## Victoria’s roadmap: Real estate

Victoria’s roadmap for reopening 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 clients.

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 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 Real Estate Roadmap is intended to assist real estate businesses to prepare to safely operate in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected. This includes properties such as: property marketing, sales and rental offices, auctions and on-site property properties, e.g. viewings, repairs and maintenance.

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

### Metropolitan Melbourne and Regional Victoria – Move to COVID Normal subject to public health assessment of epidemiological conditions.

### Metro Melbourne

<table>
<thead>
<tr>
<th>Step</th>
<th>Metropolitan Melbourne</th>
<th>Regional Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Step</strong></td>
<td>First Step commenced from 11.59pm on 13 September</td>
<td>Heavily restricted. For permitted purposes only.</td>
</tr>
<tr>
<td><strong>Regional Victoria</strong></td>
<td>Moved to Second Step from 11:59pm on 13 September 2020.</td>
<td>Heavily restricted. For permitted purposes only.</td>
</tr>
<tr>
<td><strong>Third Step</strong></td>
<td>Moved to the Third Step from 11:59pm on 27 October 2020. Further easing of restrictions from 11:59pm on 8 November 2020.</td>
<td>Restricted. Limited activities allowed including outdoor auctions (limit of 10) and inspections (limit of 10).</td>
</tr>
<tr>
<td><strong>Regional Victoria</strong></td>
<td>Moved to Third Step from 11:59pm on 16 September 2020. Further easing of restrictions from 11:59pm on 27 October 2020.</td>
<td></td>
</tr>
<tr>
<td><strong>Last Step</strong></td>
<td>Metropolitan Melbourne and regional Victoria – Victoria is expected to move to the Last Step from 11:59pm 22 November</td>
<td>Restricted. Indoors: Subject to density quotient and a cap of up to 20 people. Outdoors: Up to 50 people from any number of households.</td>
</tr>
<tr>
<td><strong>COVID Normal</strong></td>
<td>Metropolitan Melbourne and regional Victoria – Move to COVID Normal subject to public health assessment of epidemiological conditions.</td>
<td>Open with a COVIDSafe Plan. Record keeping requirements.</td>
</tr>
</tbody>
</table>

= Status as at 11.59pm on 8 November 2020

Current restrictions on Real Estate

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, operators in the real estate industry must abide by the following restrictions in both metropolitan Melbourne and regional Victoria respectively, effective from 11.59pm 8 November.

These restrictions apply to all real estate businesses, including property sales and marketing and property management businesses. It applies to activities such as: property marketing, sales and rental offices, auctions and on-site property properties, e.g. viewings, repairs and maintenance.

To comply with directions issued under the Public Health and Wellbeing Act, real estate activities carried out in Victoria must adhere to restrictions outlined in the table below.

