

# Roadmap to easing restrictions

## Stages - Restaurants, Cafes, Pubs, Clubs and Hotels

### Principle

Queensland's plan to ease restrictions is being implemented in a staged way to gradually increase people's interactions and contact with one another across different settings, while still ensuring contact tracing is manageable, if required. For this reason, activities that are similar in nature may be commencing at different stages.

#### Overview of food business categories permitted at each stage:

**Stage 1:** 10 people permitted at any one time for dining in: restaurants, cafes, pubs, registered and licensed clubs, RSL clubs and hotels (with COVID SAFE Checklist) – no bars, gaming or food courts.

**Outback:** dining in: restaurants, cafes, pubs, registered and licensed clubs, RSL clubs and hotels (max 20) for locals only (must show proof of residence) – no bars or gaming or food courts.

**Stage 2:** 20 people permitted at any one time for dining in: restaurants, cafes, pubs, registered and licensed clubs, RSL clubs, hotels and casinos – no night clubs, gaming machines or buffet self-service. Food courts may only operate for takeaway food.

Higher numbers with COVID SAFE Plan approved by health authorities.

**Stage 3:** 100 people permitted at any one time for dining in: restaurants, cafes, pubs, registered and licensed clubs, RSL clubs, hotels, casinos, gaming and gambling venues and nightclubs.

Higher numbers with COVID SAFE Plan approved by health authorities.

#### Public health rules to maintain at all stages:

- Display of COVID safe checklist within the business
- Physical distancing
- 4 square metres per person
- Hand hygiene
- Respiratory hygiene
- Frequent environmental cleaning and disinfection

# COVID safe Plan

Queensland businesses are currently required to take action to manage COVID-19 in the workplace and can have a plan in place to demonstrate this.

**Larger industry associations may have a plan approved by Queensland Health for all workplaces within that industry.** Larger businesses such as zoos and theme parks will need to create a plan that is specific to their requirements.

The plan should include safe systems of work (hand washing, cleaning, sanitising, social distancing procedures, contactless transactions and other safety measures), how workers and their Health and Safety Representatives (where applicable) will be consulted, and how to monitor and update the plan as public health information changes. It should include items listed in the mandatory checklist; therefore, businesses are expected to implement either the mandatory checklist, or a plan that includes mandatory checklist items.

**In order to have increased numbers of customers from stage 2, an approved plan is required.**

The plan, or a summary of it, should be retained and displayed as evidence that the business is COVID SAFE. Further information is available at the following web sites:  
<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0024/129039/COVID-Safe-Plan-Guidance-for-Industry.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0024/129039/COVID-Safe-Plan-Guidance-for-Industry.pdf)

Approved Industry COVID Safe Plans are available at the following web site:  
<https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>

## Mandatory Checklist

The food service and beauty industries have been deemed as higher risk by the Chief Health Officer, so a mandatory checklist must be completed. Businesses are required to complete and display the COVID Safe checklist before commencing trade.

This checklist forms part of the COVID plan and should be signed and displayed as evidence that the business is COVID SAFE.

The checklist is available from the following web site:  
[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf)

# COVID Safe Mandatory Training

A free online training program has been developed to provide all staff in industries requiring a COVID Safe Checklist which will allow them to help ensure a COVID Safe work environment. This training will be mandatory as it forms part of the restaurant/café mandatory checklist and must be completed within two weeks of a business opening/reopening.

Further information is available through the online [Job Finder portal](#), or via the [TAFE Queensland](#) or [Central Queensland University](#) or approved industry organisation websites. Further information on online training programs is available at the following site: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

## Environmental Health Officer inspections

In Queensland, food businesses are regularly inspected by Environmental Health officers from local government and from Queensland Health to ensure that health risks to the public are minimised.

Queensland's plan to ease restrictions may include inspections of food business premises to ensure that they comply with Queensland's roadmap stages and have a COVID safe plan and mandatory checklist in place.

An example inspection proforma that provides requirements and recommendations relating specifically to reducing the risks relating to COVID-19 in food businesses is provided below.

