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**Restaurant COVID Safe Plan**

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**Rochford Wines in conjunction with  
Input from a Safety Consultant (PBM Safety) 2021**

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## **DHHS and Business Victoria guidance**

As of 13<sup>th</sup> October 2021

### **About the COVIDSafe Plan**

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

#### **In order to be compliant with public health direction:**

- All Victorian businesses with on-site operations must complete and document a COVIDSafe Plan.
- COVIDSafe Plans should be developed in consultation with workers and relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, we must meet your obligations under the Occupational Health and Safety Act 2004.
- We must modify our COVIDSafe Plan if we are directed to do so by an Authorised Officer or WorkSafe Inspector.

In addition to the general restrictions for all businesses, some industries are subject to additional obligations due to a higher transmission risk. For more information see:

[www.coronavirus.vic.gov.au/additional-industry-obligations](http://www.coronavirus.vic.gov.au/additional-industry-obligations)

## How to develop your COVIDSafe Plan

### 1. Understand your responsibilities

Information on public health directions applying to employers is available at <https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings>



This symbol indicates mandatory public health requirements. Our COVIDSafe Plan must detail how you will meet these requirements.

- All other guidance is strongly recommended to keep workplaces COVIDSafe.
- Some requirements and recommendations may not apply to your business and should be marked N/A (not applicable).
- Businesses with multiple worksites must complete a plan for each worksite.

### 2. Prepare your plan

Below is the COVIDSafe Plan template which needs to be completed. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing our plan, under the 'actions' column of each COVIDSafe principle, we must outline the actions we will take to meet the listed requirement. We will note that if we are in a restricted or heavily restricted industry, additional requirements may apply.

#### Please note:

**Mandatory requirements under public health direction feature this symbol: (symbol of triangle with exclamation mark)**

- All other points are highly recommended for keeping our workers safe and workplace open but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to our business. Where the requirement does not apply to our business it should be marked N/A (not applicable).

### 3. Keep our plan up to date

Our COVIDSafe Plan must be reviewed and updated routinely, and when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

You do not have to lodge our COVIDSafe Plan with the Victorian Government. However, you may need to provide our COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case

at our workplace. There will be virtual and physical inspections as well as desktop audits, to ensure the implementation of and compliance with our COVIDSafe plan.

#### 4. Share our plan

Our workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with our workers before you finalise it. Once you have completed the plan, share it with our workers and occupational health and safety representatives.

**For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit [vic.gov.au](https://www.vic.gov.au) or call the Business Victoria Hotline on 13 22 15.**

## Current Restrictions

### COVIDSafe restrictions

<https://www.coronavirus.vic.gov.au/cafes-and-restaurants-regional-victoria>

- Face masks must be worn indoors and outdoors, unless you are eating or drinking at a hospitality venue open for seated service. Masks cannot be removed to consume takeaway food and drinks when in indoor retail settings and food courts, unless you are a worker. For more information, see [face masks](#).
- Restaurants and cafés can open for seated service with caps of 10 patrons indoors and 30 patrons outdoors. A density limit of 1 person per 4 square metres also applies.

### Are cafés and restaurants open for dine-in?

Yes. Hospitality businesses including restaurants, pubs and cafés can offer seated dine-in services. Patron limits apply.

Restaurants and cafés can open for seated service and take away. A density limit of 1 person per 4 square metres applies with a cap of 10 patrons indoors and 30 patrons outdoors. Restaurants and cafés are required to request that patrons check in using the [Service Victoria QR code app](#) and confirm a person is not a resident of metropolitan Melbourne or Mildura Rural City Council.

Do I need to wear a face mask if I am seated outdoors at a restaurant?

Yes, face masks must be worn indoors and outdoors at all food and drink facilities. You may remove your mask to eat and drink while seated at a venue open for seated service, or if another exception applies.

For more information, see [face masks](#).

You can also stay COVIDSafe when dining out.

You must check in at the venue using the [Service Victoria QR code app](#).

At the venue, you must remain seated at your table unless you are ordering, using the toilets or entering and leaving the venue.

If dining with people you don't live with, you should also maintain good hand hygiene, and avoid physical contact or sharing food when you dine together.

If you feel unwell with symptoms of COVID-19, however mild, you should get tested immediately and remain at home until you receive a negative result.

