Industry
Restart Guidelines
Hair and Beauty
Services

26 February 2021

Current restrictions on hair and beauty services

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

Victoria moved to COVIDSafe settings from 11:59pm on Friday 26 February 2021. These restrictions will be reviewed regularly, to ensure they reflect current public health advice. You must stay up to date with any changes for your industry.

Industry Restart Guidelines have been prepared to assist workplaces to operate safely, in accordance with the changing of restrictions, while ensuring the public feels confident that their health and safety is being protected. These guidelines outline the requirements for operators of hair and beauty services businesses, including: hairdressing and barbering businesses, nail care and skin care services, massage therapy, waxing services, ear and body piercing services and tattoo parlours.

Under directions issued under the *Public Health and Wellbeing Act*, all Victorian workplaces in this industry must abide by the following restrictions.

	Current restrictions
	Open with COVIDSafe requirements
COVIDSafe Plan	• All workplaces with onsite operations must have a COVIDSafe Plan. • Home-based businesses must also have a COVIDSafe Plan.
Capacity	**Hair and beauty services** • Density quotient of one person per **two** square metres applies where workplaces use electronic records (e.g., QR code technology). Where manual record keeping is used, workplaces must use a density quotient of one person per **four** square metres.
Record keeping	**For all Victorian workplaces:** • Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes, including first name, contact number, date and time of visit and areas of the workplace visited. • Employers are strongly recommended to use electronic record keeping for this purpose. This includes the Victorian Government's QR Code Service. • Employers must keep records to show compliance with directions in force including all logs created during the time of directions being in force, work premises rosters, time and attendance records and payroll data.
Face masks	**For all Victorian workplaces:** • You must always carry a face mask with you when you leave home unless you have a lawful reason not to. • Face masks continue to be mandatory in some locations, unless a lawful reason not to wear one applies. • For a full list of settings where masks continue to be mandatory, see: Face masks page.
Signage	**For all Victorian workplaces:** • Where a workplace has a publicly accessible space, employers must display signage at each public entry to each indoor and outdoor space, indicating maximum capacity and face mask restrictions where required.
Cleaning	**For all Victorian workplaces:** • Employers should ensure shared spaces and public spaces are cleaned with disinfectant regularly, with high touch surfaces cleaned at least twice each day. Shared equipment should be cleaned between uses.

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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 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:
- Work from home if you can. Employers must permit their workers to work from home if their work can be done from home
- 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 relevant density quotient
- Limit the total number of workers and customers in an enclosed area
- Avoid carpooling where possible.

2. Wear a face mask
- You must always carry a face mask with you when you leave home unless you have a lawful reason not to.
- Face masks continue to be mandatory in some locations, unless a lawful reason not to wear one applies
- For a full list of settings where masks continue to be mandatory, see: Face masks page.

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 COVID-19
- Keep records of workers and customer details for contact tracing
- Ask workers to complete a pre-shift declaration (recommended).

5. Avoid interactions in enclosed spaces
Where possible, move activities to an outdoor area. This includes:
- Meetings
- Lunch breaks
- Customer registration.

6. Create workforce bubbles
Limit the number of people that workers are in prolonged close contact with. This means:
- Keep pools of workers rostered on the same shifts
- Avoid overlap in shift changes
- Limit or decrease the number of visitors or workers attending multiple worksites where possible.

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Creating a COVIDSafe workplace: Hair and beauty services

All hair and beauty service businesses **must** ensure they apply the six COVIDSafe Principles to help prevent the introduction of COVID-19 in the workplace.

Workplaces include: Hairdressing and barbering businesses, nail and skin care services, massage therapy, ear and body piercing services and tattoo parlours.

Face mask requirements

Adhere to current face mask restrictions (see Current Restrictions page at the start of this document). You must also adhere to specific face mask or other PPE guidelines for your industry.

Reduce or eliminate recirculation of air and increase the use of outdoor air where possible.
See public health advice on safely cooling your workplace.