<table>
<thead>
<tr>
<th>Metropolitan Melbourne and regional Victoria</th>
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</thead>
<tbody>
<tr>
<td><strong>RESTRICTED</strong></td>
</tr>
<tr>
<td><strong>Offices</strong></td>
</tr>
<tr>
<td>• All activities that can be done at home, must be done at home.</td>
</tr>
<tr>
<td>• Sole traders with a self-contained workplace may operate fully from workplace.</td>
</tr>
<tr>
<td>• Businesses should avoid having visitors (e.g. customers, suppliers) to the work premises.</td>
</tr>
<tr>
<td><strong>On-site property inspections and viewings</strong></td>
</tr>
<tr>
<td>• Residential and commercial inspections for up to 10 people in line with public gathering limits.</td>
</tr>
<tr>
<td>• Density quotient (maximum of one person per four square metres) applies for inspections.</td>
</tr>
<tr>
<td>• Density quotient (maximum of one person per four square metres) applies for inspections.</td>
</tr>
<tr>
<td>• Short term accommodation rental activities permitted.</td>
</tr>
<tr>
<td>• The agent should make sanitiser available at all inspections and require its use prior to entry into the property.</td>
</tr>
<tr>
<td>• The agent must contact the occupier of a property to arrange a suitable time and ensures the occupier and attendee are not symptomatic, self-isolating or under quarantine before attending.</td>
</tr>
<tr>
<td>• Agents must ensure any surfaces touched during an inspection are disinfected by the agent at the completion of the inspection.</td>
</tr>
<tr>
<td>• The agent keeps records of all inspections or marketing activity undertaken, including necessary contact details of attendees.</td>
</tr>
<tr>
<td>• Marketing, sales and rental activities are permitted.</td>
</tr>
<tr>
<td>• Staff and clients should maintain a minimum distance of at least 1.5 metres apart.</td>
</tr>
<tr>
<td><strong>Auctions</strong></td>
</tr>
<tr>
<td>• Auctions permitted outdoors, limited to 10 members of the public (excluding owners or residents of the property and the minimum number of people required to conduct the auction). Infants under 12 months of age are not included in the cap. Children that are unable to be left unattended or cared for in other settings are able to accompany.</td>
</tr>
<tr>
<td>• Density quotient (maximum of one person per four square metres) applies for auctions.</td>
</tr>
<tr>
<td>• Staff and clients should maintain a minimum distance of at least 1.5 metres apart.</td>
</tr>
<tr>
<td><strong>Property management</strong></td>
</tr>
<tr>
<td>• Routine rental inspections are allowed in line with public gathering limits.</td>
</tr>
<tr>
<td>• Repairs and maintenance of properties are permitted.</td>
</tr>
<tr>
<td>• Facilities management services (e.g. for occupied properties, multi-dwelling residential properties) permitted.</td>
</tr>
<tr>
<td><strong>Face mask requirements</strong></td>
</tr>
<tr>
<td>• All workers and clients must wear face masks (exemptions apply).</td>
</tr>
<tr>
<td><strong>Cleaning and hygiene requirements</strong></td>
</tr>
<tr>
<td>• Surfaces touched during an inspection (e.g. for a viewing or inspection) must be disinfected after the event and between groups.</td>
</tr>
<tr>
<td>• The property should be well-ventilated and have all internal and external doors open during inspections.</td>
</tr>
<tr>
<td><strong>Record keeping requirements</strong></td>
</tr>
<tr>
<td>• Real estate businesses 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.</td>
</tr>
<tr>
<td><strong>Signage requirements</strong></td>
</tr>
<tr>
<td>• Display signage at each public entry to each space indicating maximum capacity and COVIDSafe hygiene and physical distancing requirements.</td>
</tr>
<tr>
<td><strong>Workforce bubbles</strong></td>
</tr>
<tr>
<td>• Employer must not require a worker to work at more than one work site of the employer, unless it is not practical. This must be supported through staff rosters.</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>
</tr>
</tbody>
</table>

Last updated: 11 November 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 property should be at least 1.5 metres apart and there should be no overcrowded areas. This means:
   • Workers must work from home if they can
   • Ensure staff and clients are 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised
   • Ensure the property abides by the four square metre rule density quotient
   • Limit the total number of staff and clients in an enclosed area
   • No carpooling between staff unless there is no alternative mode of transport to work

2. Wear a face mask
   Staff and clients must always wear a face mask except when health or other exemptions apply. This means:
   • Provide face masks to employees
   • Ensure all staff wear face masks while working
   • Do not take face masks off when talking on the phone or with others
   • Use full PPE for high-risk settings

3. Practise good hygiene
   Operators must regularly clean high touch-surfaces and encourage good hygiene practices by staff and clients. This means:
   • Clean and disinfect properties after inspections (including all surfaces) and make gloves available for this purpose
   • Encourage regular handwashing by staff and clients and make soap and hand sanitiser available for all staff and clients throughout the property

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

5. Avoid interactions in enclosed spaces
   All activities are to be held in outside areas where practical. This includes:
   • Client registration and briefings
   • Rental activities (e.g., exchange of documents or keys)
   • Auctions

6. Create workforce bubbles
   Limit the number of people staff have prolonged close contact with. This means:
   • Keep pools of staff rostered in the same team
   • Avoid overlap in teams
   • Reduce staff working across multiple properties
Creating a COVIDSafe workplace: Real Estate

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

Real estate activities included: On-site property inspections and viewings, auctions.

Restricted (regional Victoria and metropolitan Melbourne): Examples of applying the six COVIDSafe Principles at an auction are shown below.

Prearranged attendees only, with a maximum of 10 people*, plus one agent (inspection) and minimum number of staff required to conduct the auction

Clients and staff to wear face masks at all times

Clean surfaces
Encourage clients not to touch surfaces, and disinfect any surfaces that have been touched after each inspection

Density quotient of one person per four square metres applies at all times

Implement contactless inspections and auctions where possible
Where possible, implement contactless inspections to avoid contamination (e.g. pre-open doors and cupboards). Encourage clients to use gloves.

Clearly section-off the auction site to control client numbers

Hand sanitiser made available in all spaces

Record keeping at entrance for clients to complete

*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 at least 1.5 metres between staff and clients.

Ensuring physical distancing between staff

Minimise contact
Ensure staff stay at least 1.5m apart while setting up properties. Space out equipment (e.g. chairs).

