Reopening Principles for Australian Hospitality Businesses

Explanatory Note

Bearing in mind NTIA's diverse venue membership, which spans small bars through to major operating groups, we have been canvassing our own members in order to develop a principles-based approach for reopening, rather than a prescriptive approach. We believe such a regime:

(a) provides a level of flexibility for different types of businesses to operate; and

(b) balances the interests of public health with the viability of running a business.

WARNING: THESE GUIDELINES WERE FIRST SUBMITTED BY NTIA FOR CONSIDERATION BY STATE GOVERNMENT ON 26-MAY. THESE ARE NOT IN FORCE.

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1. NTIA principles

As States and Territories introduce their own detailed rules for trading pursuant to the Federal Government's broad reopening roadmap (through Steps 1 to 3), we recommend that those Governments adopt the 10 principles below and that they support and publish the detailed guidelines outlined in section 2 of this document.

General Principles

(a) **Distancing:** Physical distancing of 1.5m is mandatory between tables and/or between groups, as well as in queues/bathrooms/other areas. This applies to both the indoor and outdoor areas of a controlled environment. The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups (which are limited to no more than 10 people).[1]

(b) **Overall Capacity:** This is determined with regard to the observance of physical distancing as described above, rather than 1 per 4 sqm, but subject to an overall gatherings limit per the State Government directives, with such limit to increase over time.[2] These limitations apply to each room or area of the premises (e.g. if the limit is 20 customers at a time, a venue may host up to 20 customers in each separate area inside and outside of the venue). Also, these capacity limitations should not include staff;

(c) **Customer Registration/Tracing:** Customer registration is not mandatory but the industry should encourage:

   (i)   the downloading and use of the COVIDSafe app by customers, staff and suppliers;

   (ii)   venue attendance via bookings, where possible; and/or

   (iii)   registration of one member of each customer group on arrival;

(d) **Standing and Counter Service:** Patrons may stand in bar areas and payment/collection areas, and counter service is allowed, as long as physical distancing is maintained and venue capacity limits are managed;

(e) **Non-Dining:** Patrons may be in the venue for the purposes of drinking only and not necessarily to dine, as long as physical distancing is maintained, with RSA rules applied to breaches of physical distancing;[3]

(f) **No Communal Areas:** Self-service stations (such as water stations) and buffet dining services are not permitted;

(g) **COVID-19 Safety Education:** Training around COVID-19 safety protocols specific to hospitality should be provided by Government online and free for all hospitality workers, with training as part of hospitality worker induction;

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[1] NZ has an absolute minimum of 1.0m

[2] As of 1 June 2020, 50pax in NSW and 20 pax per room in Victoria. Note the NZ cap is 100.

[3] In NZ the Government specified that this could occur after the initial trial period for trading was over.

(h) **COVIDSafe Plans:** Businesses should self-assess their ability to operate safely and document how they will manage risks and protect staff, customers and suppliers. This document should be shared with staff;

(i) **Clean and Hygienic Environment:** Businesses should clean shared surfaces more frequently (e.g. tables, chairs, other items in service areas to be cleaned after each use) and increase cleaning regimes for all other areas. Hand sanitisers should be readily accessible throughout the venue;

(j) **Liquor Legislation and Regulations:** Legislation and supporting regulations relating to the sale and supply of alcohol in each State/Territory must continue to be adhered to at all times. This includes the *Liquor Act 2007* in NSW, the *Liquor Control Reform Act 1998* in VIC, the *Liquor Licensing Act 1990* in TAS, the *Liquor Licensing Act 1997* in SA, the *Liquor Control Act 1988* in WA, the *Liquor Act 1992* in QLD, the *Liquor Act 1978* in NT and the *Liquor Act 2010* in ACT. Amendment to these is recommended, to include language around non-compliance with physical distancing and cleaning/hygiene requirements as a basis for the refusal of service and ejection or refusal of entry.

Note that this approach is proposed for the initial 3 steps or phases of reopening per the Federal Government's roadmap.