Can live music occur at a hospitality venue?

Live music can occur at hospitality venues.

Musicians are not included in the venue patron cap, but must wear a face mask if indoors or outdoors unless it impedes their performance (e.g. singing or playing a woodwind or brass instrument), or another exception applies, and must abide by other COVIDSafe requirements. Musicians are encouraged to be 5 metres from an audience where practicable, with 2 metres between performers where practicable.

Hospitality is operating for seated service only and therefore dance floors are closed.

Venues are required to request all patrons check in using the [Service Victoria QR code app](#).

How far can I travel to eat at a restaurant or pub?

There are no restrictions on reasons to leave home or the distance you can travel in regional Victoria - this includes dining out. You are only permitted to travel to metropolitan Melbourne and Mildura Rural City Council for a permitted reason:

To access necessary goods and services provided this is to the closest facility where these can be obtained.

For care or compassionate reasons

To visit an intimate partner

For authorised work and permitted education

You must bring your face mask and wear it indoors and outdoors when not eating or drinking, unless an exception applies. You must also check in at the venue using the [Service Victoria QR code app](#)

, regardless of the duration of your visit.

People who enter metropolitan Melbourne and Mildura Rural City Council from regional Victoria must follow the restrictions in place for metropolitan Melbourne and Mildura Rural City Council. They can visit a restaurant or pub for takeaway service only.

## COVIDSafe Plan Guide

This guide has been designed to accompany our COVIDSafe Plan and provides a number of suggestions / example actions for how to implement requirements.

Please use this guide to help you complete our COVIDSafe Plan.

For further information go to (hyperlink) [vic.gov.au](http://vic.gov.au).



### Physical distancing



| RECOMMENDATIONS & REQUIREMENTS   | DESCRIBE WHAT YOU WILL DO  | WHO IS RESPONSIBLE         |
|--|--|----------------------------|
| <p>You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?</p> <ul style="list-style-type: none"> <li>• <a href="#">Density quotients</a> can change. One person per four square metre or one person per two square metres may apply to your workplaces or venue.</li> <li>• You must <a href="#">display signage</a> showing the maximum number of people allowed in the space.</li> <li>• Shared work areas are only accessible to workers and should only include workers in the density limit.</li> <li>• Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis.</li> </ul> <p>For more information about restrictions for your workplace, density quotients and signage visit: <a href="http://coronavirus.vic.gov.au/business">coronavirus.vic.gov.au/business</a></p> | <p>Consider: <a href="#">signage</a>, furniture placement, density quotients, working from home arrangements and rostering, seating, lift protocols, staggered tea breaks</p> <p><i>Example: Rearrange, remove or cordon off furniture in common areas to practise physical distancing, stagger seating so workers are not facing one another.</i></p> | <p>Hospitality Manager</p> |
| <p>You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?</p>  | <p>Consider: staff rostering, workforce bubbles, staggered start and finish times.</p> <p><i>Example: Adjust rosters and develop procedures to ensure workers do not</i></p>   | <p>Floor Manager</p>       |

| RECOMMENDATIONS & REQUIREMENTS  | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE  |
|---|---|---------------------|
|   | <i>work across multiple sites.</i>  |                     |
| Where possible aim for workers and visitors to maintain physical distancing of 1.5 metres in the workplace. How will you do this? | <p>Consider: signage, floor marking, entry/exits management, delivery protocols, repurposing rooms and spaces.</p> <p><i>Example: Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas. Have multiple tea and coffee spaces to reduce congregation of workers.</i></p> | Team leader         |
| You should give training to workers on physical distancing while working and socialising. How will you do this?                   | <p>Consider: physical distancing, carpooling, social interaction, hand/cough hygiene, sick days, face masks.</p> <p><i>Example: Inform workers to follow current public health directions when carpooling.</i></p>  | Hospitality Manager |





