

# Tourism Industry Guidelines for coronavirus (COVID-19)

31 May 2020

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# 1 Introduction

## 1.1 Context

The Victorian Government, alongside National Cabinet, has started a process to ease the restrictions that were put in place to help slow the spread of coronavirus (COVID-19). This will be a careful and staged process.

The roadmap for this process allows individual states and territories to decide which restrictions can be eased and when - based on public health advice and local circumstances. To appropriately manage the opening of facilities and venues, operators will need to comply with a range of requirements specified in legal directions.

With the easing of restrictions, Victorians will be asked to play their part to keep one another safe – this includes maintaining a distance of at least 1.5 metres from each other, practising good hygiene and staying home even if slightly unwell.

The Victorian Government will work in partnership with industry and unions to prepare for each step of the easing of restrictions.

The Victorian Government has announced that from 11:59pm on 31 May 2020, restrictions on certain tourism-related activities within Victoria will be eased further. This will have implications for some businesses operating in Victoria's tourism industry, particularly the accommodation, hospitality and entertainment sectors.

## 1.2 Purpose

This document is intended to assist tourism operators in preparing to safely resume operations and begin their economic recovery, while ensuring that public health and safety is protected.

It applies to varying types of businesses across Victoria's tourism industry, including;

- accommodation providers,
- activity providers,
- transport service providers, and
- attraction or experience-based businesses (such as zoos, petting zoos, wildlife parks, amusement parks and arcades, and recreational venues).

The Victorian Government has published separate guidelines that may also apply to tourism operators:

- **Hospitality Industry Guidelines:** For tourism operators who offer food and drink, including accommodation providers, wineries, breweries and distilleries. You can access these guidelines at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19).
- **Return to Play Guidelines:** For tourism operators that offer sport and recreation activities, such as golf courses, swimming pools, mountain biking, horse trail riding, rafting and ziplines. You can access these guidelines at [www.sport.vic.gov.au/our-work/return-to-play](http://www.sport.vic.gov.au/our-work/return-to-play)
- **Caravan parks and camping grounds on public land:** You can access more information at <https://www.ffm.vic.gov.au/media-releases/park-and-forest-closures>
- **Snow skiing and snow activity:** You can access more information at <https://www2.delwp.vic.gov.au/media-centre/home/snow-skiing-and-snow-activity-on-public-land>
- **Creative Guidelines:** For tourism operators that offer creative and cultural experiences, such as galleries, museums, theatres and concert venues. You can access these guidelines at [www.creative.vic.gov.au](http://www.creative.vic.gov.au)

## 2 Tourism Guidelines

### 2.1 Guidance of development of plans

#### 2.1.1 Description

Each tourism operator is unique and should look to tailor their plans based on the information contained in this guide.

The below information, checklists and FAQs should assist businesses in creating a bespoke plan for each business to be safe for staff and customers.

ACTIONS		WHO
<b>What you need to do to safely re-open your business?</b>	<input type="checkbox"/> Protect staff wellbeing by ensuring <u>staff and hygiene</u> measures are in place as well as ensuring workers are complying with health advice and are not unwell	Business
	<input type="checkbox"/> Provide all staff with a copy of these guidelines	Business
	<input type="checkbox"/> Have provisions in place to <u>record visitor contact details</u> on booking or entry, with first name and a contact number (the details of every client should be recorded, not just one per booking)	Business
	<input type="checkbox"/> Undertake a deep clean of the premises and implement additional <u>hygiene and cleaning measures</u> and practices	Business
	<input type="checkbox"/> Ensure your business is set up to adhere to physical distancing requirements	Business / employees / customers
	<input type="checkbox"/> Ensure <u>visitor awareness of, and compliance with,</u> requirements (including collection of contact information)	Business/ Customers
	<input type="checkbox"/> Be ready to work with the Department of Health and Human Services in the event of a case of coronavirus (COVID-19) in an outbreak affecting your business	Business
	<input type="checkbox"/> Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines.	Business

Relevant fact sheets, templates and downloadable signage for businesses are available at the Business Victoria website <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>

## 2.2 Environmental measures including cleaning

### 2.2.1 Description

Tourism operators are encouraged to have a plan that takes into account coronavirus (COVID-19) guidance from WorkSafe Victoria, 'How employers can use occupational health and safety (OHS) practice to plan for a pandemic' at: [www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers) and the guidelines contained in this document.

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). General requirements and suggestions on cleaning and disinfecting procedures can be found in the Department of Health and Human Services' (DHHS) [Cleaning and disinfecting to reduce COVID-19 transmission](#) document.

Additional hygiene measures are a priority. While these additional measures will vary between venues, tourism operators must, at a minimum, prior to reopening:

- undertake an initial pre-opening deep clean and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms
- display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and patrons
- reduce touch points where possible, such as using contact-less payments, leaving access doors open, providing no-touch rubbish disposal, providing tissues and removing non essential communal and self-service equipment
- maximise ventilation where possible
- consider signs to ask shoppers to only touch what they intend to purchase (if relevant)
- ensure toilets are in working condition with warm running water for the hand basin, and ensure soap and disposable hand towels/dryers are provided.

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

Venues 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. This includes preventing, and where prevention is not possible, reducing, risks to health and safety associated with potential exposure to coronavirus (COVID-19). For more information, see <https://www.worksafe.vic.gov.au/coronavirus-covid-19> and <https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>.

Hand hygiene is fundamental to reducing the risks from coronavirus (COVID-19). Soap (from a dispenser) and water should be used to clean hands. An alcohol-based hand rub can also be used (where for example, when hands are not soiled but may have been contaminated from contact with environmental surfaces). Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people. Staff should avoid touching their face, especially their mouth, nose, and eyes when cleaning. Staff should also clean hands before putting on and after removing gloves used for cleaning.

Please refer to the checklists in the **Appendix** of this document for further advice.

### 2.2.2 FAQs

#### **What are the most important things I can do to reduce the risk of coronavirus (COVID-19) in my business?**

Frequent cleaning, hand hygiene, ensuring people do not attend a premises when unwell and physical distancing are the main measures that can protect against coronavirus (COVID-19).

#### **How often should surfaces be cleaned?**

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). This should be done every hour for high-touch surfaces. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage.

Common contact surfaces include:

- benches and workstations
- door and cupboard handles
- handrails
- switches
- taps
- ATMs
- EFTPOS keypads
- eating and drinking utensils
- tables and chairs (including underneath); and
- kitchen and food contact surfaces.

Personal items used in the workplace, such as glasses and phones, should be cleansed and disinfected frequently (e.g. by using isopropyl alcohol wipes).

Workplace amenities, including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines, should also be regularly cleaned, or immediately if they are visibly dirty and after any spillage has occurred.

#### **How should surfaces be cleaned and disinfected?**

You need to clean and disinfect surfaces; both steps are essential. The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.

Cleaning alone does not kill germs. The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at [www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission](http://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission).

#### **How often should staff be washing their hands or sanitising?**


The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated.

Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

The most important measure is proper handwashing. Staff must have access to appropriate handwashing facilities and must wash and dry their hands:

- on arrival at work
- before handling food
- after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- after touching hair, scalp, mouth, nose or ear canal
- after handling rubbish and other waste
- after handling money or bank cards
- before and after cleaning; and
- before and after removing gloves (if used).