Manage customer bookings to ensure physical distancing and minimise client overlap

Limit walk-in appointments and customer interaction at the counter. Ensure record keeping for all visitors is completed on entry. If electronic record keeping is used (e.g., QR codes), a density quotient of 1 person per two square metres applies. If manual record keeping is used, workplaces must use a density quotient of one person per four square metres.
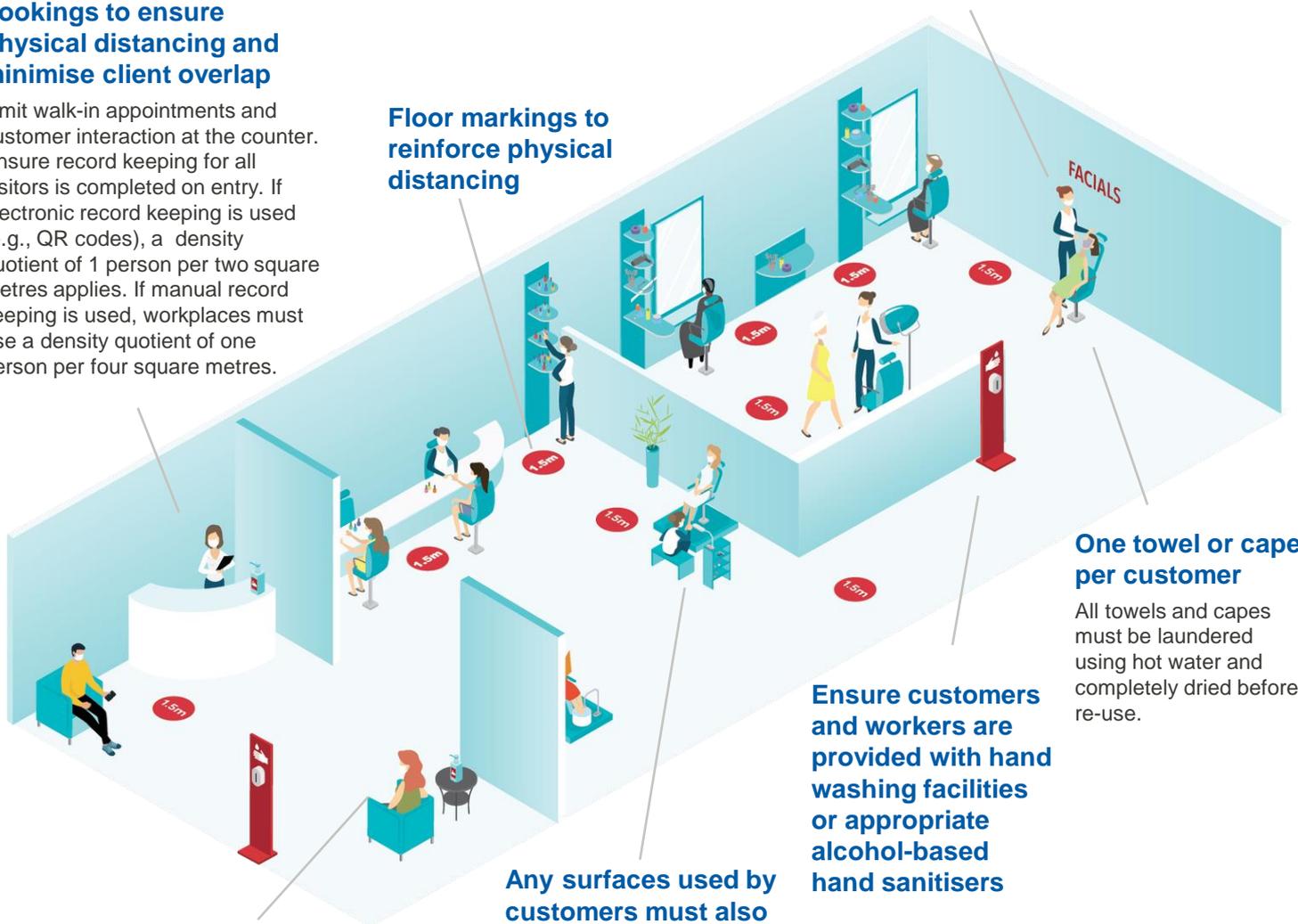
Floor markings to reinforce physical distancing

One towel or cape per customer

All towels and capes must be laundered using hot water and completely dried before re-use.