## Face masks



| REQUIREMENT AND RECOMMENDATIONS  | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE         |
|--|---|----------------------------|
| <p>You must ensure all workers adhere to current face mask requirements. How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/face-masks">coronavirus.vic.gov.au/face-masks</a></p>   | <p>Consider: mask supplies and provision, signage, training/guidance for correct fit, use and disposal of PPE; daily washing of reusable face masks.</p> <p><i>Example: Monitoring use of face coverings for workers, unless a lawful exception applies.</i></p>  | <p>Team leader</p>         |
| <p>You should give training and information on how to correctly fit, use and dispose of PPE. How will you do this?</p>   | <p>Consider: <a href="#">signage</a>, training/guidance for correct fit, use and bins for disposal of PPE, daily washing of reusable face masks, disposable mask availability.</p> <p><i>Example: Identifying face mask and PPE required for the workplace and describe when and how they need to be worn</i></p> | <p>Team leader</p>         |
| <p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> <li>• adhere to extra face mask requirements</li> <li>• appoint Covid Marshals</li> <li>• conduct surveillance testing for COVID-19.</li> </ul> <p>How will you do this?</p> <p>For more information visit<br/> <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p> | <p>Consider: training, <a href="#">signage</a>, communications, supplies.</p> <p><i>Example: Monitor face mask requirements and communicate changes to staff.</i></p>   | <p>Hospitality Manager</p> |



## Hygiene



| REQUIREMENT AND RECOMMENDATIONS  | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE         |
|--|---|----------------------------|
| <p>You <b>must</b> clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g. doorknobs, telephones, toilets and handrails. How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/cleaning">coronavirus.vic.gov.au/cleaning</a></p> | <p>Consider: stock appropriate cleaning and disinfection products, cleaning during and between shifts, soap and hand sanitiser, cleaning roster, cleaning log, replacement of high-touch communal items, reviewing whether communal items could be made available to only one staff member</p> <p><i>Example: Provide information about workplace cleaning schedule and how to use cleaning products, provision of previously communal items for each worker.</i></p> | <p>Hospitality Manager</p> |
| <p>You should display a cleaning log in shared spaces. How will you do this?</p>   | <p>Consider: signage, location.</p> <p><i>Example: Display a cleaning roster on the notice board of the kitchen space.</i></p>  | <p>Stores manager</p>      |
| <p>You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?</p>  | <p>Consider: location, rubbish bins, supplies, signage.</p> <p><i>Example: Ensure rubbish bins are available to dispose of paper towels.</i></p>  | <p>Floor Manager</p>       |



## Record keeping



| REQUIREMENT AND RECOMMENDATIONS  | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE         |
|--|---|----------------------------|
| <p>Every Victorian business (with some limited exceptions) <b>must</b> use the Victorian Government QR Code Service to check-in their workers, customers and visitors. How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/about-victorian-government-qr-code-service">coronavirus.vic.gov.au/about-victorian-government-qr-code-service</a></p> | <p>Consider: <a href="#">signage</a>, IT capability, communications, staff contact details, protocols for collecting and storing information, privacy obligations, alternative record keeping methods for periods of power outage or those without mobile phones.</p> <p><i>Example: Use the free Victorian Government QR Code Service for electronic record keeping. Ensure staff have downloaded the app, and train staff to facilitate use of the app by customers and visitors and workers.</i></p> | <p>Hospitality Manager</p> |
| <p>Some venues must have a COVID-19 Check-in Marshal at all public entrances whenever the facility operates. How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/covid-check-in-marshals">coronavirus.vic.gov.au/covid-check-in-marshals</a></p>   | <p>Consider: staffing requirements, training, <a href="#">signage</a>, kiosk check-in, alternative record-keeping methods.</p> <p><i>Example: Station a staff member at all public entrances to the workplace.</i></p>  | <p>Floor Manager</p>       |
| <p>You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/vaccine">coronavirus.vic.gov.au/vaccine</a></p>   | <p>Consider: HR support, communications.</p> <p><i>Example: Communicate to workers the financial support available to them if they cannot work while waiting for test result or are confirmed as a positive case.</i></p>   | <p>Roster Manager</p>      |

| REQUIREMENT AND RECOMMENDATIONS   | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE   |
|---|---|----------------------|
| <p>It's strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?</p> <p>This includes having a plan:</p> <ul style="list-style-type: none"> <li>to respond to a worker being notified they are a positive case or a close contact while at work</li> <li>to clean the worksite (or part) in the event of a positive case</li> <li>to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts</li> <li>to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace</li> <li>if you have been instructed to close by the Department of Health</li> <li>to re-open your workplace when cleared by the Department of Health and notify workers to return to work.</li> </ul> <p>For additional resources:<br/> <a href="https://business.vic.gov.au/emergency-planning">business.vic.gov.au/emergency-planning</a></p> | <p>Consider: HR support, communications, cleaning, contact lists, business closure/reopening.</p> <p><i>Example: Establish a process for notifying workers and close contacts about a positive case in the workplace.</i></p> | <p>Venue Manager</p> |