#### **How can I limit interaction between customers and cashiers/front of house staff?**



There are a number of ways interactions can be limited to reduce the risk of coronavirus (COVID-19) transmission.

Encourage customers to use contactless payment methods, such as credit or debit cards, phone or other payment-enabled devices instead of cash.

Consider using physical barriers, such as plexiglass screens, at counters where interactions with customers frequently occur.

If practicable, set up separate venue entry and exit points so patrons and staff can maintain physical distancing when moving around facilities.

**How can I best maintain physical distancing with contractors such as delivery drivers?**

Request delivery drivers and other contractors visiting the premises to limit interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery.

**I am a business or staff member with questions about reopening, who can I contact?**

Business Victoria is ready to support Victorian businesses and answer their questions about preparing for a coronavirus (COVID-19) safe reopening. For further information, please contact Business Victoria on 13 22 15, or using the [Contact Us form](#).

## 2.3 Physical distancing and patron limits

### 2.3.1 Description

Physical distancing is an important component to creating a safe environment for employees and customers.

In order to maintain physical distancing, tourism operators should consider:

- placing signs at entry points to instruct clients not to enter the shop if they are unwell or have symptoms of coronavirus (COVID-19). The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises
- patron movement associated with entry and exit from the venue (consider separate entry and exit points if practicable)
- ensuring physical distancing by placing floor or wall signage to mark out 1.5 metres distance between persons for queues and waiting areas.
- using physical barriers where practical, such as plexiglass around serving counters or reception areas
- removing waiting area seating or space seating at least 1.5 metres apart
- limiting the use of cash transactions by encouraging clients to use tap and go, direct deposit or other contactless payment options
- moving patrons quickly to minimise queuing and congregation at entrances or arrival areas
- assisting your staff in encouraging patron compliance (including nominating a key staff member); and
- where possible, staggering arrival times to minimise queues or crowds at the attraction entrance, and ensure physical distancing at hand sanitiser stations.

Please refer to the checklists in the **Appendix** of this document for further advice.

### 2.3.2 FAQs

#### **What does the four square metre rule mean?**

To maintain physical distancing requirements, there must be enough space within the business premises that equates to one person per four square metre.

This is used to calculate the total number of people operators can have in the facility at any one time. The size of the facility may limit the number of visitors you can allow to enter at once. For example, if your facility has an internal usable floor space of 20 square metres, then no more than five visitors can be in that facility at any one time.

The four square metre rule must be complied with in addition to the limit on having no more than 20 clients per premises.

Remember also the importance of ensuring people can stay 1.5 metres apart whenever possible, so clients and staff must not be grouped or clustered together.

The DHHS website provides information about monitoring compliance of the directions at <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>.

#### **Will the Victorian Government provide downloadable signage that I can put up at my business on physical distancing and expected staff and visitor behaviours?**

Yes. Signage can be downloaded at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>.

Additional signage provided by the Victorian Government can be downloaded at:



- [www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources](http://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources)
- [www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance](http://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance)

### **What best practice measures can I put in place to encourage physical distancing?**

Encourage online and phone bookings and limit the number of walk-in visitors.

Mark queueing spots to ensure a 1.5 metre spacing between each person in a queue.

Encourage customers to remain at least 1.5 metres apart when moving through the business. If possible, stagger visiting or seating times and manage the duration of visits to control the flow of patrons.

### **What if customers are unable to use contactless payment and want to use cash?**

Venues are at liberty to set the commercial terms upon which payments take place. Consider communicating the payment preferences to patrons with physical signage.

### **My business comprises multiple spaces – are these considered separate spaces or one single space? Does this include back of house spaces?**

A single separate space means an undivided space, for example a dining room of a restaurant, or an upstairs or downstairs area. If connecting rooms cannot be closed off from each other, this is one indoor space.

For areas to be considered different from each other, each area must be separated by permanent structures or be a discrete area of the premises that is sufficiently separated from any other area of the premises. Walls separating areas should either reach from floor to ceiling or be at least 2.1 metres high for the space to be considered sufficiently separate. It is not intended for temporary structures to be installed to create separate areas.

Accessible to the public means that spaces specifically available for staff (e.g. behind bars or counters) are not included when calculating the density quotient for customers.

### **How do I ensure I am providing a safe entry and exit to my business?**

Physical distancing measures including barriers and markings on floors and walls should be used to encourage customers to keep 1.5 metres apart should be maintained.

## 2.4 Staff

### 2.4.1 Description

All places of business must take precautions to protect the health and safety of employees and customers and their risk and exposure to coronavirus (COVID-19). This duty of employers is instilled in the *Occupational Health and Safety Act 2004 (OHS Act)*.

Staff safety and wellbeing is paramount. Businesses should ensure that adequate processes are in place to protect staff, including pre-shift and on-site coronavirus (COVID-19) health checks, regular information sharing and zoning staff to reduce intermixing between staff and patrons where possible.

Tourism businesses should:

- display information about the symptoms of coronavirus (COVID-19) and the need for staff to stay home when unwell
- distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- recommend all staff complete the Staff Coronavirus (COVID-19) Health Questionnaire before each shift (questionnaire is provided in the **Appendix** of this document. A downloadable version can be found at [www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid19/hospitality-industry-guidelines-for-coronavirus-covid-19](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid19/hospitality-industry-guidelines-for-coronavirus-covid-19)).
- direct staff to stay at home if they are sick or go home immediately if they become unwell
- encourage staff to report when they have been a close contact\* with a confirmed case of coronavirus (COVID-19)
- communicate with staff on safety and hygiene practices to ensure they understand and fulfil their duties and responsibilities
- ensure staff are aware of, and understand, the resources and support services available to them
- arrange safe staff workspace allocations to minimise staff interaction with patrons where possible
- ensure Responsible Service of Alcohol principles apply to venues supplying liquor under a liquor licence
- encourage staff to download the COVIDSafe app.

*\*A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, cumulative, with a confirmed case of coronavirus*

Please refer to the checklists in the **Appendix** of this document for further advice.

### 2.4.2 Employers / venues FAQs

#### **If a staff member is unwell should they stay home?**

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are sick or go home immediately if they become unwell. Employers' leave policies should be reviewed to ensure that staff do not attend work while unwell.

Any staff member with symptoms of coronavirus (COVID-19), however mild, should be asked not to come to work and / or sent home immediately. Symptoms of coronavirus (COVID-19) include fever, coughing, sore throat, fatigue, and shortness of breath.

Employers should also encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire at the start of each shift (see **Appendix** of this document). If a staff member develops symptoms while at work, they should:

- immediately notify their supervisor or employer

- leave the workplace, travelling by the least public means possible; and
- ring the DHHS coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

They must then stay home until symptoms have resolved, until it has been 72 hours since the last fever or chills, and until they have received a negative test result (if one was needed).

Staff should be provided with appropriate wellbeing support.

### **Should my staff be temperature tested at work?**

Staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check.

Please advise your staff that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work.

Even if your staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. For a map of testing locations visit <https://www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19>.