2. NTIA reopening guidelines

2.1 Application during reopening period

The following guidelines are intended to provide guidance for hospitality businesses in the initial phases of reopening in Australia. This information may be subject to change and further information will be provided as it becomes available.

Businesses can only open if they can operate safely and maintain the requirements of operating.

2.2 What to consider before reopening

The following list outlines some of the considerations to step you through the process of trading during the initial phases of reopening. Further guidance is provided throughout this document.

(a) Consider the **health and safety obligations** for your workplace, including the requirement to consult with workers and prepare a COVIDSafe Plan.

(b) Consider your **rostering** and any requirements to reorganise the kitchen layout and service areas to manage **physical distancing between staff**.

(c) Would using a **reservation system** help manage customer limits and physical distancing requirements? Ensure you communicate to customers, if you do take reservations. Do you need to employ additional security and use "clickers" or some other method? How will you double check head counts regularly and record this?

(d) Consider your **menu**. If you added takeaway / delivery to your business for the first time since March 2020 is it viable to continue these operations? How will you update the systems in place for these operations, now that customers are allowed to enter your premises. Consider opening with a smaller, focused dine-in menu.

(e) Review and update **cleaning schedules** and consider how you will record this is being done.

(f) How will you ensure that all staff are aware of, and **trained** in, all additional requirements and are empowered to manage these? How will you keep records of this?

(g) How will you record **customer details**? What will you do?

(h) How will you regularly review and assess your **processes**?

(i) Consider if you will be able to safely manage **coat check areas**. It is recommended that you close these areas and have customers keep their coats with them.

(j) Consider seating requirements and reorganise the **layout** of your venue.

(k) If you currently have **counter service**, consider if you can change to table service, or if not, the measures you will need to implement to manage counter service safely and within requirements.

(l) Consider having a separate **pick up** area in the business for takeaway pick-ups.

(m) If you have **outdoor areas**, how will you manage the indoor / outdoor access points?

(n) Review **footpath outdoor seating areas** to ensure there is an appropriate distance between seated customers and anyone walking down the footpath. You will also need to check with your local council to ensure you are abiding by any rules they have in place for footpath use.

(o) How will you manage queuing at **bathrooms** and ensure that they do not become crowded?

(p) Consider **payment areas**. These may need to be reconfigured to ensure groups of people are not queuing, or that other customers do not need to pass within the physical distancing requirements of people waiting to pay.

(q) How will you communicate to, and **educate**, your customers on the requirements? Consider your customer communications, update website and social platforms. What customer facing signage do you need, and where will you display it?

(r) Have the appropriate staff got the appropriate **qualifications** as required by relevant State provisions.

2.3 Health & Safety

2.3.1 COVIDSafe Plan

You need to self-assess your ability to operate safely. This includes thinking about how you're going to manage risks and protect staff, customers and suppliers. It is critical that your business completes a risk assessment. You should document this thinking in a COVIDSafe Plan. You also need to discuss and share the plan with your workers, to understand their concerns and work together to ensure your workplace is COVIDSafe.

The National COVID-19 Coordination Commission has published a planning toolkit[4] to help businesses prepare a plan for the different stages of this pandemic. They advise that you revise your plan frequently, particularly as restrictions and conditions change, in order to keep your workplace healthy, safe and virus-free.

The toolkit will help you work out what resources are available and where you can go for support, as well as help you develop a clear plan for trading through and after the COVID‑19 pandemic. It has 3 sections:

1. Keeping people safe (you, staff, customers and the public)
    - Complete a risk assessment to understand how your business risks have changed because of COVID‑19 and make a plan to manage them
    - Prepare and Prevent: making sure your workplace is safe and clean
    - Maintain good hygiene and cleaning (including checklists to complete)

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[4] https://pmc.gov.au/sites/default/files/files/my-business-covidsafe-plan.pdf

- Stay physically distant
- Follow Advice: Additional changes for your specific business or industry
- Responding to a COVID‑19 infection: Do you know what to do in the event of an infection?