## Enclosed spaces and ventilation

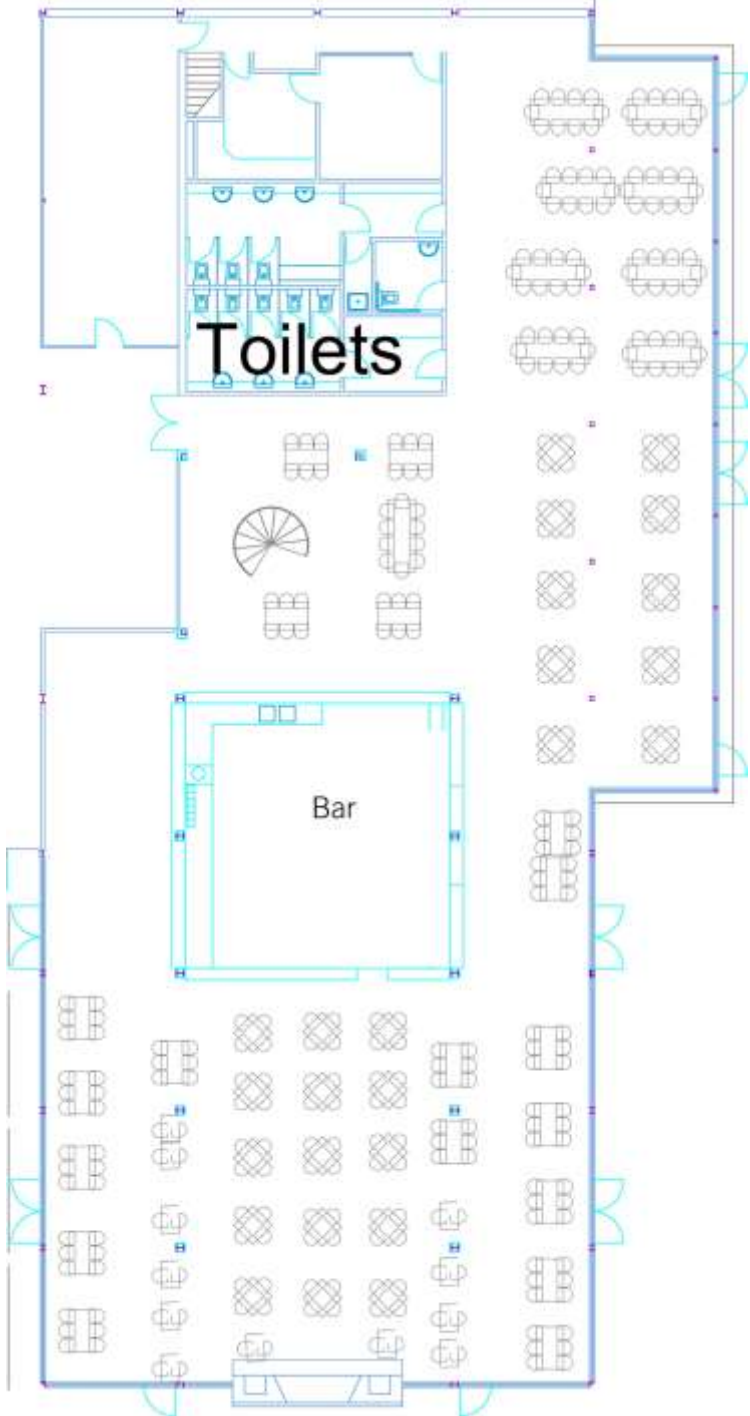
| REQUIREMENT AND RECOMMENDATIONS   | DESCRIBE WHAT YOU WILL DO   | WHO IS RESPONSIBLE         |
|---|---|----------------------------|
| <p>You should reduce the time workers spend in enclosed spaces. How will you do this?</p>   | <p>Consider: enabling lower-risk outdoor working environments, enhancing ventilation by opening windows, optimising fresh air flow in air conditioning systems, conducting regular air checks.</p> <p><i>Example: Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift.</i></p> | <p>Hospitality Manager</p> |
| <p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> <li>• ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.</li> <li>• conduct surveillance testing.</li> </ul> <p>How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p> | <p>Consider: HR support, communications, record keeping protocols.</p> <p><i>Example: Provide workers with a health questionnaire to complete before their shift.</i></p>   | <p>Venue Manager</p>       |