### **What do I do if a staff member or patron tests positive for coronavirus?**

All businesses should have a response plan ready for the possibility of a confirmed case of coronavirus (COVID-19) at their premises.

If a patron or staff member who is a confirmed case of coronavirus (COVID-19) has attended your business while they are infectious, you will be contacted by DHHS.

Each business should then consider the following steps:

- consult with DHHS on whether the business is required to close for a short period to facilitate cleaning and enable contact tracing
- determine what areas of the business were visited, used, or impacted by the infected person
- clean and disinfect all areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas)
  - Close off the affected area before cleaning and disinfecting
  - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection
  - Fully disinfect all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is complete
- 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 will contact anyone who is identified as a close contact of the case
- work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business
- any staff member 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 isolate and have met its criteria for release. The staff member should follow DHHS guidance and their employer's policy
- staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic; and
- 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.

Please respect the privacy of people with a confirmed case of coronavirus (COVID-19) and treat their condition with understanding and compassion. Check in on the wellbeing of staff members regularly during self-isolation and monitor their mental health.

### **How can I manage potential coronavirus outbreaks among staff?**

Have a plan in place if a staff member should test positive for coronavirus (COVID-19). For example, maintain accurate records of your work roster to identify who has been in close proximity with one another during a shift.

If a staff member does test positive, treat them with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

DHHS will work with you to provide clear direction and indicate requirements where someone with coronavirus (COVID-19) has been at your facility while infectious.

### **Should I encourage staff to wear PPE?**

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and utensils, and physical distancing and barriers are the most effective methods for maintaining staff health and reducing the risk of transmission.

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is generally not required when undertaking routine cleaning unless the manufacturer's advice for a disinfectant product requires it.

If staff were previously required to wear PPE to control for risks other than coronavirus (COVID-19) infections, then they should continue to do so.

### **Can staff move freely around the premises?**

Wherever possible, processes should be modified to reduce staff's need to move through the premises to carry out their work. For example, divide work areas into clear sections and assign them to specific staff, and adopt processes that allow staff to maintain 1.5 metres from other staff and customers.

### **How can I minimise interactions between staff members during breaks or when transitioning into or out of work periods?**

The times at which staff are not actively working or transitioning, such as meal breaks, toilet breaks, arrival and leaving work, are when interaction between them is most likely, which may lead to an increased risk of transmission.

Businesses should help staff maintain physical distancing protocols during these times by:

- reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting)
- staggering or increasing the time between shifts to eliminate bottlenecks and avoid intermingling between different teams
- using the gaps between shifts for cleaning between work teams or cohorts
- spreading out staff break times to reduce the number of people using communal facilities at the same time
- removing excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another during breaks; and
- discouraging traveling together, such as carpooling, to work.

Staff whose work is not essential to the physical operation of the business should work from home.

### **If a staff member turns up to work with a temperature and is sent home, am I responsible for paying them for that shift?**

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are unwell, or go home immediately if they become unwell.

Leave policies should be reviewed to ensure that staff do not attend work while unwell.

Responsibility for payment will depend on how the staff is engaged (i.e. permanent or casual), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus (COVID-19)-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](#)

### **What should I do if a staff member refuses to work due to concerns about contracting coronavirus (COVID 19)?**

In some circumstances, employees have the right to refuse to carry out or stop unsafe work. They have this right if there is a reasonable concern that they will be exposed to a serious risk to their health and safety from an immediate or imminent hazard. This could include exposure to coronavirus (COVID-19).

If an employee stops work because it is unsafe, they need to tell you as soon as possible. The employee must then be available to carry out suitable alternative work, including doing other tasks that they are trained or able to do, or performing their work from another location, such as working from home.

### **What if an employee requests to wear a face mask?**

Workplaces should not encourage staff who are well and engaging with the public to wear masks, unless your staff were previously required to wear masks to control for risks other than coronavirus (COVID-19) infections. However, an employee should not be prohibited from wearing a face mask if they wish.

### **How can I best engage and consult with staff regarding coronavirus (COVID-19)?**

Employers have an obligation to consult staff and Health and Safety Representatives on matters related to health and safety that directly affect or are likely to directly affect them.

Keep staff informed through regular briefings on coronavirus (COVID-19) with information from the [DHHS website](#), including updates and reminders on risk control strategies, and communicating and enforcing coronavirus-related policies and procedures.

Distribute information from authoritative sources, such as WorkSafe and DHHS, to increase staff's awareness of the need for preventative measures to reduce the risk of transmission.

Consult staff on what control measures should be put in place to eliminate or minimise the risk of transmission and the adequacy of facilities, such as for handwashing, for staff and clients.

Ensure that your staff feel supported and heard. Take their views into account when making decisions, advise them of those decisions, and provide means for them to raise concerns.

Also ensure that any consultation requirements under workplace instruments (such as an enterprise agreement or modern award) that apply to your business are observed.

For further help on how best to consult staff, refer to [WorkSafe Victoria's website](#).

### 2.4.3 FAQs for staff

#### What personal protective equipment (PPE) am I entitled to as a member of staff?

PPE is not currently recommended as a preventive measure against coronavirus (COVID-19) for tourism workers or for healthy individuals. The most important measure is not attending work while unwell, proper handwashing, cleaning and physical distancing.

PPE should continue to be used if you were previously required to use it to control for risks other than coronavirus (COVID-19) infections.

#### Does my employer need to consult with me about safe work practices?

Employers must consult staff and health and safety representatives (if any) on health and safety matters that directly, or are likely to directly, affect them.

Employers should also:

- provide updated information to all staff, including staff who are on leave, contractors and casual workers, in a format that they can easily understand (e.g. in their own language) and in multiple formats (e.g. email, posters and verbal)
- ensure there are contingency plans for replacing staff when necessary.

For further information on how your employer should consult with staff, visit [WorkSafe Victoria's website](#).

#### Am I entitled to additional paid leave if I have to self isolate?

Responsibility for payment will depend on how you are engaged with the employer (i.e. as a permanent or casual staff), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Recent changes made by the Fair Work Commission to many modern awards provide for up to two weeks unpaid pandemic leave and greater flexibility for annual leave for employees in many awards.

Further information on coronavirus (COVID-19)-related pay and leave entitlements can be found at the [Fair Work Ombudsman website](#).

#### How should I educate the staff I supervise about the risks of coronavirus (COVID-19)?

Ensure that all staff under your supervision, including contractors and volunteers, are informed about the risks of coronavirus (COVID-19) and their responsibility for protecting themselves and others from those risks.

Provide information in a format that staff can easily understand, such as in their own language, and in multiple formats, such as through email, verbal discussions and posters. You can find translated resources in 49 languages on the [DHHS website](#).


Display signs around the workplace advising risk control requirements, such as covering coughs, maximum number of people in a room and not coming to work if unwell.

Brief staff on the symptoms of coronavirus (COVID-19). Tell them to stay home if they are unwell and showing symptoms, even if they are minor.

Staff should also be trained on the control measures - such as physical distancing - in place to reduce the spread of coronavirus (COVID-19) at your place of work.

All staff, contractors and volunteers must comply with any reasonable instruction given by their employer to ensure the health and safety of other staff and patrons.