2. Adapting my business now and in the future
- Identifying tasks to get your business up and running
- Considering how your business can adapt to the changes in the operating environment

3. Accessing support and assistance
- Access Government and industry support
- Important contacts

Note that this is a planning tool only, and the National COVID-19 Coordination Commission advises that businesses seek advice from their local WHS authority, guidance from Safe Work Australia, or contact the Fair Work Ombudsman to ensure you meet all your legal obligations.

All Australian Governments have agreed to a set of National COVID-19 Safe Work Principles[5] to guide us and ensure that workplaces are healthy and safe. Your business should regularly visit the Safe Work Australia online hub, review the information, complete relevant checklists and include the information in your plan.

2.3.2 COVIDSafe Plan content

To ensure you are minimising the risk of COVID-19 appropriately, and that your business can continue to operate safely, you should consider the following tasks and questions listed by the National COVID-19 Coordination Commission in its planning toolkit. Your plan is a record of how you will achieve this.

Reopening
- Contacting your **bank** (e.g. to reactivate merchant terminals).
- Reactivating **subscriptions and licences** (e.g. online booking systems, music licences etc.).
- Updating your **website** (e.g. with expected reopening details).
- Reaching out to your **employees** (e.g. organise a staff meeting to discuss reopening/scaling up procedures).
- Contacting your **suppliers** (e.g. to check what their lead times for production are and the impact there is on deliveries).
- Checking your **building and workplace** is ready to open (e.g. checking the heating, water, electricity are all connected).

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[5]
https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/hospitality/about-covid-19?tab=tab-toc-employer

- Reaching out to your **industry association** (e.g. for specific advice about reopening and recommended actions for dealing with restrictions).
- Checking your **legal obligations to your staff** under your new arrangements (e.g. Fair Work Act, award or enterprise agreement requirements) and contacting the Fair Work Ombudsman for advice if unsure.
- Researching and registering for all of the relevant **support/stimulus/relief packages** available. Make sure you check out what assistance your local state government is providing, along with checking in with your bank and other organisations that provide a service for your business.
- Checking your **insurance, including workers compensation**, to make sure it covers you if you change your business model or workers' duties.
- Identifying your **critical resources and staff** (e.g. ensuring business continuity if staff get sick [winter is coming!]).
- Making sure your **Terms and Conditions** and other documents reflect your new arrangements – you might need to get legal advice.

Adapting
- Do physical and social **distancing requirements** change the way your business engages with customers? Are you able to change the physical setup/delivery of your service so it is safe for everyone?
- What elements of your **business model** will be difficult to maintain in this new environment? Is there an opportunity to minimise this (for instance, by moving online)?
- Can your business **temporarily change or expand** the range of goods and services it offers?
- Are there opportunities to **expand or change an element of your business** to respond to an opportunity in the current environment?

2.3.3 Food safety

Currently there is no evidence to support transmission of COVID-19 associated with food. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers in food businesses follow standard, good hygiene practices, described below, that reduce the risk of transmission of most foodborne illnesses.

As a food business, good hygiene practices are a part of your business as usual. These usual practices should be maintained, but additional measures will need to be adopted to ensure you're protecting yourselves, your staff and your customers during these extraordinary times.

These practices include:
- proper hand hygiene;
- safe food practices;
- cough/cold hygiene practices;
- avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing;
- food handlers must wash hands (even if they have no disease symptoms):
  - before starting work;
  - before handling cooked or ready-to-eat food;
  - after handling or preparing raw food;
  - after handling waste;
  - after cleaning duties;
  - after using the toilet;
  - after blowing their nose, sneezing or coughing;
  - after eating, drinking, or smoking; and
  - after handling money.

2.3.4 Other safety steps

Ensure these steps are followed to maximise safety in the workplace:

(a) Ensure clean uniforms are worn, put on at work and changed before traveling home etc. Uniforms must be washed after every shift.
(b) Ensure gloves, where appropriate, are used for food safety. Specify staff to be task-specific when preparing ready-to-eat foods with gloves to reduce the need for changing gloves when tasks change. However, gloves will still need to be changed regularly and hands must be washed between glove changes and when they are removed. Gloves allow bacteria to build up on the surface of hands, so handwashing is important when they are removed to avoid contamination of food.
(c) Appropriate hygiene and sanitation protocols should be implemented for all reusable containers.
(d) Ensure appropriate hygiene practices are upheld in regard to packaging. This could include only using single use containers for meal and beverage orders once (preferably recyclable), and packaging meals in paper delivery bags to ensure no direct contact.
(e) Check your food safety equipment.
(f) Purchase batteries and spare thermometers and test strips.