## Create workforce bubbles

| REQUIREMENT AND RECOMMENDATIONS   | DESCRIBE WHAT YOU WILL DO  | WHO IS RESPONSIBLE         |
|---|--|----------------------------|
| <p>You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this?</p>  | <p>Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts or between shifts (cross-over times), separate entrances.</p> <p><i>Example: Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.</i></p> | <p>Venue Manager</p>       |
| <p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> <li>• limit or stop workers working across multiple sites where practical</li> <li>• keep records of workers who are working for different employers across multiple premises.</li> </ul> <p>How will you do this?</p> <p>For more information visit:<br/> <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p> | <p>Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts.</p> <p><i>Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.</i></p>   | <p>Hospitality Manager</p> |

## COVIDSafe Plan

|   |  |
|---|--|
| Business name:  | Rochford Wines – Isabella’s Restaurant   |
| Plan completed by:  | FOH Manager  |
| Date reviewed:  | 20/10/2021   |
| <p>capacity</p> <p>inside: 280 - 300</p> <p>outside: 400</p> <p>current Density Quotient to apply is 1 person per 4 sqm</p> <p><b>Current Capacity</b></p> <p><b>Indoor: 20</b></p> <p><b>Outdoor: 50</b></p> |  <p>The floor plan diagram illustrates the layout of Isabella's Restaurant. It features a central bar area labeled 'Bar' and a toilet area labeled 'Toilets'. The dining area is divided into several sections with various seating arrangements, including round tables and rectangular tables. The plan also shows a staircase and an entrance area. The layout is designed to accommodate the current capacity of 20 indoor and 50 outdoor seats, with a density quotient of 1 person per 4 sqm.</p> |

## Physical distancing

**You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?**

- [Density quotients](#) can change. One person per four square metre or one person per two square metres may apply to your workplaces or venue.
- You must [display signage](#) showing the maximum number of people allowed in the space.
- Shared work areas are only accessible to workers and should only include workers in the density limit.
- Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis.
  - For more information about restrictions for your workplace, density quotients and signage visit: [coronavirus.vic.gov.au/business](https://coronavirus.vic.gov.au/business)

Consider: [signage](#), furniture placement, density quotients, working from home arrangements and rostering, seating, lift protocols, staggered tea breaks

- Example: Rearrange, remove or cordon off furniture in common areas to practise physical distancing, stagger seating so workers are not facing one another.

Actions:

- Restaurant has different entry and exit allocated
- Floor markings for directional movement and 1.5m distance are in place
- The maximum capacity and basic COVID information are displayed at entry point
- Briefings held before shifts and include COVID requirements
- Staff areas are designed with density quotients applied
- Reviewed planning allows for redesigning of layouts when rules change and spacing between furniture is designed with density quotients



**You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?**

Consider: staff rostering, workforce bubbles, staggered start and finish times.

- *Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.*

Actions:

- Density rules are applied Signage indicating density and capacity at entry
- Staff areas are designed with density quotients applied
- Staff are rostered and work according to dining sessions and limited to one restaurant
- Indoor areas and outdoor areas will have different capacity as per DoH restrictions

**Where possible aim for workers and visitors to maintain physical distancing of 1.5 metres in the workplace. How will you do this?**

Consider: signage, floor marking, entry/exits management, delivery protocols, repurposing rooms and spaces.