Ensure customers and workers are provided with hand washing facilities or appropriate alcohol-based hand sanitisers

Remove high-touch items such as magazines from waiting areas

Consider suspending the serving of refreshments to customers to avoid contamination of kitchenware.

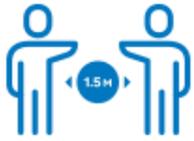**Any surfaces used by customers must also be cleaned between customers**

Consider disposable and/or single use products where appropriate.

Display signage at each public entry to each indoor and outdoor space that meets current signage requirements (see Current Restrictions page at the start of this document)

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1. Ensure physical distancing

Physical distancing remains one of the most effective ways of minimising the spread of 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 workers and visitors, where industry practices allow.

Density quotients apply to the number of people who can be in a venue or facility at the same time (see the 'Current Restrictions' table in this guideline).

Where a business has publicly accessible space(s), the business must display a sign at each public entrance to each space that specifies the maximum number of members of the public that may be present in the space at a single time. For additional information on calculating your density quotient, visit: Two, four and eight square metre rules.

Ensuring physical distancing in your workplace

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

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

Maintain physical distancing
Provide physical barriers to ensure physical distancing is maintained; consider installation of sneeze guards between operational areas or desk spaces between workers; and separate entry and exit points if practicable.

Training for workers
Provide all workers with training and guidance on physical distancing expectations while undertaking work tasks and socialising during breaks.

Provide site inductions
Establish appropriate site induction and training materials to inform workers of relevant COVID-19 risk management policies and procedures.

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

Avoid carpooling
Workers should avoid carpooling where possible. Employers should assist workers to find alternative transport options.

Floor markings
Use floor markings to provide physical distancing guides in areas that are likely to create a congregation of workers, customers or visitors (e.g. entrances and exits, counters, cashiers and break areas).

Manage flow of customers
Manage customer bookings to ensure physical distancing and minimise client overlap. Limit walk-in appointments and customer interaction at the counter by online or phone bookings.

Customers should be encouraged to wait in a personal vehicle or outside the business where they can be contacted by mobile phone when it is their turn for hair and beauty treatments.

Waiting areas
Optimise physical distancing in the layout by reviewing flow of workers and customers to treatment rooms, workstations or shampoo sinks.

Control the number of customers
Display a sign at the entrance to your business that advises customers of the maximum number of customers allowed inside at any time.

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2. Wear a face mask

Adhere to current face mask restrictions (see Current Restrictions page at the start of this document). You must also adhere to specific face mask or other PPE guidelines for your industry.

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 guidelines for further information. For the purposes of minimising environmental impact, reusable masks should be used instead of disposal alternatives where possible. Stay informed about the latest public health advice on washing your reusable masks.

Employers should encourage their workers to bring their own face mask. Where employers require employees to wear masks, there is an obligation for employers to provide a face mask if the 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 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.

Additional information

Responsibility for wearing a face mask

Responsibility for wearing a face mask rests with the individual. Employers must take reasonable steps to ensure their employees wear a face mask at all times when working at the employers' premises, unless there is a lawful reason not to wear one.

Provide training on how to use PPE

Consider providing all workers with training/guidance on how to use PPE (e.g. face masks, face shields, gloves, etc) while undertaking work tasks and socialising during breaks.

Removing face masks to communicate

A face mask may be removed where a worker is communicating with another person who is deaf or hard of hearing, and the ability to see the mouth is essential for communication. You should maintain physical distancing of at least 1.5 metres.

Refusing service of customers not wearing a face mask

For the safety of workers and other customers, a business owner or worker can refuse service to customers not wearing a face mask when it is required for that workplace.