(g) Make sure your first aid kits are stocked.

IMPORTANT: Maintaining physical distancing in the absence of effective hygiene practices may not prevent the spread of COVID-19. Food operations should be vigilant in their hygiene practices, including frequent and proper hand-washing and routine cleaning of all surfaces.

2.4 Managing orders and payments

2.4.1 Ordering

Customers at your premises will have to place orders at the table where possible. If your business does not currently offer table service, consider if it is possible to change your operating model to accommodate this. If table service is not possible for food focussed venues such as small cafes and bars, as the business uses counter service, measures must be put in place to minimise queues and maintain physical distancing between waiting customers.

Continue to facilitate online or phone ordering if you can make this work for your business.

You do not have to use disposable/single use menus, but you will need to ensure menus can be sanitised/disinfected and cleaned after every use.

2.4.2 Paying

To reduce any risk of transmission of the virus, when customers are ordering online or by phone, payment should also ideally be made online or by phone using cashless methods.

For customers dining on the premises, where possible we recommend taking payment from the table - this will minimise the risk of managing a large group of people queuing. Please let guests know that when they are going to be paying at a payment counter to have one person from the table come up to the counter.

If payment is not collected online or by phone, payWave is recommended as the preferred payment option, as this maintains a contactless transaction.

Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements between customer and staff member. Systems to maintain physical distancing and good hygiene practices with payment transactions should include:
- Consider timing of payment and managing payment areas to ensure customers are not queuing to pay and pick-up their food;

- Physical distancing markers to maintain 1.5 metre distancing requirements between your staff and customer;
- Clear signage and instructions outlining that customers must wait at physical distancing markers before being called forward by your staff to pay;
- If cash is accepted (and should only be done so as a last resort to other payment methods) develop systems that limit the amount of handling time for your staff;
- Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals);
- EFTPOS terminals should be sanitised after every transaction that has required the customer to touch the terminal.

2.4.3 Physical distancing

Measures must be put in place to minimise queues and maintain physical distancing between waiting customers, and between customers and staff.

Customers waiting to order food at the counter must maintain a distance of 1.5 metres from each other and at least 1.5 metres from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.

COVIDSafe Plan should include information on how you will implement and manage customer physical distancing. Ensure all staff are aware of your policy and are empowered to manage as appropriate.

2.4.4 Counter and communal areas

Customers must have a barrier between them and the food, and customers will not be able to access the food or select food for themselves (e.g. self-serve).

Add a hand sanitiser station near to the pick up areas, for customers to use. Regularly sanitise the counter area and any surfaces that the customer may be able to touch while waiting to order, or waiting for their meal.

Communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on social distancing guidance, and that customers also have responsibility for this.

2.5 Managing gathering limits

Every venue will have an occupancy limit but must adhere to either the permitted occupancy for the venue, or fewer than the capacity limit (within each single enclosed area), whichever is less. At no time can you exceed your normal maximum occupancy limit if it is less than the State Government communicated limit. Keep the numbers of customers in the venue, or in each single area, to fewer than the capacity limit at any one time.

Other considerations include:
- Ensure you have appropriate customer facing signage stating the maximum limit.
- Taking bookings in advance will aid in reduced wait times in queues, managing customer congestion in the establishment, and ensuring that sections are evenly filled.
- Monitor entry and exit as you normally would to manage occupancy limits.
- Consider the use of a counter or clicker at the door. Make sure all staff know how to properly work these.
- Do a regular head count during business hours to maintain your occupancy limit.
- Manage outdoor/indoor customer flow appropriately. You may have to consider having a staff member stationed at cross-over points to manage customer flow.
- Manage any queues outside your premises to ensure appropriate physical distancing – ideally 2 metres apart, but a minimum of 1.5 metres apart, and that customers are aware of the requirements once inside.