- *Example: Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas. Have multiple tea and coffee spaces to reduce congregation of workers.*

Actions:

- Density rules are applied Signage indicating density and capacity at entry
- Floor markings for directional movement and 1.5m distance are in place
- Reviewed planning allows for redesigning of layouts when rules change and spacing between furniture is designed with density quotients
- Delivery information is displayed at loading area
- Signage package for COVID including physical distancing, sanitary and other requirements

|   |
|---|
| <b>You should give training to workers on physical distancing while working and socialising. How will you do this?</b>  |
| Consider: physical distancing, carpooling, social interaction, hand/cough hygiene, sick days, face masks.<br><i>Example: Inform workers to follow current public health directions when carpooling.</i>   |
| Actions: <ul style="list-style-type: none"><li>• Staff training includes physical distancing and self assessment prior to arriving for a shift</li><li>• Workers are advised to carpooling with health requirements (face masks and physical distancing) and minimising social interaction when working</li><li>• Hygiene and sanitary protocols are re-iterated in pre shift briefings</li><li>• Self-testing for all staff is reinforced by roster manager</li><li>• If workers feel unwell during a shift they are instructed to inform their supervisor immediately</li></ul> |

## Face masks

**You must ensure all workers adhere to current face mask requirements. How will you do this?**

- For more information visit: [coronavirus.vic.gov.au/face-masks](https://coronavirus.vic.gov.au/face-masks)

Consider: mask supplies and provision, signage, training/guidance for correct fit, use and disposal of PPE; daily washing of reusable face masks.

- *Example: Monitoring use of face coverings for workers, unless a lawful exception applies.*

Action:

- Staff areas have signage to remind staff of face mask requirements
- Staff briefings contain reminders of face mask requirements
- Stock of masks are held by managers/supervisors for staff

**If your industry is subject to additional industry obligations, you may also be required to:**

- adhere to extra face mask requirements
- appoint Covid Marshals
- conduct surveillance testing for COVID-19.

How will you do this?

- For more information visit [coronavirus.vic.gov.au/additional-industry-obligations](https://coronavirus.vic.gov.au/additional-industry-obligations)

Consider: training, [signage](#), communications, supplies.

*Example: Monitor face mask requirements and communicate changes to staff.*

Action:

- Staff records are to be kept to verify vaccine status

## Practise good hygiene

**You must clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g. doorknobs, telephones, toilets and handrails. How will you do this?**

- For more information visit: [coronavirus.vic.gov.au/cleaning](https://coronavirus.vic.gov.au/cleaning)

Consider: stock appropriate cleaning and disinfection products, cleaning during and between shifts, soap and hand sanitiser, cleaning roster, cleaning log, replacement of high-touch communal items, reviewing whether communal items could be made available to only one staff member

- *Example: Provide information about workplace cleaning schedule and how to use cleaning products, provision of previously communal items for each worker.*

Action:

- A regular cleaning regime is in place that includes:
  - Base Clean prior to opening
  - Regular cleaning of high touch surfaces
- Products for cleaning have been identified as suitable and fit for purpose
- Tills cleaned regularly and EFTPOS is contactless

**You should display a cleaning log in shared spaces. How will you do this?**

Consider: signage, location.

*Example: Display a cleaning roster on the notice board of the kitchen space.*

Action:

- The restaurant is a small space and workers are made aware of the requirements for cleaning and it is part of their work duties
- A cleaning roster is kept by the team leader and completed by staff when cleaning requirements are completed

**You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?**

Consider: location, rubbish bins, supplies, signage.

*Example: Ensure rubbish bins are available to dispose of paper towels.*

Action:

- All areas have sanitiser available
- Toilets have disposable paper
- Work area toilets and hand wash facilities have warm water and soap
- All areas have signage on correct use and hand cleaning techniques

## Record keeping

**Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers and visitors. How will you do this?**

For more information visit: [coronavirus.vic.gov.au/about-victorian-government-qr-code-service](https://coronavirus.vic.gov.au/about-victorian-government-qr-code-service)

Consider: [signage](#), IT capability, communications, staff contact details, protocols for collecting and storing information, privacy obligations, alternative record keeping methods for periods of power outage or those without mobile phones.

*Example: Use the free Victorian Government QR Code Service for electronic record keeping. Ensure staff have downloaded the app, and train staff to facilitate use of the app by customers and visitors and workers.*

Action:

- Staff vaccination status is managed by HR
- Entry has required QR Code specific to the restaurant
- Manual check in is managed by the team leader
- A staff member is stationed at entry to manage patron data
- Staff check in is separated from patrons

**Some venues must have a COVID-19 Check-in Marshal at all public entrances whenever the facility operates. How will you do this?**

For more information visit: [coronavirus.vic.gov.au/covid-check-in-marshals](https://coronavirus.vic.gov.au/covid-check-in-marshals)

Consider: staffing requirements, training, [signage](#), kiosk check-in, alternative record-keeping methods.