#### What are my rights if I am concerned about safety at my workplace?



You have a legal right to a safe work environment, to be provided with adequate training, be familiar with relevant work policies, to be consulted on issues that affect you and know how and who to contact with any concerns you may have.

If a business is not meeting its obligations as an employer under the OHS Act, its staff or customers can contact WorkSafe Victoria's advisory service on 1800 136 089.

You may also choose to contact your union if you require further assistance and/or guidance regarding your rights.

## 2.5 Patrons

### 2.5.1 Description

Your customers may require different things from your business right now, especially concerning their health and wellbeing. Highlighting the steps your business is taking to ensure physical distancing, regular cleaning and good personal hygiene will help customers feel more comfortable.

Customers also have a role to play. Supporting patrons to maintain physical distancing and practice good hygiene is an important part of creating a coronavirus (COVID-19) safe environment. Tourism operators should offer appropriate resources to customers to better enable them to monitor and screen their own health.

To enable contact tracing, operators must request that each person who attends provide their first name and a contact phone number. Operators must keep a record of those details and the date and time at which the person attended the venue, the table number/dining room in which they were seated, and if there are multiple indoor spaces, the indoor space(s) which the person visited. This information must not be used for any other purpose. This information must be stored for at least 28 days and subsequently securely destroyed.

To support a safe environment venues should:

- encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior if necessary. Use of floor and wall markings indicating 1.5 metres distancing should be considered
- display information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell in highly visible locations throughout your venue
- make hand sanitiser available to patrons in a prominent location on entry and exit from the venue
- inform patrons about the restrictions in place and expected behaviours and information on hygiene measures (e.g. cashless payments) to protect the health of patrons and staff
- patrons can also be encouraged to download the COVIDSafe app.
- consider providing information on physical distancing and good hygiene when in the venue as per [Good Hygiene for Coronavirus](#); and
- consider updating your cancellation policy to allow customers to easily cancel their visit if they have any symptoms.

Please refer to the checklists in the **Appendix** of this document for further advice.

### 2.5.2 FAQs

#### How can I encourage safe customer behaviour?

Place signs at entry points to instruct customers not to enter the premises if they are unwell.

If a space in the facility is subject to the four square metre rule or a patron limit, the facility must display a sign at each public entry to each space that includes a statement indicating the maximum number of people that may be present in the space at a single time.

You should also provide information and guidance on physical distancing and hygiene measures.

#### What do I do if a customer does not comply with my business' control measures?

If a customer at the venue is in breach of the directions issued by Victoria's Chief Health Officer or is not cooperating, a business has the right to refuse entry to customers or ask them to leave.



### **Should I require my customers to wear a face mask?**

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and utensils, and physical distancing and barriers are the most effective methods for maintaining staff health and reducing the risk of coronavirus (COVID-19) transmission.

### **Am I able to implement temperature checks as an entry screening of patrons?**

Temperature checks for patrons are not recommended.

### **What information am I required to collect from patrons?**

Some tourism facilities, such as restaurants and cafes, accommodation facilities, hairdressers, beauty and personal care facilities, swimming pools, entertainment venues and animal facilities are required to request the first name and phone number of people that attend for more than 15 minutes, and if provided, must keep a secure record of those details, the date and time at which the person attended the facility (and if there are multiple indoor spaces, include the indoor space(s) which the person visited).

Retailers attached to tourism facilities, such as gift shops, do not need to keep records of people who have visited their shops.

Facilities are not required to verify information provided by patrons.

### **Do I need to keep electronic records or would written down (pen and paper) suffice?**

Businesses can determine how to best securely record and store visitor details. A simple hand written log or register will suffice but considerations should be made on how to minimise the risk of transmission if staff and patrons share the record-keeping materials. For example, only have one staff member per shift collect customers' details and/or regularly clean the pens used to write down details.

A template for recording visitor details can be found at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>

Records should be securely stored and information not used for any other purpose other than the reason for which it was collected, namely to trace in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

### **How long do records need to be kept?**

Keep the record for 28 days from the date the individual attended the venue. This enables contact tracers to quickly make contact in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

Securely destroy the record after 28 days from the date the individual attended the venue. Note that this only applies to customer records put in place to prevent the spread of coronavirus (COVID-19). Other business records, such as those required by the Australian Taxation Office, should be retained under their normal statutory periods.

Businesses must take reasonable steps to protect patrons' personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure.

### **Do I need to disclose to customers about the retention of that data?**

Yes, there should be a collection notice displayed informing patrons and other visitors of the requirement to record their contact details, the purpose for doing so and that records will be destroyed after 28 days.

### **Do I have to get every single person's details, or just one from each group?**

The details of each person should be requested.

### **Does my data from reservations count? What form do I use?**

Data from your reservations can be used if it meets the requirements:

- first name and phone number;
- time and date of visit; and
- if there are multiple indoor spaces, the indoor space(s) which the person visited.

The details of all patrons must be recorded.

### **What if a patron or visitor does not want to give their details?**

Explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak or potential exposure to someone with coronavirus at the venue and in order to protect the patron and the health and safety of their family and friends.

If the patron or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so.

Patrons concerned about the handling of their personal information by the venue can make a privacy complaint to the [Office of the Australian Information Commissioner](#).

### **What do I need to do to comply with privacy regulations when collecting and keeping visitor details?**

The Office of the Australian Information Commissioner provides [a guide on the reasonable steps](#) you could take to protect the personal information you are collecting from patrons and visitors. This includes steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

### **As a business owner, do I collect data of customers under the age of 18?**

Yes.

### **If it's a regular customer, do I have to get their details every single time?**

Yes. It is important to record their first name, phone number and the date and time they attended.

## 2.6 Compliance and enforcement

### 2.6.1 Description

Each business has an obligation to ensure that their venue is deep cleaned and prepared prior to re-opening or re-commencing operations.

Venues may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the venue's coronavirus (COVID-19) plan, and ensuring that correct processes are being followed, any relevant documentation is complete, staff are well-informed, and procedures are kept to up-to-date to comply with current health information.

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, 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).

Please refer to the checklists in the Appendix of this document for further advice.

### 2.6.2 FAQs

#### Where can I find further information on safely reopening my venue?

Business Victoria is ready to support hospitality 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 hospitality and liquor licencing, such as VCGLR, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

A Coronavirus (COVID-19) Outbreak Joint Intelligence Unit has been established to support outbreak preparedness and identify and respond to outbreak risks.

The DHHS and WorkSafe will co-ordinate intelligence and information on businesses that are non-compliant.

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.

#### What are the penalties for not complying?

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 Chief Health Officer.

Larger fines of up to \$20,000 for individuals and \$100,000 for businesses are possible through the courts.

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

**I think that a local business is not complying with government guidelines on protecting the community from coronavirus (COVID-19), who should I report this to?**

You can raise concerns about venues through the Police Assistance Line (PAL) on 131 444.

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, 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). For information on health and safety requirements under the 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.

## 3 Information for tourism activities and businesses

### 3.1 Latest directions

Tourism businesses operate a range of facilities that may be subject to directions. This section outlines how the latest restrictions will apply to those facilities. Businesses that operate multiple facilities will need to consider how each applies to their business.

All eased proposed restrictions and the proposed dates are subject to the advice of Victoria's Chief Health Officer.