Display signage

When face masks are required, appropriate signage (e.g. posters) must be displayed at entrances to indicate face mask requirements. A workplace could also consider displaying signage that highlights appropriate hygiene practises for changing face masks, such as the importance of washing hands before and after changing a face mask.

Customers wearing face masks

Customers must wear a face mask for the duration of the service or procedure where practicable. Customers are permitted to remove their masks if necessary to undertake a service or procedure (e.g. facials, face waxing and beard trimming). Face masks must remain on for all other services. Masks must be worn immediately before and after the service or procedure.

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3. Practise good hygiene

Additional hygiene measures are a priority. Business managers 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 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 Department of Health cleaning and disinfecting information.

Cleaning and disinfecting schedule

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

Accessible cleaning products and disinfectants

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

Reduce high touch-points

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

One towel or cape per customer

All towels and capes must be laundered using hot water and completely dried before re-use.

Educate workers and visitors

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. Check information about appropriate disposal of masks and other PPE.

Free infection control training

Free, short, accredited training is available to help workers identify and manage the ongoing risk of 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. It is recommended that someone from each work premises completes this training.

Hygiene tips for workers

- ❑ Stay home if you are sick.
- ❑ Wash your hands often with soap and water or alcohol-based hand sanitiser.
- ❑ Wash or sanitise hands after making or receiving deliveries.
- ❑ Sneeze and cough into your sleeve.
- ❑ If you use a tissue, discard immediately and wash your hands afterwards.
- ❑ 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.

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4. Keep records and act quickly if workers or customers become unwell

All businesses must keep records of every person attending the workplace and must record staff attendance and shift rosters – see below. Businesses must also have a response plan, as part of their COVIDSafe Plan, in case a person with COVID-19 attends their premises.

Workplace attendance register

Under current public health advice, all Victorian workplaces are required to establish and maintain a 'workplace attendance register' of every person who attends the workplace for a period of more than 15 minutes. This includes all workers (including sub-contractors) and any customers or visitors permitted in the workplace (including workplace inspectors). Employers are strongly recommended to use electronic record keeping for this purpose. This includes the Victorian Government's QR Code Service.

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

For more information regarding the definition of a close-contact, see: DH COVID-19 Information

Maintain business records

Under current public health advice, all Victorian workplaces must keep records to show compliance with these restrictions and must record worker movements, including rosters; time and attendance records; and payroll data.

Pre-shift declaration

It is recommended that workers declare in writing at the start of each shift and before entering a work premises that they are free of COVID-19 symptoms, have not been in contact with a confirmed case and are not currently required to self-isolate or self-quarantine. Refer to the Staff Health Questionnaire within these guidelines.

If a customer or worker who is a confirmed case of 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 Department of Health WorkSafe

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

❑ Determine hot spots

- Determine what areas of the business were visited, used or impacted by the persons with 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. Fans are not recommended.
- The workplace should be thoroughly cleaned and disinfected before it can be reopened and workers can return to work.

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

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4. Keep records and act quickly if workers or customers become unwell – continued

Next steps: Slowing the spread

Department of Health actions

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

Business actions

Work with DH to ensure that all appropriate preventative measures have been taken prior to reopening the business.

Provide DH with a list of the customers, workers and other visitors (e.g. contractors, delivery workers) who may be close or casual contacts. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes over the past 28 days. Employers are strongly recommended to use electronic record keeping for this purpose. This includes the Victorian Government's QR Code Service.

Any worker who tests positive for COVID-19 should remain in home isolation until they have been notified by DH that they are no longer required to self-isolate and have met its criteria for release. The worker should follow DH guidance and their employer's policy.

Close contacts

Workers who are determined by DH as close contacts of a person with COVID-19 should not come to work until they have been cleared by the Department of Health. Close contacts includes both primary and secondary close contacts, and clearance criteria varies.

