrictions

- Residents of metropolitan Melbourne can only travel up to 25km to attend hospitality venues, unless it is for work.
- People may not travel between metropolitan Melbourne and regional Victoria to visit hospitality venues.
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 mask
   Workers and customers must always wear a face mask except where health or other exemptions apply. This means:
   • Provide face masks to workers throughout the shift
   • Ensure all workers wear face masks while working
   • Do not take face masks 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 feels 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 in place 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
   • 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 worksites
Creating a COVIDSafe workplace: Hospitality

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

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

The below diagram applies to hospitality workplaces operating at the Restricted level.

- **Remove buffet-style food service areas and communal condiment and drink stations**
- **Cleaning and disinfecting schedule**
  Implement and display a comprehensive cleaning and disinfecting schedule so it is easily accessible to workers
- **Workers must wear a face mask**
- **Tables spaced at least 1.5m apart**
- **Signage displaying patron maximum capacity**
- **Record patrons’ details at the entrance or while seated**
- **Outdoor seated service is permitted under Third Step:**
  Density of one person per two square metres for outdoor spaces, and the following patron limits* apply:
  Metropolitan Melbourne: up to 50 per venue
  Regional Victoria: up to 70 per venue
- **Indoor seated service is permitted under Third Step:**
  Density of one person per four square meters for indoor spaces, up to 10 persons per enclosed space and the following patron limits* apply:
  Metropolitan Melbourne: up to 20 per venue
  Regional Victoria: up to 40 per venue
- **Hand sanitiser made available at the entrance**
- **Face masks while dining**
  Patrons must wear a face mask unless consuming food or drink

*Infants under 12 months of age are not included in the limit

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 meters between workers, visitors and customers.

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

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

Each area must be separated into discrete areas of the premises which are sufficiently separated from any other areas of the premises. Temporary walls or structures can be used to separate indoor spaces. Walls separating areas should be either reach from floor to ceiling or be at least 2.1 metres high for the space to be considered sufficiently separate.

Ensuring physical distancing between workers

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

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

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

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

**Discourage carpooling**
Workers should avoid carpooling wherever possible. Employers should 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 must not be shared. Meet outdoors where possible.

*Infants under 12 months of age are not included in the limit*
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 patrons

Table spacing
Each table must be spaced so that patrons on a neighbouring table remain 1.5 metres apart when seated. Indoor and outdoor table caps apply, see page 3 of these guidelines for the latest restrictions.

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

Control the number of patrons
You must display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time. Where seated service is allowed, limit to table service only (i.e. no communal self-serve stations) as this will assist your workers to encourage patron compliance (including nominating a key worker).

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

Elevators
Use floor markings in elevator lobbies and near the entrance to escalators to reinforce social distancing. Place signage inside the elevator to identify where passengers should stand.

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

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

An outdoor space may include any of the following spaces:
• A balcony or veranda
• A courtyard
• A rooftop
• A marquee
• A street or footpath
• Any similar outdoor areas
2. Wear a face mask

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

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

A face mask must be fitted and cover 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 mask where possible, however there is an obligation for employers to provide a face mask if a worker does not have one. Where the work or task requires the use of specific types of face masks in the workplace, these must be provided by the employer. Where a worker seeks to provide and use their own face mask 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 mask in hospitality venues

Responsibility for wearing a face mask

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

Type of face masks required by hospitality industry

Workers in hospitality businesses can wear a single use surgical mask or a cloth mask, provided it is fitted and covers the nose and mouth. Face shields should only be used as a last resort where a face mask is not practical or safe for a person.

Refusing service of patrons not wearing a face mask

For the safety of workers and other customers, a business owner or worker may refuse service to patrons not wearing a face mask upon entry, unless they have a lawful reason for not doing so.

Diners wearing face masks

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

How should patrons change their face mask?

Single use face masks should be disposed of and replaced after they have been removed. It is recommended that customers carry a spare face mask in a plastic zip pocket to change their face mask after eating. A workplace could also consider displaying signage that highlights the importance of washing hands before and after changing a face mask.

Can patrons remove face masks to smoke or use an e-cigarette?

Yes, subject to existing restrictions on smoking in public places in Victoria. A person may remove their face mask to smoke or use an e-cigarette, but must put a face mask back on as soon as they finish.
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 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).

**Reduce high-touch points**

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

**Menus, ordering and payment**

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

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

**Educate customers and 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.

**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 sanitize hands after making or receiving deliveries.
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- 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.

**Keeping records**

**Workplace attendance register**

Under current public health advice, all Victorian workplaces are required to establish and maintain a ‘workplace attendance register’ (example can be found here) 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). Hospitality businesses may wish to consider adopting a digital record keeping system for patrons (e.g. QR code technology).

Records to be collected are:
- First name
- Contact phone number
- Time and date in which they visited
- The areas of the premises that they attended.

There is no need to keep multiple records if patrons move through multiple spaces. Records can be kept electronically or in hard copy. Records should be kept for 28 days.

Pens used to record details should be wiped with an alcohol wipe between users.

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.

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

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.
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 (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 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 and maintain a working environment that is safe and without risks to the health of workers.