2.6 Managing physical distancing on your premises

2.6.1 Management of physical distancing – Customers

Part of your COVIDSafe Plan should include information on how you will implement and manage customer physical distancing and seating.

Ensure all staff are aware of your policy and are empowered to manage as appropriate.

It is important to communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on physical distancing guidance, and that customers also have responsibility for this.

To help manage physical distancing requirements, review your venue floor plan and:
- Consider working with a space planning expert to rework the layout is required to maintain both customer occupancy limits and 1.5 metrea physical distancing requirements. Bear in mind that in the future you may be able to set your layout back to the way it was, so new permanent fixtures aren't recommended if they will require a lot of effort and expense to revert back.

- Assess the placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance.
  - Tables should have a minimum 1.5 metres distance between the occupied chair back to the chair back of the closest table, or 1.5 metres between table edges, if seated side by side.
  - Fixed, allocated outside dining would also need to follow the above guidance.
  - Temporary pavement dining, where there is public thoroughfare, should try to ensure a 2 metre gap between either back of the occupied chair or table edge and the thoroughfare.
- If you are operating counter service, measures must be put in place to minimise queues and maintain physical distancing between waiting customers.
- If you are also operating a takeaway pickup service - consider marking customer service lanes at the counter / bar area for takeaway order/pickup (e.g. floor stickers or tape on the floor, signs etc). Move tables and chairs at least 1.5 metres away from the takeaway/pickup area(s) or from areas marked off for those waiting for takeaway pickup. Those waiting for pick up need to also maintain 1.5 5metres distance from each other.
- Consider if you can create semi private or private dining areas for groups through room layout changes and the use of moveable partitions or screens.
- Consider walkways – particularly the walkways to the bathrooms, and walkways for service staff to and from the kitchen and bar areas. Will physical distancing requirements still be able to be maintained with customers walking to the bathrooms? Will physical distancing requirements still be able to be maintained by staff as they move through service?
- Add hand sanitizing stations throughout the venue, specifically at the entrance, and near each server station.
- Moving an indoor event to outdoors may also help maintain physical distancing.

2.6.2 Management of physical distancing – Staff

Review your kitchen and venue floor plan to evaluate, identify and implement operational changes that maintain the required physical separation of 1.5 metres between staff. As part of this:
- It is recommended as a measure to maintain physical distance in the kitchen that you mark off sections in staff service areas and kitchens and assign a staff member to each section. You should consult with your staff on this to ensure that it is appropriate and practical for service while still maintaining 1.5 metres distancing.
- If it is not possible to maintain physical distancing between employees at all times, employers will need to consider how to address and manage this risk in another way. This may include, but will not be limited to, the measures they can put in place to minimise the amount of time that employees need to be working at a distance of less than 1.5 metres.
- Signage reminding staff about physical distancing should be in place.

- Keep the number of people involved in the preparation of each menu item at minimum levels to ensure traceability and assurance
- If possible allocate one staff member to one POS system. However, if this is not possible, you will need to address how you can safely manage this risk. Staff members must practice hygiene practices, sanitising their hands each time they handle the eftpos machine, or cash. Regularly clean cash register and payment area(s).

2.6.3 Review shift arrangements and rostering

Changes to limit contact between workers will be effective in slowing down the spread of COVID-19:
- If possible, stagger start times so multiple people aren't arriving at the same time and mingling together before the shift starts. Minimise the overlapping of shifts/rosters as much as possible. If this is not possible, consider how else you can manage this to ensure that groups of people are not arriving in one place at the same time.
- Make sure staff arrive at work no longer than 10 minutes before their shift starts and ideally leave immediately after their shift ends.
- Also stagger breaks - so staff are not having breaks together, sharing lighters etc - ensure any furniture in social spaces maintains physical distancing requirements.
- Consider splitting kitchen and front of house teams into two teams - Team A and Team B. Roster the shifts so that the teams are not working with each other. This means that if anyone from one of the teams got sick, or if they are required to isolate because of close contact with a person with COVID-19, the second team is still operational.
- Increase time between shifts or service periods (e.g. breakfast and lunch; day/night shifts) to minimise staff interaction and allow for increased cleaning.
- Limit the number of people in contact with each other in the kitchen, where possible. Consider spreading prep out, either physically or by schedule. Kitchens often have tight workspaces where staff are working closely together, particularly in prep areas.
- Restrict face-to-face team meetings as much as possible. Keep any meeting to less than 12 minutes, and ensure physical distancing is maintained.