Implement virtual meetings
Staff meetings and trainings should be held virtually. Under Restricted, staff must work from home if they can.

Discourage carpooling
Staff should avoid carpooling to work unless there are no alternative options. Employers should discourage carpooling, and assist staff to find alternate transport options.

Ensuring physical distancing between clients

Organisation of inspections and viewings
For the Third Step, consider organising inspections and viewings so that clients are allocated part of the property to inspect at the time (i.e. control the number of people within the group who are viewing rooms at any one time). Minimise opportunities for clients to crossover during an inspection or viewing event.

Minimise congregation
Consider staggered arrival times for inspections and viewings to minimise opportunities for client crossover. Do not permit congregation during inspection events.

Control the number of clients
Implement a booking service to ensure inspections and auctions comply with capacity restrictions (see page 3). Do not allow walk-ins.

Maintain physical distancing
Provide physical barriers or floor markings to ensure physical distancing is maintained at auctions and within properties; consider allocating separate entry and exit points if practical to minimise client movement.
2. Wear a face mask

You and your staff **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 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](https://dhhs.vic.gov.au/face-masks-work-covid-19) 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 employees from exposure to coronavirus (COVID-19) at their workplace.


Wearing a face mask in real estate properties

**Responsibility for wearing a face mask**

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

**Can patrons take their face mask off while in private areas?**

Clients must wear a face mask at all times while on the property, unless a lawful exemption applies. This means the face mask must be worn by the client when they are viewing the property, participating in an auction or conducting other rental activities (e.g. picking up keys).

**Type of face mask required by real estate industry**

Real estate businesses can use any type of face mask, such as cloth masks or single use surgical mask, that covers the nose and mouth to provide the wearer protection against infection.

**Refusing service of clients not wearing a face mask**

For the safety of residents and other clients, an agent can refuse service to clients not wearing a face mask.

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

It is recommended that staff and clients carry spare disposable face masks in a plastic zip pocket to change their face masks regularly. A property could also consider displaying signage that highlights the importance of washing hands before and after changing a face mask.

**When is a face mask required by clients within their own property?**

Clients do not need to wear face mask when within their own property. However it is suggested that occupants wear masks when contractors are attending the property to conduct repairs and maintenance, or when any other ongoing rental activities are conducted within the property. In this instance, clients should avoid contact where possible.
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 practices in their COVIDSafe plan.

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

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

Cleaning and disinfecting schedule

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.

Accessible cleaning products and disinfectants

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

Reduce high touch-points

Reduce touch points where possible, such as using contact-less registration and implementing contact-less inspections and auctions (e.g. opening all doors and cupboards).

Educate clients and staff

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

Free infection control training

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

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

Promotion of hygiene tips for workers

- Stay home if you are sick.
- Wash your hands often with soap and water or alcohol-based hand sanitizer.
- Wash or disinfect hands after making or receiving deliveries.
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- 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.

Real estate businesses should regularly check that their properties are compliant with current directions and advice provided by health authorities.
4. Keep records and act quickly if staff or customers become unwell

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

Keeping records

Workplace attendance register

Under current public health advice, all Victorian workplaces are required to establish and maintain a ‘workplace attendance register’ of every person who attends the workplace or attends a property for inspection or auction. This includes all workers (including subcontractors) and any customers or visitors permitted in the workplace (including workplace inspectors).

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

For more information regarding the definition of a close-contact, visit DHHS.

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 property 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 staff or clients become unwell – continued

All businesses must keep records of every person who attends the workplace or property 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.

Actions for residents and agents
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 clients, staff, and other visitors (for example, contractors, delivery workers) who may be close or casual contacts. Residents or agents must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes over the past 28 days.
Any resident or agent who tests positive for coronavirus (COVID-19) should remain in home quarantine until they have been notified by DHHS that they are no longer required to quarantine and have met its criteria for release. The staff member should follow DHHS guidance and their employer’s policy.

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

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

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

Additional resources
Staff who have been required to self quarantine after a coronavirus (COVID-19) test may be eligible to receive a one-off payment of $450 from the Victorian Government. Staff 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 employees.

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.

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.

**Move meetings and functions outside**
Where possible, move meetings, client registration and inspection discussions outdoors. Encourage agents to take breaks or conduct meetings outdoors.

**Interactions between staff and clients**
Limit interactions between staff and clients, such as using automatic check-in procedures and physical barriers.