A note on privacy

Please respect the privacy of people with a confirmed case of 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 COVID-19 test may be eligible to receive a one-off payment of $450 from the Victorian Government. Workers who are confirmed as COVID-19 positive may be eligible to receive a one-off $1500 payment from Commonwealth Government's Pandemic Leave Disaster Payment for Victoria. Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- Pay and Leave During Coronavirus
- Health and Safety in the Workplace During Coronavirus

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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 COVID-19, businesses should have a plan in place to minimise the number of interactions conducted indoors 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 to ensure maximum ventilation. Where activity cannot be moved outdoors, heating, ventilation and air-conditioning (HVAC) systems may have a role in decreasing the risk of transmissions in indoor spaces by increasing the rate of air change, decreasing recirculation and increasing the use of outdoor air.

Actions your business can take

Air quality and ventilation

Open windows and outside doors where possible to maximise ventilation. Reduce or eliminate recirculated air and increase the use of outdoor air where possible. Use air conditioning to enhance the flow of air, ensuring that the fresh air mode is selected (rather than the recirculated air function). All air conditioning and ventilation systems should be regularly inspected, maintained and cleaned.

Fans (ceiling or free-standing) which move or disperse air are suitable for use in work and industrial settings provided they are not moving air across adjacent or nearby workers. Exhaust and industrial fans may also be beneficial in hot weather when strategically placed to move heat or air outside a building. Fans should not be used in enclosed indoor spaces such as elevators.

See public health advice on safely cooling your workplace.

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 activities outside

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

Consider steps to improve ventilation

Work with your building owner or manager to improve ventilation indoors. Measures include increasing the percentage of outdoor air and disabling demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy.

Filter performance

Monitor and manage filters in accordance with manufacturer instructions. However, upgrading HVAC systems by incorporating higher grade filters can be very expensive and is not always feasible. Further, even a high-efficiency particulate air (HEPA) filter will not eliminate all concerns about airborne transmission.

Elevators

Work with your building owner or manager to consider whether supplemental air ventilation or local air treatment devices should be added to frequently-used elevator cars.

Additional resources

For further information on how to reduce or eliminate the risks from hazardous substances in the hairdressing and beauty industries, see 'Management of hazardous substances in the hairdressing and beauty industry'.

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 COVID-19, it will help contain the spread to a minimum number of people within the bubble, rather than requiring the entire workforce to quarantine.

To minimise possible exposure and contact, businesses should:

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

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

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

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

Actions your business can take

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

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

Define work zones
Encourage assignment of workers to specific workstations to minimise the need to go into other spaces. Limit role or task rotation where possible so that workers can remain at a single workstation where possible. If workstations need to be shared, they should be shared by the smallest possible number of people.

Separate communal areas
Separate communal areas such as change rooms and tea rooms per workforce bubble to minimise intermingling between different teams.

Limit worker movement between sites
Where possible, limit each worker's movements to one worksite. It is recommended that employers keep a log of all employees working across multiple sites including date, time and place of attendance.

Keep contact records
Keep records that will help manage 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.

Limit the sharing of tools and equipment between workers
Encourage workers to use their own kit of equipment where possible (e.g. scissors, combs and hairdryers).

Limit contact with shared equipment
Identify areas where there may be direct contact between teams as a result of passing shared equipment back and forth. Consider ways to remove direct contact such as by using drop-off points or transfer zones.

Creating a COVIDSafe Plan

Every business with on-site operations, is required to complete a COVIDSafe Plan so that we can stay safe and stay open.

All businesses **must** have a completed COVIDSafe Plan for each workplace to continue operating in Victoria. This includes home-based businesses, and businesses that provide services in other people's homes.

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:

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 COVID-19 in your workplace.

✓ The level of face mask or personal protective equipment (PPE) required for your workforce.

✓ How you will prepare for, and respond to, a suspected or confirmed case of 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 may 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: COVID-19

• WorkSafe: Preparing a pandemic guide

• Department of Health: Business and industry - COVID-19

• Department of Health: Preventing infection in the workplace

• Department of Health: Workplace obligations

• Department of Health: Confirmed case in the workplace

For more information and FAQs, visit:
COVIDSafe Plan FAQs

Compliance and enforcement

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

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

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

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

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

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

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

How will you enforce compliance? Who will enforce it?