*Example: Station a staff member at all public entrances to the workplace.*

Action:

- A staff member is stationed at entry to manage patron data
- HR controls staff requirements and rosters accordingly
- Manual Check in is provided for no tech patrons
- QR Code is used and required for entry and is supported by bookings register
- Name, Contact phone number and postcode are registered by all visitors

**You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?**

For more information visit: [coronavirus.vic.gov.au/vaccine](https://coronavirus.vic.gov.au/vaccine)

Consider: HR support, communications.

*Example: Communicate to workers the financial support available to them if they cannot work while waiting for test result or are confirmed as a positive case.*

**Action (examples):**

- Establish a process for notifying workers and close contacts about a positive case in the workplace.
- Establish a cleaning process in the event of a positive case.
- Establish a process and responsibility for notifying DHHS, WorkSafe and your health and safety representative
- Establish a process for confirming a worker (with a suspected or confirmed case) does not have coronavirus (COVID-19) before returning to physical worksite
- Establish a process for notifying Worksafe that the site is reopening

**Action:**

- All staff are required to self-assess before arriving at work and requested to stay at home and inform roster manager of their absence
- Staff are requested to have a test if they show symptoms and isolate until they get a negative result
- A location in the venue is allocated as a containment space.
- A deep cleaning procedure is ready should this be required
- Workers residence and postcode are on file with management
- A basic crisis management plan for COVID positive has been developed using guidelines

**It's strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?**

This includes having a plan:

to respond to a worker being notified they are a positive case or a close contact while at work

to clean the worksite (or part) in the event of a positive case

to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts

to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace

if you have been instructed to close by the Department of Health

to re-open your workplace when cleared by the Department of Health and notify workers to return to work.

**For additional resources:**

[business.vic.gov.au/emergency-planning](https://business.vic.gov.au/emergency-planning)

Consider: HR support, communications, cleaning, contact lists, business closure/reopening.

*Example: Establish a process for notifying workers and close contacts about a positive case in the workplace.*

Action:

- All staff are required to self-assess before arriving at work and requested to stay at home and inform roster manager of their absence
- Staff are requested to have a test if they show symptoms and isolate until they get a negative result
- Staff that reside together are asked to be mindful of social interaction and any infectious diseases that may be present at the house



## Enclosed spaces and ventilation

**You should reduce the time workers spend in enclosed spaces. How will you do this?**

Consider: enabling lower-risk outdoor working environments, enhancing ventilation by opening windows, optimising fresh air flow in air conditioning systems, conducting regular air checks.

- *Example: Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift.*

Action:

- Workers breaks are managed and workers can take breaks outdoors
- The building is well ventilated and fresh air circulates regularly

**If your industry is subject to additional industry obligations, you may also be required to:**

- **ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.**
- **conduct surveillance testing.**

**How will you do this?**

For more information visit: [coronavirus.vic.gov.au/additional-industry-obligations](https://coronavirus.vic.gov.au/additional-industry-obligations)

Consider: HR support, communications, record keeping protocols.

*Example: Provide workers with a health questionnaire to complete before their shift.*

Action:

- Hospitality industry guidelines are utilised in training staff and informing them of any requirements

## Create workforce bubbles

**You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this?**

Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts or between shifts (cross-over times), separate entrances.

- *Example: Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.*

Action:

- Casual workers who have their jobs are required to inform supervisors if they have come from another job or are going to another job on the same day
- Workers are encouraged to use all COVID requirements while working during breaks and at other locations that they work

**If your industry is subject to additional industry obligations, you may also be required to:**

- **limit or stop workers working across multiple sites where practical**
- **keep records of workers who are working for different employers across multiple premises.**

**How will you do this?**

For more information visit: [coronavirus.vic.gov.au/additional-industry-obligations](https://coronavirus.vic.gov.au/additional-industry-obligations)

Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts.

*Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.*

Action:

- Where possible residence sharing is identified
- Where possible workers who have multiple jobs are identified
- Where possible shift crossovers are minimised