**Outdoor auctions**
All auctions must be conducted outdoors.

**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.
6. Create workforce bubbles

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

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

To minimise possible exposure and contact, businesses should:

- **Limit** the number of people that staff have prolonged close contact with.
- **Modify** processes to minimise interactions between staff members during breaks or when transitioning into or out of work periods where possible.
- **Consult** with staff whose work is not essential to the physical operation of the business to determine if working from home or remotely is reasonably practicable.
- **Review** shift arrangements to create smaller teams and avoid mixing staff across shifts.

**Actions your business can take**

- **Set up small teams**
  Review working arrangements to create smaller teams of agents and have each team work independently (known as cohorting). Avoid mixing agents across teams where possible.

- **Limit staff movement between work zones**
  Limit staff or contractor movements to a limited geographic zone or set of properties, unless it is not reasonable and practical (e.g. where agents must work across a number of spread out properties).
  Where a staff member is working for different employers across multiple premises, they must provide a written declaration to employers. Employers must ensure declarations are collected and recorded.

- **Keep contact records**
  Keep records that will help businesses enforce workforce bubbles, such as knowing which staff are in different pools, start and end times of shifts etc. Employers must keep a record of all staff and visitors who attend the property for longer than 15 minutes in the past 28 days.
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 property 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
✓ Face masks 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 properties have additional requirements of employers and staff.

Businesses 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.

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

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

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

- 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

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

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

Workplaces may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the workplace's COVIDSafe Plan, ensuring that correct processes are being followed, any relevant documentation is complete, staff 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 and other authorities involved in the regulation of businesses may conduct spot checks to ensure compliance with the directions issued under the Public Health and Wellbeing Act. WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

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

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

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

How will you enforce compliance? Who will enforce it?

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

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

Fines and penalties

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

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

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

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

Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 8 November 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 property is set up to adhere to customer limits
  - a density quotient of one member of the public per four square metres of the space accessible to the public
  - all seating is spaced so that members of the public are at least 1.5 metres apart if/when seated

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

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

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

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

Checklist for business owners/managers cont.

- **Staff and management policies, practices and training**
  - Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available [here](#).
  - Encourage staff to complete [free infection control training](#) and download the COVIDSafe App.
  - Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer to ensure policies and practices are being followed, staff are trained, and records are kept.

- **Ensure private property inspections operate in a ‘contactless’ way with the following protocols:**
  - Inspections are pre-arranged at a set time.
  - The agent contacts the occupier of a property to arrange a suitable time and ensures the occupier and attendee are not symptomatic, self-isolating or under quarantine before attending.
  - Occupiers of the property should be encouraged to leave during an inspection, unless for routine rental inspections.
  - Attendees at private property inspections:
    - are limited to 10 individuals in line with public gathering limits
    - any necessary marketing services (e.g. photography, videography, and stylists) are limited to one agent and one service provider and subject to the density quotient.
    - The agent keeps records of all inspections or marketing activity undertaken, including necessary contact details of attendees.
    - Minimise the touching of surfaces within the property by, turning on lights and opening all cupboards, drawers, windows and doors.
  - The agent must make sanitiser available at all inspections and require its use prior to entry into the property.
  - The property should be well ventilated and include the opening of all internal and external doors at all times during inspections.
  - Face masks must be worn at all times by all attendees and physical distancing to be maintained.
  - Agents must ensure any surfaces touched during an inspection are disinfected by the agent at the completion of the inspection.

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 properties](#)
- DHHS: [Preventing infection in the property](#)
- DHHS: [Preparing for a case of coronavirus (COVID-19) in your workplace](#)
- DHHS: [Cleaning and disinfecting to reduce COVID-19 transmission](#)
- WorkSafe: [Other relevant industry specific guidance](#)
Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 8 November 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
  - 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 staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager for record keeping purposes.

Staff name: ________________________________________________________________

Date: ___________________________         Time of shift ___________________________

Are you currently required to be in quarantine because you have been diagnosed with coronavirus (COVID-19)?
□ YES  □ NO

Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services (DHHS) as a result of being a close contact of someone with coronavirus (COVID-19)?
□ YES  □ NO

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from quarantine or until your 14-day quarantine period is complete.
If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing any of these symptoms?
Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C) □ YES  □ NO
Chills  □ YES  □ NO
Cough   □ YES  □ NO
Sore throat □ YES  □ NO
Shortness of breath  □ YES  □ NO
Runny nose □ YES  □ NO
Loss of sense of smell □ YES  □ NO

If you answered YES to any of the above questions you should not enter your workplace (or you should leave your workplace, if already there). Tell your employer, go home, and get tested for coronavirus (COVID-19).
If you answered NO to all the above questions, you can enter your workplace.
If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.