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

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

Fines and penalties

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

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

Fines can be imposed 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.

For more information and FAQs, visit:
COVIDSafe Plan FAQs

Cleaning guidelines – building owners and managers

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

Documentation

Consider maintaining a cleaning log and schedule that set out dates, times and frequency each area has been cleaned. If you outsource your cleaning services, the documentation should clearly specify the cleaning activities and standards expected of the service provider.

Storage

Ensure your buildings' cleaning and laundry supply rooms are clean and workers can come in and out easily.

Clean and safe environment

It is the responsibility of the building owner 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. Check information about appropriate disposal of masks and other PPE.
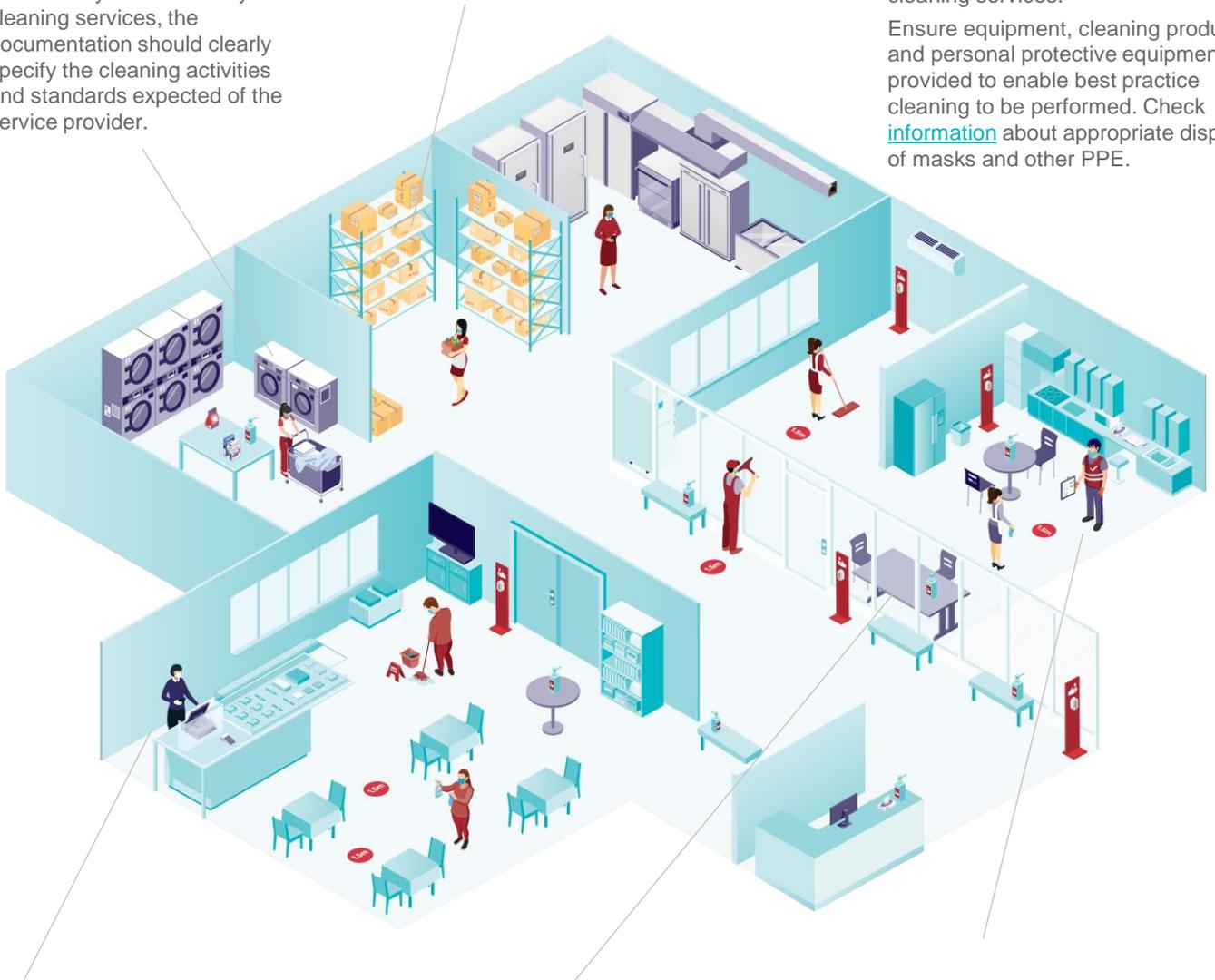
Communication