2.7 Queue management

2.7.1 Inside: Counter areas

Customers waiting to order food at the counter must maintain a distance of 1.5 metres from each other and at least 1.5 metres from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.

2.7.2 Inside: Pick-up areas

Dedicate a separate pick up area, where possible. Or if not possible, consider how you will safely manage different customers, both arriving to order their food for dining in, or coming to pick up their takeaway order.

Your pick up location inside of your premises will need to be carefully managed to ensure, as much as possible, no queuing and that physical distancing is maintained. Mark out physical distancing floor spots so that customers can maintain physical distancing while waiting to pick up their food or drink order. Have a separate pick up area for delivery drivers if applicable.

Add a hand sanitiser station near to the pick up areas, for customers to use before handling packaging.

Note that customers coming onto the premises for the purposes of picking up their takeaway order need not be counted in the capacity limit, but physical distancing must be maintained at all times.

2.7.3 Outside

With gathering limits in place there may be a need to control and manage customers who may need to queue up for entry to your premises. People waiting in queues will need to be appropriately spaced to maintain physical distancing requirements (1.5 metres between each other in the queue, and ideally 2 metres from people who are passing by on footpaths).

Queues should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc.

Orderly, well managed queues allow door staff to walk up and down the outside of the line and keep order and control – door staff can also use the time to check ID, assess for signs of intoxication, assess for signs of illness, monitor behaviour, inform guests of approximate waiting time, inform and educate on physical distancing requirements and any other venue requirements.

Any person showing signs of illness or flu-like symptoms must not be permitted to enter the premises. Customer facing signage noting this requirement should be implemented. These measures help inform guests that they are about to enter a responsible, safe, and well run premises.

You should first check with your local council to ensure any queue measures that you want to put in place meet any requirements and bylaws they may have in place. For example, some councils have rules around what type of barriers can be used, and how much footpath must be kept clear at all times.

2.7.4 Barriers

Rope and post barriers are often used outside venues – but you need to consider something functional, attractive, and in keeping with the environment and any council requirements. Important features are the sturdiness of the barriers (if possible, choose a heavier base with a larger diameter), and the ability to be easily cleaned.

Barriers should be cleaned regularly throughout the period of use (paying particular attention to possible touch areas) and thoroughly cleaned at the end of each period of use.

Barriers should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc and should be safely stored inside when not in use.

2.8 Looking after employees and the workplace

2.8.1 Staff requirements & health

All participating businesses must have a health & safety policy and COVIDSafe Plan.

The plan must include:
- Staff wellness policy, making sure staff stay at home when they are sick and monitoring their general health.
- Any employee suspected to be sick at work must be sent home and asked to contact a medical practitioner.
- Advise staff who may have come into contact with someone who has COVID-19 to self-isolate for 14 days and contact a medical practitioner or follow the guidance below.
- Ensure staff self-isolate if required.

Also develop a plan if someone becomes ill at your workplace and it is suspected they may have COVID-19. Isolate the employee immediately and make sure that they have transport home. Provide the person with a disposable mask if there is one available.

Specific guidance is available on the Department of Health website.[6]

If an individual has serious symptoms such as severe difficulty breathing or chest pain, they/you should call 000 immediately for urgent medical help.