COVID-19 Food Business

Supplemental assessment proforma

**Officer Name:**

**Time/Date:**

**Regulator:**

**Business Name:**

**Business Address:**

**Postal Address:**

**Email:**

**Phone:**

**Licence/File No.:**

**Licensee (if applicable):**

**Operator on site:**

**Food Business category:**

Compliance details	Comments	Compliant	Non-compliant
Business is able to open as per the COVID-19 Roadmap to Easing Restrictions and if any specific restrictions apply.			
Check the condition of equipment and facilities are fully functioning including: gas electricity toilets hand washing facilities stored food and beverages not contaminated or out of date Staff have obtained COVID safe mandatory training			
<b>Social distancing</b>			
Signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.			
Walk-in customers limited through use of online or phone bookings.			
If practicable are separate exit and entry points set up and separate order and collections points to minimise contact.			
Measures implemented to restrict numbers within the premises, including maintaining the maximum number of people at any one time and ensuring distance of 4 square metres per person			
Social distancing ensured by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas. Waiting area seating removed or space seating at least 1.5 metres apart.			
Tables placed to ensure that persons seated at those tables are 1.5 metres apart and the number of tables and seating capacity reduced in line with public health directions.			

Physical barriers in place where practical, such as plexiglass around serving counters involving high volume interactions with customers.			
Use of cash transactions limited by encouraging customers to use contactless payments or ordering and payment online or through ordering apps.			
Menus are: <ul style="list-style-type: none"> <li>• laminated and sanitised after each use or</li> <li>• use general non-contact signage to display your menu or</li> <li>• have single use paper menus available</li> <li>• menus placed outside the venue for takeaway services or online ordering where possible</li> </ul>			
Different areas set up for ordering and collection where practical.			
Where practical, use of table service only to reduce the movement of patrons and the number of surfaces touched.			
Any 'serve yourself' buffet style food service areas and communal water stations or condiments removed.			
Seating times staggered and the duration of sittings managed to control the flow of patrons.			
<b>Record keeping</b>			
Contact information must be kept for tables and workers, including name, address and mobile phone number of a person at each table, for a period of at least 28 days.			
<b>Wellbeing of workers</b>			
Measures implemented to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, tasks and processes that usually require close interaction reviewed and ways to modify these to increase social distancing between workers identified.			
Safety risks managed according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation,			

administrative controls then personal protective equipment where required.			
Processes behind the counter (including the kitchen) modified to limit workers having to be in close contact, as much as possible. E.g. <ul style="list-style-type: none"> <li>Workers assigned to specific workstations to minimise the need to go into other spaces and</li> <li>Processes implemented so front of house workers can collect food without needing to go into food preparation areas.</li> </ul>			
Non-essential face-to-face gatherings, meetings and training postponed or cancelled.			
Workers directed to stay at home if they are sick or become unwell.			
Workers consulted on COVID-19 measures in the workplace and workers provided with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.			
Signs and posters in place to remind workers and others of the risk of COVID-19.			
<b>Hygiene and cleaning</b>			
All workers instructed to practise good hygiene by frequently cleaning their hands. 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.			
Ensure customers and patrons are provided with hand washing facilities including clean running water, liquid soap and paper towels. If hand washing facilities are not readily available, ensure provision of an appropriate alcohol-based hand sanitiser. Customer and staff should have access to separate sanitiser containers.			

Ensure non-disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use of disposable/recyclable cutlery/glass ware where available.			
The sharing of equipment and tools is reduced where practicable.			
Frequently touched areas and surfaces cleaned at least hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks). Surfaces used by customers, such as tables, must also be cleaned between customers.			
<b>Deliveries, contractors and visitors attending the premises</b>			
Where practical, delivery drivers or other contractors directed to minimise physical interaction with workers.			
Electronic paperwork used where practical. If a signature is required, a confirmation email requested instead, or a photo taken of the goods onsite as proof of delivery.			
<b>Review and monitor</b>			
Check how systems of work are reviewed to ensure they are consistent with current directions and advice provided by health authorities.			
A COVID plan is in place for increased numbers of customers from Stage 2.			
Is the signed COVID Safe Checklist available on request and publicly display as evidence that the business is a COVID Safe business (or included as part of a plan)			



Additional comments (education / actions / enforcement / recommendations)