As part of creating a safe working environment that addresses risks associated with potential exposure to coronavirus (COVID-19), businesses should have a plan 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 doors and windows open as practicable to ensure maximum ventilation.

**Restricted:** Restrictions apply to indoor dining. If the business is approved for outdoor dining by their 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.

### Actions your business can take

**Air quality and ventilation**

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

**Air quality when cleaning**

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

**Move meetings and functions outside**

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

**Move menus outside**

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

**Outdoor seating**

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

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

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

Avoid use of awnings or other shade apparatus in outdoor areas where practical as they prevent adequate air circulation, unless you have an open-air space where at least two sides of the space do not have walls.

Further information for licensees is available on the Victorian Commission for Gambling and Liquor Regulation (VCGLR) website. Refer to the FAQ section of this document for further information on outdoor dining.

**Smoking areas**

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

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

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

A ‘workforce bubble’ is a group of workers who limit their in-person interactions to other members of the group. This strategy focuses on reducing the number of individuals 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 minimise possible exposure and contact, businesses should:

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

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

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

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

Actions your business can take

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

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

Limit worker movement between sites
Limit worker movements to one worksite unless it is not reasonable and practical. Support casual workers to work at one venue wherever possible to limit the potential for seeding of infection across multiple businesses.

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

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

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

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

All businesses must have a completed COVIDSafe Plan for each workplace to continue 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 masks).

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 coronavirus 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 to up-to-date to comply with current health information.

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

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

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

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

How will you enforce compliance? Who will enforce it?

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

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

Fines and penalties

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

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

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

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

All building owners and managers must ensure their workers follow the below COVIDSafe cleaning guidance to help prevent the introduction of coronavirus (COVID-19) in the workplace.

Documentation
Ensure your business has clear documentation of cleaning schedules, cleaning specifications and a scope of works that defines required cleaning activities and standards.

Storage
Ensure your buildings’ cleaners’ room and laundry supplies’ rooms are clean and staff can come in and out easily.

Clean and safe environment
Is the responsibility of the owner occupiers or business owners to ensure cleaning is performed to the expected standard. This can be achieved by either an in-house or contracted cleaning services. Ensure equipment, cleaning products and personal protective equipment is provided to enable best practice cleaning to be performed.

Communication
Clear lines of communication need to be set up between all parties i.e. building occupier/manager and its occupants (staff, tenants, visitors, customers) the cleaning service provider and the cleaning staff.

Risk-based cleaning
Target high use communal areas like chilled areas, kitchens and toilets that may require higher frequency cleaning with appropriate cleaning product. Have ability to scale cleaning services in the event of a confirmed or suspected COVID-19 case.

Roles and responsibilities
Define the responsibility for each role that has a cleaning duty. Agree who will be responsible for monitoring cleaning quality and that it meets the expected standard. Provide workplace cleaning training for staff who have site specific cleaning duties and to support any changes in cleaning schedules.

For the latest information on cleaning guidance, visit DHHS: coronavirus.vic.gov.au
Reopening my business

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

Checklist for business owners/managers

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

  Ensure workplace is set up to adhere to customer limits
  - see table on page 3 for customer limits
  - For indoor service, a density quotient of one customer per four square metres of the area accessible to customers
  - For outdoor service, a density quotient of one customer per two square metres of the area accessible to customers
  - all seating is spaced so that customers are 1.5 metres apart if/when seated

- Prepare a cleaning schedule
  - Businesses should conduct a deep clean of the premise.
  - Tables should be cleaned between each service, and menus, shared use cutlery and utensils should be removed from tables.
  - 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).
Checklist for business owners/managers cont.

- **Establish your record keeping**
  - Record the contact details of any customer who attends your workplace for longer than 15 minutes to support contact tracing (this includes contractors and delivery workers). To include: first name, a contact phone number, the time and date in which they visited, and the areas of the premises which they attended. Retain for at least 28 days following the visit. An example of a [workplace attendance register](https://www.coronavirus.vic.gov.au) is available here on the Coronavirus (COVID-19) Victoria.
  - 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.
  - Regional Victoria – perform a residency check on all customers/visitors or users of the service/facility and refuse service to Melbourne residents — remember that restrictions follow the person. Residence checks are not required for takeaway food and drink although you must still collect name and phone number as usual if a person is attending for over 15 minutes.

- **Consult with workers**
  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 at [here](https://www.worksafe.vic.gov.au).
  - Encourage workers to complete [free infection control training](https://www.covidapp.vic.gov.au) 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](https://www.worksafe.vic.gov.au)
- DHHS: [Preventing infection in the workplace](https://www.dhhs.vic.gov.au)
- DHHS: [Cleaning and disinfecting to reduce COVID-19 transmission](https://www.dhhs.vic.gov.au)
- WorkSafe: [Other relevant industry specific guidance](https://www.worksafe.vic.gov.au)
Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 27 October 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.

- **Avoid carpooling with other colleagues, unless they are from the same household**

- **Wear a face mask 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 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.

- **Avoid interacting with colleagues in enclosed spaces where possible**

- **Avoid working across multiple work sites where possible**

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

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.