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[6]
https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?gclid=CjwKCAjwtqj2BR
BYEiwAqfzurzB1JY8xkSr2D6w5ALozCcIdoKKiRw83ffk2UwTGur4AHVi390n6LxoCcPMQAvD_BwE

If an individual is sick and thinks they might have COVID-19, advise them to check their symptoms using healthdirect's Coronavirus (COVID-19) Symptom Checker.[7] Symptoms include:
- Fever;
- Coughing;
- Sore throat;
- Shortness of breath.

Alternatively, you or the individual can call the National Coronavirus Helpline (1800 020 080) for information and advice about COVID-19. The line operates 24 hours a day, seven days a week.

If the individual has used the symptom checker or called the Helpline and they are advised to seek help from their GP or get tested, they should do so as soon as possible.

The Australian Government is establishing GP respiratory clinics around the country to assess people with fever, cough, a sore throat, or shortness of breath. These are being rolled out gradually. The health.gov.au website[8] has links to clinics how to register for an appointment. If there is not yet one in their area, the individual can visit healthdirect or their state or territory health department website for more information on fever clinics and other available services.

2.8.2 Hygiene

Ensure your staff are following your established food control plan cleaning list along with a supplementary list of extra tasks:
- **Surface disinfectants** - Use suitable surface disinfectants and continue to adequately clean any food preparation surfaces and equipment using detergent and hot water.
- **Reinforce hand hygiene** amongst staff and make sure they wash their hands before and after they have had their breaks and everyone is taking necessary precautions. Provide hand sanitisers for staff, including delivery drivers who come to pick up the food for delivery.
- **Hand washing** - Regardless of the availability of hand sanitisers, all staff should regularly wash their hands using warm running water, hand soap and drying with disposable towels. For food handlers, hand washing in a separate sink, also using a nail brush to brush under nails. Ensure all staff (including door staff) have frequent opportunities to wash their hands.
- **Cleaning and sanitising products** are required for food safety and for infection control by all sectors at this time. Businesses must ensure they have sufficient access to sanitisers and cleaning supplies.
- **Monitor sanitiser concentrations** to ensure effective, but not excessive, product is being used.

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[7] https://www.healthdirect.gov.au/symptom-checker/tool/basic-details

[8] https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?gclid=CjwKCAjwtqj2BRBYEiwAqfzurzB1JY8xkSr2D6w5ALozCcIdoKKiRw83ffk2UwTGur4AHVi390n6LxoCcPMQAvD_BwE

- **Reduce the amount of space** used in the business, where possible, to reduce cleaning and sanitising needs in both front of house and back of house.

2.8.3 Kitchen operation

- **Cross contamination** - Ensure that the same equipment is not used for raw and ready to eat foods unless these can effectively be cleaned and sanitised between uses.
- **Suppliers** - Ensure continued use of reputable suppliers. Implement a policy around suppliers and delivery that manages delivery processes and ensures appropriate contact tracing protocols are in place.
- Make sure all plates, utensils and other kitchen equipment used in food preparation are **cleaned, sanitised and washed** with hot water, washing liquid and dishwasher sanitiser. Use batch dishwashing if possible, to reduce the use of detergents and sanitisers.
- Ensure all **hand sinks** (In the kitchen, bathrooms and other areas) are accessible and available for people to use with handwash, warm water and paper towels to dry. Make sure the hand sinks are kept clean and cleaned regularly.
- Make sure that there are **bins** available for the staff to use to dispose of their paper towels and that these bins are disinfected and cleaned as well as emptied as much as possible. It is advisable that bins are plastic bag lined.
- Provide plenty of **paper towels** to encourage hand hygiene and appropriate rubbish disposal.

2.8.4 Staff training

- Continue to **train and retrain staff** in the standard of operating procedures and preventative controls that can be taken to ensure food safety, and health and safety within the establishment.
- **Train all staff in the COVIDSafe Plan.**
- **Provide official posters** reinforcing best handwashing practices located in the kitchen and other staff areas.

2.8.5 Dining areas

- **Be pro-active in cleaning surfaces**, including phones, touch-screen monitors, doorknobs other high-touch point items.
- **Sanitise any menus** after they have been used by each customer. Consider boards or any other non- touch menu options.
- **Sanitise the service stations**, bars, counters or any other waiting area within your establishment.
- **Change utensils** as often as possible.