#### Definitions:

**Record-keeping requirement:** Collecting the first name and contact phone number of the person, as well as the date and time that the person attended the venue/facility, and if there are multiple indoor spaces, include the indoor space(s) which the person visited.

**Signage requirement:** A sign displayed at each public entry that states the maximum number of people (not including staff) who may enter the venue (i.e. the calculation of one person per four square metres).

**Cleaning requirement:** All reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), or when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use.

#### 3.1.1 Accommodation

From 11:59pm on 31 May, accommodation for tourism purposes (e.g. camping grounds, caravan parks, hotels, hostels or private holiday rentals) will be allowed to operate according to the following rules if:

- there is no use of shared facilities (such as kitchens and bathrooms) – i.e. there are private facilities (e.g. self-contained cabins) or there are no facilities (e.g. back country camping)
- no more than 20 guests are permitted in the accommodation facility per group booking; and
- record-keeping and cleaning requirements are met.

Exemptions relating to use of accommodation where they are a place of residence, or for emergency and work purposes, still apply.

#### 3.1.2 Swimming pools

From 11:59pm on 31 May, swimming pools (including those in accommodation facilities) may open to the public according to the following rules:

- no more than the following people (excluding the owners and staff) are permitted at any one time:
  - 20 people in the swimming pool;
  - 3 people are in any lane in each pool (only if the pools has lanes); or
  - no more than one person per four square metres can access the non-water parts of the pool facility
- no access to communal showers, saunas, spas or change rooms (toilet facilities can remain open); and
- record-keeping, cleaning and signage requirements are met.

#### 3.1.3 Physical recreation facilities

From 11:59pm on 31 May, facilities used for outdoor sport and recreation (such as bowling greens, tennis courts or outdoor gyms) can open according to the following rules:

- groups of up to 20 people in an outdoor space
- no indoor activity – indoor physical recreation facilities must remain closed
- the outdoor space is suitable to accommodate groups with appropriate physical distancing
- the activity is reasonably capable of being done with people maintaining a physical distance of 1.5 metres from each other
- no use of communal facilities (such as showers or change rooms), except for toilets
- no use of shared equipment that touches the head or face or cannot be effectively cleaned i.e. soft materials or clothing, and
- record-keeping requirements are met.

### 3.1.4 Animal Facilities

From 11:59pm on 31 May, animal facilities (including zoos, petting zoos and wildlife centres) in Victoria are allowed to reopen according to the following rules:

- the number of people (not including staff) in the facility is limited to:
  - for outdoor spaces: one person per four square metres in the publicly accessible areas of the venue
  - for each single undivided indoor space: the lesser of a) one person per four square metres or b) 20 people.
- measures are in place to manage public health risks arising from opening.
- record keeping, signage and cleaning requirements are met.

### 3.1.5 Retail facilities

All open retail facilities in Victoria must:

- limit entry to one person per four square metres in a single undivided indoor space
- comply with the signage and cleaning requirements.

**Non-food related market stalls and markets** may also reopen if they are held in an outdoor space; or for those in an indoor space, entry is limited to one person per four square metres of publicly accessible areas of the market.

### 3.1.6 Entertainment facilities

From 11:59pm on 31 May, some entertainment facilities are permitted to operate under specific scenarios according to the following rules:

**Arcades and amusement parks** may open if:

- in an outdoor space
- entry is limited to no more than the lesser of a) 20 members of the public or b) one person per four square metres of publicly accessible areas of the venue
- signage, cleaning and record-keeping requirements are met; and
- reasonable endeavours are in place to manage public health risks arising from opening.

**Drive-in cinemas** may open if they are in an outdoor space; and cleaning requirements are met.

### 3.1.7 Food and drink facilities

From 11.59pm on 31 May, restaurants, cafes and other hospitality businesses can resume dine-in service with the following restrictions:

- up to 20 seated patrons per enclosed space
- limits will be placed on entry to comply with the density requirements allowed within a single space – one person per four square metres
- record-keeping, signage and cleaning requirements are met
- no more than six people are permitted to sit at a table
- there is a distance between tables at all times of at least 1.5 metres
- only table service is offered; and
- alcohol is only to be served if the person has also ordered a meal.

The [Hospitality Industry Guidelines for coronavirus \(COVID-19\)](#) provide detailed guidance to safely resume operations in accordance with the easing of restrictions.

## 3.2 Accommodation providers

### 3.2.1 FAQs

**Should I wash all bedding (such as blankets, pillows, mattress protectors, bed covers, cushions and throws), as well as sheets?**

Bedding that comes into direct contact with a patron should be washed before the next booking, and other items should follow routine practice. The laundering of linen should be conducted using the warmest setting possible that is in accordance with manufacturer's instructions. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

**I rent out a house or room/s through an online booking platform – can I start to have guests stay?**

You can have guests stay at your property from 11.59 pm on 31 May as long as you do not provide shared communal areas like shared bathrooms and kitchens.

**I rent out a fully contained apartment with private kitchen and bathroom facilities, but guests have access to communal bathroom and cooking facilities – can guests access these areas?**

No. You may rent out a fully contained apartment from 11.59 pm on 31 May, however shared communal areas must remain closed to guests.

Facilities used for outdoor sport and recreation may remain open, subject to physical distancing and requirements.

**What constitutes a shared communal space?**

An area that is shared between groups and is required in the operation of the accommodation. Accommodation which requires the use of shared communal facilities, like shared bathrooms and kitchens, remains subject to current restrictions.

**I run a bed and breakfast with private bathroom facilities for each room but I have communal indoor and outdoor recreation areas e.g. a living area, dining room, games room – can guests access these areas?**

No. You may operate the bed and breakfast from 11.59 pm on 31 May, however guests cannot access shared communal areas.

**I run a caravan park – can I accept guests that have fully self-contained caravans (e.g. with private bathroom and kitchen facilities)?**

Yes, you can accept guests that have fully self-contained caravans.

**Can caravan park guests access communal recreation areas e.g. a living area, dining room, games room?**

No. Your guests cannot access shared communal areas.

Toilets will remain open. Use floor markings with adequately spaced markers on the floor to promote physical distancing. You should also ensure toilets are in working condition with soap provided, and increased cleaning as appropriate.

**How do I ensure shared toilets at my venue comply with physical distancing measures?**

Use floor markings to identify 1.5 metres distance between persons for queues and waiting areas.

You should also ensure toilets are in working condition with soap provided, and increased cleaning as appropriate.

**I run a hostel with bunk rooms and no private facilities (recreational, dining, kitchen, bathroom) – can I accept guests?**

No. At the current time, shared communal facilities may increase the potential risk of coronavirus (COVID-19) transmission, therefore hostels in this situation cannot accommodate guests.

**Can guests stay at accommodation facilities with shared facilities?**

No, accommodation facilities with shared communal facilities cannot continue to offer accommodation unless it is for:

- a person whose place of residence is the accommodation facility
- a person who is ordinarily a resident of Victoria but has no permanent place of residence in Victoria
- a person who has a permanent place of residence in Victoria, but that place is temporarily unavailable
- a person, on a temporary basis, who has travelled to Victoria for work purposes
- a person who was a temporary guest of the accommodation facility on the date that these directions were given
- a person who requires emergency accommodation, including in relation to family violence and other vulnerable groups; or
- a person who requires accommodation for work purposes.