Clear lines of communication need to be set up between all parties i.e. building occupier/manager and its occupants (workers, 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 products.

Have ability to increase 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 workers who have site specific cleaning duties and to support any changes in cleaning schedules.

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Reopening my business

Please note that the checklists below outline the restrictions and requirements that apply as at publication of this guideline.

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 relevant limits and density quotient**

    ❑ Workplaces must adhere to the relevant capacity limits and density quotients for their industry (see current restrictions table)

    ❑ all seating is spaced so that workers are at least 1.5 metres apart if/when seated.

❑ **Prepare a cleaning schedule**

    ❑ Business must regularly clean shared spaces and areas accessible to the public using a surface disinfectant

    ❑ 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 entrances to advise of the maximum number of customers allowed

        • Information about the symptoms of COVID-19 and the need to stay home when unwell

        • Hygiene and physical distancing practices

        • Face mask restrictions where required.

    ❑ Promote physical distancing, including between workers and customers, with floor or wall markings or signs. Use physical barriers where appropriate (e.g. installation of sneeze guards).

❑ **Establish your record keeping**

    ❑ Record the contact details of any worker or customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers) including: first name and a contact phone number to support contact tracing. Retain for at least 28 days following the visit. Employers are strongly recommended to use electronic record keeping for this purpose. This includes the Victorian Government's QR Code Service

    ❑ Recommend collecting Staff COVID-19 Health Questionnaires from workers at the start of each shift

    ❑ Set up a roster to ensure workers do not work across multiple sites unless impractical to do so. For those who do work across multiple sites employers should keep records of these workers.

❑ **Consult with workers**

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

Reopening my business

Checklist for business owners/managers cont.

❑ **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 COVID-19 guidance from WorkSafe Victoria available at here.

    ❑ Encourage workers to complete free infection control training and download the COVIDSafe App. It is the Government's expectation that:

        • at least one worker at every workplace will have completed the training

        • workers should make themselves familiar with these guidelines

    ❑ Consider appointing a worker to be your COVID Marshal to ensure policies and practices are being followed, workers are trained, and records are kept. More information on the roles and responsibilities of COVID Marshals is available here.

Additional resources

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

- WorkSafe: Industry obligations
- WorkSafe: Managing COVID-19 risks – face coverings in workplaces
- Department of Health: Preventing infection in the workplace
- Department of Health: Preparing for a case of COVID-19 in your workplace
- Department of Health: Cleaning and disinfecting to reduce COVID-19 transmission
- WorkSafe: Other relevant industry specific guidance

Returning to work

Please note that the checklists below outline the restrictions and requirements that are effective as at publication of this guideline.

Checklist for workers

❑ **Complete free infection control training (optional)**

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

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

❑ **Adhere to current face mask restrictions** (see Current Restrictions page at the start of this document). You must also adhere to specific face mask or other PPE guidelines for your industry.

❑ **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 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 37.5C or greater), or if you have any symptoms.

Staff health questionnaire

STAFF COVID-19 HEALTH QUESTIONNAIRE

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

Worker name: _____

Date: _____ Time of shift _____

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

☐ YES ☐ NO

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

☐ YES ☐ NO

Have you been to a Tier 1 exposure site?

☐ YES ☐ NO

Have you been in an interstate red zone in the last 14 days?

☐ YES ☐ NO

Have you recently been tested for COVID-19 and not yet received a result?

☐ YES ☐ NO

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health 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 37.5C)   ☐ 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 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.