- **Keep doors and windows open** if possible, to make sure that your establishment is well ventilated.
- **Deep clean on and under the tables and chairs** by removing all the objects placed on the table between each group of customers.
- Empty the salt and pepper shakers, cleaning them thoroughly and drying them before placing new salt and pepper in the shakers. Clean the outside of these shakers several times a day. Consider non-touch salt and pepper dispensers, for example sachets. Same applies for sauces.
- If using **fabric napkins** remove for laundering after each use. Consider how and where they are stored in between table clearing and laundering.

2.9 Sample cleaning checklist

It is important to ensure everyone is working together and clear steps are followed. It is recommended that you use a cleaning checklist for guidance on tasks and timing. Here is an outline of what a business can do to ensure it is doing all it can to protect and promote good hygiene practices, however your cleaning checklist must be tailored to your individual business.

2.9.1 General service area/waiting area

- Have sanitiser available to customers on arrival to establishment.
- Clean and sanitise tables and chairs (top and under) - before service and sanitise between customer groups.
- Clean and sanitise high-tops and bars - between services.
- Clean and sanitise post mix guns - end of each day.
- Clean and sanitise keyboard, mouse, computer, screens - every hour.
- Sanitise doorknobs, door handles and/or rails (if you have these) indoors/outdoors - before service & every 2 hours.
- Clean and sanitise salt and pepper shakers and tissue holders – between services (removal would be preferable). Remove any self-serve salt and pepper ramekins.
- Clean and sanitise floor mats - daily.
- Remove any cutlery from tables - bring cutlery with meals.
- Clean and sanitise general seating areas - between services.
- Sweep and mop the floors - between services.
- Vacuum carpet - between services.
- Sanitise any menus - after they have been used by each customer.
- Clean and sanitise tables and chairs - after every customer.
- Sanitise pencils, pens, crayons provided to children after each use, or use single-use activity packs that the children take away with them.
- Remove any reading materials, magazines etc in waiting area.

- Consider closing children's play areas, unless frequent sanitising of all equipment can be managed. Remove small toys from the area.

2.9.2 Kitchen/back-of-house

- Clean and sanitise all areas where food is being prepared – as used.
- Clean and sanitise all utensils, plates – after every use.
- Clean and sanitise all washing stations and sinks - every 2 hours.
- Clean and sanitise any grills, cooking equipment and/or ovens - daily.
- Clean aprons/uniform - daily.
- Clean and sanitise all rags, or any other cleaning cloths.
- Clean and sanitise walls - as needed.
- Clean and sanitise floors - between services.
- Empty, clean and sanitise all disposable bins - daily.
- Clean and sanitise walls and other areas that are a high-touch point in walk-in refrigerators/freezers (especially handles and the door) - daily.
- Clean and sanitise coffee machines - between services.
- Clean and sanitise drinks fridge handles - daily.
- Empty, clean & sanitise ice-makers - daily.
- Ensure use of and keep stocked handwashing stations.
- Refill soap dispensers - daily.
- Ensure dish / glass washers are working at correct temperature - daily.
- Sanitise remote controls daily (TVs, stereo etc) and keep away from customers.
- Sanitise all light switches and controls - between services.

2.9.3 Bathroom

- Clean and sanitise inside, around and under the sink - between services.
- Clean and sanitise soap dispenser/ handwash bottle - every 2 hours.
- Clean and sanitise toilets (inside and outside the bowl) - between services.
- Clean and sanitise toilet brush handle - between services.
- Clean and sanitise taps - every 2 hours.
- Clean and sanitise mirrors/toilet roll handles/doorknobs inside and outside door - between services.
- Clean and sanitise the floors - between services.
- Empty, clean and sanitise bins - between services.

2.9.4 Payment

- Sanitise EFTPOS Machine - between each use (unless a contactless transaction has occurred).
- Mobile EFTPOS terminals are recommended but not compulsory.
  Ensure that the EFTPOS terminal is sanitised regularly, using recommended cleaning methods to ensure no damage to the terminal.