If this accommodation provided to these persons includes the use of shared communal facilities, that may also continue.

**My operation has a sauna and spa – can people use it?**

No. Saunas and spas must remain closed.

**My operation has a pool – can people use it?**

Outdoor and indoor pools can reopen, with up to 20 persons per pool, subject to the four-square metre rule (calculated on the area excluding the pool itself). For pools that have lanes, there can be no more than three people per lane at any one time. People in the pool must maintain a distance of 1.5 metres from other people, unless they are from the same household.



### **I have function and meeting facilities – can I start taking bookings for business meetings or private functions?**

From 11.59pm 31 May, conference centres can choose to reopen, if the facility strictly adheres to restrictions on public gatherings of no more than 20 people and can meet physical distancing restrictions. Density restrictions of one person per four metres apply.

Venues are required to request contact details, first name and phone number, of every customer to assist in rapid contact tracing. Other safety precautions will also be required, including extra cleaning. Gatherings for essential work purposes can be arranged, however the directions require that Victorians who can work from home must do so.

Meetings held in facilities restricted under the directions are subject to the requirements of those restrictions. That includes plans to serve food and beverages, which are subject to the restrictions outlined in the [Hospitality industry guidelines for coronavirus \(COVID-19\)](#).

### **My operation has a playground – can people use it?**

Outdoor playgrounds, skateparks and outdoor communal gyms can remain open. This also applies for such outdoor facilities provided for use at private venues, such as caravan parks. Physical distancing and mass gathering rules apply at all times. Indoor play facilities remain closed.

### **My operation has sport and recreation facilities – can people use them?**

Outdoor sport and recreation facilities, such as tennis courts or bowling greens, can reopen subject to the requirements outlined in Section 3.1.3. This also applies for such outdoor facilities provided for use at private venues, such as caravan parks or hotels. Physical distancing and mass gathering rules apply at all times.

Indoor sport and recreation facilities must remain closed.

### **My operation has a barbecue – can people use it?**

Yes. Barbecues can remain open. Visitors are to be instructed to clean the barbecue and surrounding spaces before and after they use it.

## **3.3 Attractions and experiences (indoor and outdoor)**

### **3.3.1 FAQs**

#### **I run an indoor amusement park – can I re-open?**

Indoor amusement parks are not permitted to open at this time.

#### **I operate a hot spring facility which includes indoor and outdoor facilities – can I re-open?**

No. Saunas and hot springs, including those in the community, remain closed.

#### **I am a private zoo operator – can I re-open?**

Yes, outdoor amusement parks, zoos and arcades, can open. The overall cap on visitors to these venues must be determined by dividing total area (indoors and outdoors) accessible to the public in metres squared by four.

Indoor enclosed areas are considered separate spaces and have a maximum of 20 patrons per space, subject to separate density requirements for each indoor space (the four square metre rule).

There should be a maximum single group booking of 20, consistent with the public gathering limits.

### **I run an attraction which includes a retail outlet or restaurant/cafe – can I re-open them?**

Yes. However, there are three special requirements for many business in Victoria that have customers on its premises:

- You must measure your publicly available floorspace in each separate space and identify the maximum number of customers allowed in that space. For example, if your shop is 2 metres wide and 8 metres deep, its floorspace would allow a maximum of 4 customers inside at one time (2 x 8 = 16m<sup>2</sup>, divided by 4 m<sup>2</sup> per person = 4 customers)
- You must [place a sign](#) at the entrance/s to your premises indicating the maximum capacity of your shop and ensure no more than this number of customers are in your premises at any one time
- You must initiate a cleaning regime that ensures:
  - frequently touched surfaces such as door handles, touch screens, handrails and benchtops are cleaned and disinfected at least twice per day
  - all surfaces are cleaned and disinfected when visibly soiled
  - all surfaces are cleaned and disinfected immediately if there is spillage.

For more information on restaurants and cafes, please refer to the [Hospitality Industry Guidelines for Coronavirus \(COVID-19\)](#).

### **I run a gallery/museum – can I run tours? Can I host events with guest speakers?**

Yes. Galleries, museums, national institutions and historic sites are allowed up to 20 customers per separate space, while ensuring that the one person per four square metres is always observed.

Any tours or events should be organised so that patrons can remain 1.5 metres apart, and that the four square metre rule is applied in each separate space.

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

Yes, but there should be no use of shared equipment that touches the head or face or cannot be effectively cleaned i.e. soft materials or clothing. Shared equipment should be cleaned between uses with a cleaning regime that must include use of a disinfectant with anti-viral properties that complies with the published requirements of DHHS. You can find more information at <https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission>

## **3.4 Transport services**

### **3.4.1 Description**

Many tourism operators provide transport to their customers as part of their service, including the provision of hire vehicles, airport transfers and marine-based activity tours.

It is important that transport service is provided in a manner that minimises the risk of coronavirus (COVID-19) to staff and customers, by:

- ensuring fresh air circulation where possible in all transport
- regularly cleaning and disinfecting high-contact services within the vehicle using an alcohol-based cleaner or disinfecting wipes, before, after and at designated intervals. These include seatbelts, headrests, door handles, steering wheels and hand holds

- loading and offloading passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the vehicle
- allowing enough time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding
- where possible, increasing the capacity of vehicles to allow passengers to stay 1.5 metres apart, and encouraging passengers to remain 1.5 metres apart throughout the journey as well as disembarking
- considering installing physical barriers that can minimize spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards; and
- handwashing facilities or sanitizer should be made available before and after the journey.

### **3.4.2 FAQs**

#### **I run a fishing charter, do physical distancing requirements apply to my operation?**

Yes. When undertaking recreation activities, participants must take reasonable steps to maintain a distance of 1.5 metres from all other persons.

#### **I operate a car rental outlet and have become aware that a person/s who recently hired a vehicle has tested positive for coronavirus (COVID-19). What steps should I take to disinfect the vehicle?**

Remove the vehicle from circulation. Cleaning and disinfection will be required of the vehicle.

DHHS will provide guidance and advice specific to the circumstances. For further advice contact the 24-hour coronavirus hotline 1800 675 398.

#### **What about tourism tours? What restrictions apply?**

You can offer tours, but must not organise a tour for more than 20 people.

You need to support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons.

You should therefore consider what will be an appropriately sized group for your tour vehicle to support safe physical distancing by tour participants from different households during the tour. Winery tours should comply with requirements that apply to cellar doors at wineries.

## 3.5 Activity providers (indoor and outdoor)

### 3.5.1 FAQs

#### Is there an approved method of cleaning and disinfecting shared equipment?

You should not share any equipment that touches the head or face or cannot be effectively cleaned should be used i.e. soft materials or clothing. Guidance on how to clean and disinfect shared equipment is outlined in the table below.

<b>Non porous surfaces</b>	<p>For items that have non-porous surfaces, and where disinfection will not damage the materials of the equipment, both cleaning and disinfection should take place, as cleaning alone does not kill germs.</p> <p>The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.</p> <p>The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at <a href="https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission">https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission</a></p> <p>Where items cannot be effectively cleaned, practice good hand hygiene, before and after use. It is recommended that items that are placed on the head, that cannot be effectively cleaned, are not shared.</p>
<b>Fabric or porous surfaces</b>	<p>Clean the touch surfaces of the item that can be wiped with a damp cloth. Not all surfaces are amenable to frequent cleaning. Items should be cleaned after each patron use.</p> <p>For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which cleaning products can be safely used. Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements.</p> <p>If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.</p>

#### The nature of my tourism business requires close interaction between staff and customers through the fitting of safety equipment. Can I operate?

Under current directions these activities cannot proceed.

Sport and recreational activities are only permitted when they are non-contact, non-competitive and when physical distancing can be maintained.

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

Experience businesses can operate as long as capacity limits are adhered to and physical distancing can be maintained. This means that no more than 20 per group per enclosed space. Operators should support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons.

## 3.6 Wineries, distilleries and breweries

### 3.6.1 FAQs

#### **I operate a winery that hosts private and business functions – can I start hosting functions?**

Wineries can host private and business functions subject to the restrictions outlined in the Hospitality Industry Guidelines for coronavirus (COVID-19). Gatherings for essential work purposes can be arranged.

#### **I operate a cellar door at a winery, brewery or distillery – can I re-open? What restrictions apply?**

For wineries, breweries or distilleries with a restaurant or café, they will be able to sell alcohol by the bottle and glass, or sell a tasting experience, if they are serving with a seated meal.

In addition, they can sell full bottles from their cellar doors for consumption away from the premise. As part of the sales process, where the liquor licence permits it, a cellar door may also choose to offer free samples of its produce to a seated customer to help the customer choose what to buy – but they will not be able to sell a tasting or wine by the glass, unless it is accompanied by a meal.

As always, we're asking Victorians to use their common sense in their activities.

Please refer to the [Hospitality Industry Guidelines for coronavirus \(COVID-19\)](#) for more information.

## 3.7 Events

### 3.7.1 FAQs

#### **I run a farmer's market – can I have entertainment e.g. live music, cooking demonstrations?**

Market stalls may open – the four square metre rule applies to indoor markets and a physical distance of 1.5 metres should be maintained between people.

#### **Can larger venues open for events and conferences?**

If you are working from home, you must continue to work from home.

From 11.59pm 31 May, conference centres can choose to reopen, if the facility strictly adheres to restrictions on public gatherings of no more than 20 people and can meet physical distancing restrictions. Density restrictions of one person per four square metres apply.

#### **Can I run a festival or event?**

Large events are not currently permitted and public gatherings are limited to a maximum of 20 people.

Market operators should not arrange activities that facilitate a public gathering that exceeds the gathering limit. People should take reasonable steps to maintain a distance of 1.5 metres from all other persons.

## 3.8 Camping and caravanning on public ground

The scope of the advice includes all public land. It includes campsites with no facilities to cabins with ensuites. Also included are caravan parks, formal camping areas (where bookings are required) and remote camp sites (where no sites are provided, or no bookings are required).

It acknowledges the significant variation in the type and level of service provided at camp sites across the state and the experience the user is after – from camping in tents, RVs, campervans to cabins.

### 3.8.1 Advice for easing restrictions

From 11:59pm on 31 May 2020 outdoor gatherings can increase to 20.

Overnight stays can resume under appropriate conditions.

Accommodation can open for tourists, including campgrounds and caravan parks, where there are no shared communal facilities.

Communal facilities like kitchens or bathrooms must remain closed. Communal toilet facilities can open.

There are exemptions already in place that allow accommodation facilities to operate for the purposes of providing accommodation to:

- a) a person whose place of residence is the accommodation facility;
- b) a person who is ordinarily a resident of Victoria but has no permanent place of residence in Victoria;
- c) a person who requires emergency accommodation, including in relation to family violence and other vulnerable groups; or
- d) a person who requires accommodation for work purposes.

### 3.8.2 Return to caravan and camping plans

This guidance allows each committee of management (CoM) to consider their activities and the environment in which activities take place. CoMs are encouraged to develop a Return to Caravan and Camping Plan. DELWP can provide advice and support to CoMs in the development of these plans, noting that the CoMs are responsible for their development and enforcement.

Plans are a mechanism through which CoMs can:

- Align with the current Stay Safe and Restricted Activity Directions issued by the [Victorian Chief Health Officer](#)
- Implement relevant recommendations from the Victorian Government relating to the operation and safety of the facility
- Ensure that activity resumption does not compromise the health of individuals or the community.

### 3.8.3 FAQs

#### Are caravan parks or camping grounds able to open?

Yes. From 11:59pm on 31 May, camping ground or caravan parks can be opened for reasons of recreation and tourism, provided communal facilities such as shared showers and kitchens remain closed.

Communal toilet facilities will remain open and physical distancing and regular cleaning must be implemented.

On-site accommodation, which requires the use of communal areas such as shared showers and kitchens, remains restricted.

### **Why can't communal facilities open in caravan parks and camping grounds?**

Communal facilities may increase the potential risk of coronavirus (COVID-19) transmission. As we work to keep our state safe, this remains an important precaution.

### **How many people are allowed in a camping ground?**

The restrictions on public gatherings of up to 20 people apply to groups within the park, not the caravan park or camping ground itself. As such, no group bookings of more than 20 should be taken. Campers should maintain a distance 1.5 metres from others and stay home if they feel unwell.

### **Is remote camping permitted?**

Yes. From 11:59pm on 31 May, camping where there are no facilities to share, e.g. remote camping, is allowed. Any communal facilities in camping areas other than toilets will not open.

### **Is there a time limit on how long people can stay?**

Normal time limits apply to camping. As always, we're urging Victorians to use common sense in their activities. It's up to all of us to make this work. Caravan and camping grounds on public land are provided for short stay holiday accommodation and should not be used for long-stays.

There are exemptions for certain people in particular circumstances, for instance, where the accommodation is for work purposes, you have nowhere else to stay or you live there permanently.

### **What are communal facilities?**

Communal facilities, other than toilets are those facilities that are shared and available for all people to use.

Staying at private facilities, such as a cabin that has its own private cooking and washing facilities, are allowed under this direction.

### **Are all campgrounds and caravan parks open?**

Some public land campgrounds and caravan parks close over winter, and seasonal road closures will restrict access to more remote campgrounds. Please note that as some parks and forests are still closed due to the impact of the bushfires, visitors are encouraged to check if the park or forest they intend to visit is open before travelling.

For more information visit: [More to Explore App](#) or [Parks Victoria website](#).

### **How far can people travel to go camping?**

There is no restriction on the distance people can travel and there are no restrictions on leaving or entering Victoria at this time. If you are going interstate you should familiarise yourself with other restrictions that apply at your destination.

### **Are the public able to take their caravan/camper trailer/tent/tent trailer/slide or camper/fifth wheeler/campervan?**

Yes, they can take their caravan on a holiday in Victoria. When required, sewage must be dumped at approved dump points. The public is advised to check ahead if the campground can accommodate the recreational vehicle.

### Is there a direction requiring scheduled cleaning of toilet facilities?

The Chief Health Officer advises that all reasonable steps be taken to routinely clean touched surfaces accessible to members of the public at least daily, including toilets.

- In low visitation areas or sites that require considerable travel, this will not be possible. In these situations, existing service schedules may still apply.
- Surfaces accessible to a discreet group are required to be cleaned between groups, such as cleaning and disinfecting a cabin between bookings.
- As they travel, Victorians are reminded to maintain good hygiene, including regularly washing your hands or using sanitiser.

**Table: Management Actions to assist Land and Facilities Managers to operate caravan and campgrounds under current public health measures.**

Category	Control	Management Action/s
<b>Facilities</b>	<b>Closure of shared facilities other than toilets</b>	All shared facilities (such as kitchens and bathrooms) must remain closed other than toilets.  As advised by the Chief Health Officer, communal facilities (i.e. public toilets) are to be cleaned at least daily, and private facilities to be cleaned between user groups / bookings.
<b>Camping</b>	<b>Positioning of other services</b>	Consideration should be given to the placement of tents, caravans and camper trailers within the caravan park/campground, ensuring appropriate distance.  Where remote camping can occur, it is the individual campers' responsibility to comply with the CHO about gatherings (up to 20 people), personal hygiene and social distancing requirements.
<b>Environmental</b>	<b>Frequent cleaning and disinfection</b>	Managers of self-contained onsite cabins and caravans must clean them between user/ groups bookings occur.  Cleaning of <u>high use</u> facilities within caravan parks and campgrounds should occur at least daily. Otherwise operators should schedule cleaning commensurate with use and access.
<b>Public space, Outdoor</b>	<b>Gathering limit</b>	(Up to 20 People) – people should not gather in groups larger than 20. There can be multiple groups in a public space. This applies to groups and activities and remote camping, but each group should remain apart.  Caravan Parks and campgrounds can accommodate more than 20 people providing compliance with current restrictions can be maintained.  No group bookings of greater than 20 should be accepted. Groups should be separated appropriately from another group in the camping area, to enable physical distancing between the groups.
	<b>Physical distancing between individuals</b>	Visitors should remain 1.5 metres apart and abide by the rules of the facility manager.
<b>Public space, Indoor</b>	<b>Enclosed space limit</b>	Visitors to cabins and caravans must maintain physical distancing from others and comply with density requirements when in public indoor spaces, as well as abiding by the rules of the facility manager.



Category	Control	Management Action/s
<b>Public space, all areas</b>	<b>Physical distancing</b>	Patrons should be encouraged to maintain 1.5m physical distancing in all settings by abiding by the rules of the facility manager.
<b>Patron identification</b>	<b>Record keeping</b>	In campsites that require bookings or permits land managers should continue to record the name, phone number or email as per current booking systems.
<b>Signage</b>	<b>Actions to support individuals to modify behaviour</b>	Managers should implement signage (or media or other communications) to support compliance with current restrictions and advice (such as requesting patrons to refrain from attending if they are unwell) Sign templates in Link below. <a href="https://www2.delwp.vic.gov.au/boards-and-governance/committees-of-management#toc_id_2_signage">https://www2.delwp.vic.gov.au/boards-and-governance/committees-of-management#toc_id_2_signage</a>
<b>Staff</b>	<b>COVID safe plan</b>	Workplaces are encouraged to develop a Work Safe plan and share their plan with their staff as appropriate. see <a href="https://www.worksafe.vic.gov.au/coronavirus-covid-19">https://www.worksafe.vic.gov.au/coronavirus-covid-19</a> and <a href="https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers">https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers</a>

## 4 Appendix

### 4.1 Checklist – before you are open

#### 4.1.1 Checklist for business owners/managers

##### What you need to do to safely reopen your tourism business

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Premises set up for appropriate number of people and physical distancing
- Signage and record keeping
- Staff and management policies, and practices.

##### Deep cleaning of premises

- Establish new processes and schedules for regular cleaning and disinfecting
- Conduct a deep clean of all contact surfaces and objects
- Launder items in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

##### Premises set up for appropriate number of people and physical distancing

- Premises set up for appropriate number of people and physical distancing
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser
- Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres apart between persons for queues and waiting areas and using physical barriers where possible
- Organise staffing of entrances to ensure appropriate visitor numbers are not exceeded
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart
- Display signs to encourage physical distancing (especially around an attraction/ display or waiting area) and good hand and respiratory hygiene
- Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving
- Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate
- Remove, or prevent access to, any self-service communal condiment and drink stations. Drinking water should be supplied free by request or table service.

### Signage and record keeping

- Display signage for staff and patrons and install in appropriate, high visibility locations. Downloadable signage can be found at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>. Signage should include:
  - a sign at the entrance to your premises that advises patrons of the maximum number of patrons allowed at any time
  - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
  - hygiene and physical distancing practices.
- Set up a system for recording patron contact details to support contact tracing.
- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting every shift.

### Staff

- Distribute the Tourism Guidelines for coronavirus (COVID-19) to staff and ensure that they are familiar with the guidance information.
- 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 <https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>.
- Consult with staff on measures you have put in place to make this a safe workplace and educate about them changes to work practices such as cleaning and disinfecting.
- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing
- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are well-informed, and records are being kept appropriately.

## 4.2 Once you are open

### 4.2.1 Checklist for business owners/managers

- Check with your staff that they are aware of, and understand, the resources and support services available to them
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms of coronavirus (COVID-19)
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19)
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19)
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable
- Encourage customers to maintain physical distancing of 1.5 metres from other people
- Consider installing physical barriers that can minimize spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards
- Encourage all customers to download the COVIDSafe App to assist contact tracing
- Record contact details on arrival for all patrons, with first name and a telephone contact number for every member of a party, including children (where there are multiple indoor spaces, the indoor space(s) which the person visited). Remember to minimise the number of people who touch your record keeping surface and securely store customer contact details for at least 28 days
- Securely destroy customer contact details after 28 days.

#### **If you provide transport to customers as part of your operations, such as provision of hire vehicle, airport transfers to marine-based activity tours:**

- Facilitate the flow of fresh air where possible in all transport and ensure customers stay 1.5 metres apart
- Regularly clean and disinfect high-contact services within your transport vehicle using an alcohol-based cleaner or disinfecting wipes, before, after and at designated intervals. These include seatbelts, headrests, door handles, steering wheels and hand holds
- Load and offload passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the vehicle
- Ensure that the vehicle has sufficient room to allow passengers to maintain a distance of 1.5 metres from other passengers from different households
- Allow for enough room time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding

## 4.2.2 Checklist for staff

- Wash your hands thoroughly with soap and water for at least 20 seconds at minimum:
  - on arrival at work
  - before handling food
  - after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
  - after touching hair, scalp, mouth, nose or ear canal
  - after handling rubbish and other waste
  - after handling money or bank cards
  - before and after cleaning; and
  - before and after removing gloves (if used).
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms
- 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
- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping
- 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).

### 4.2.3 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 to keep as a record.

Staff name: \_\_\_\_\_

Date: \_\_\_\_\_ Time of shift: \_\_\_\_\_

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by DHHS as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to either of the above questions you should not attend work until advised by DHHS that you are released from isolation 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 these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5oC)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell	<input type="checkbox"/> YES <input type="checkbox"/> NO

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