

Roadmap to easing restrictions

Stage 3 – Shopping centres including food courts

On Friday 8 May 2020 the Premier Anastacia Palaszczuk released Queensland's [Roadmap to easing COVID-19 restrictions](#). The Roadmap provides sensible and gradual steps to a COVID recovery that will reconnect our communities and keep our economy moving by supporting business, industry and Queensland jobs.

It is important that shopping centre management take precautions to ensure that public health rules are maintained to help reduce the transmission of coronavirus. This fact sheet provides recommended measures to apply in accordance with the Chief Health Officer public health directions.

In Stage 3, food courts within a shopping centre may operate in compliance with the [COVID Safe Checklist for Food Courts](#). A food court is an area that includes tables and seating provided by the shopping centre management for use by customers of food outlets.

Promotion of safe practices

Practices should be monitored frequently to ensure systems in place align with current directions and advice provided by health authorities. Safe practices may include:

- Signage at centre entry points to instruct customers not to enter if they are unwell or have any [COVID-19 symptoms](#). Signage should state that businesses have the right to refuse service and anyone with COVID-19 symptoms are to leave the premises
- Direct staff to stay at home if they are unwell or have any COVID-19 symptoms
- PA announcements, which may help remind customers of requirements
- Consider security staff to support requirements especially during peak times such as lunch-time trade, after school trade and evenings especially if adjacent a cinema
- Where possible, promotion of COVID-19 requirements on website and other advertising to ensure customers are aware of requirements within the centre

Social distancing

Social distancing keeps people further apart physically, reducing the risk of the virus spreading between people. Social distancing measures to consider include:

- Liaise with tenants regarding social distancing requirements
- Ensure configuration of seating and tables at food courts allow for at least 4 square metres per person. Ensure tables are set up for a maximum of 6 patrons and placed so that persons seated at different tables are at least 1.5 meters apart. If tables are fixed in a position that does not allow social distancing, set up every second table and restrict access to tables not to be used
- Maintain 4 square metres per person. Smaller food and personal services below 200 square metres, can have one person per 2 square metres up to a maximum of 50 people. Shopping centre management must have a relevant [Approved Plan](#) to operate with more than 50 people at one time
- Implement social distancing signage and floor markings where people may queue or in waiting areas
- Food services are not to including buffet self-service or self-serve drinks
- Customer owned (BYO) cups/containers are not to be used
- Separate order and collection counters where possible

- Single use cutlery and containers provided for takeaway food options
- Close indoor children’s play areas within the shopping centre
- Remove or exclude arcade equipment including coin-operated games, rides for children, photo booths, massage chairs and similar equipment
- Physical barriers around counters involving high volume interactions
- Supervise non-essential gatherings and entertainment to ensure social distancing or consider cancelling

Hand hygiene

To help control COVID-19, it is recommended that shopping centre management provide customers access to free sanitiser to clean their hands at least at all entry/exit points to the shopping centre, food courts and at other appropriate circulation areas. Instruct all staff to practise good hygiene by frequently cleaning hands. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

Frequent environmental cleaning and disinfection

Cleaning and sanitising common contact surfaces between customers, or at least hourly, is important in reducing the spread of the virus. The following points will be of assistance:

- Provide high-rotation clearing, cleaning and sanitising of food court tables, chairs, benches and trays between customers
- Ensure food court tenants provide single-use crockery/cutlery/glassware that can be cleared between courses and washed using a commercial grade dishwasher or glasswasher, or provide disposable cutlery and containers
- Food court tenants to provide single-serve condiments if required
- Regular cleaning and sanitising of food ordering/collection counters
- Regular cleaning and sanitising of waste bins and tray-return areas
- Menus are single-use or laminated and sanitised between use or use menu boards only
- Regular cleaning and sanitising of commonly touched surfaces such as door handles, escalator handrails, lift buttons, counter tops, EFTPOS equipment and centre maps
- Frequent cleaning or removal or exclusion of publicly used shopping centre furniture
- Increased cleaning and sanitising of toilets and bathrooms
- Water refill stations or water bubblers cleaned and sanitised regularly or consider removal turning off and restricting access
- Ensure tenants have methods to sanitise shopping trolleys and baskets
- Ensure appropriate PPE for staff undertaking cleaning and ensure cleaning equipment is regularly cleaned and maintained.

Further information

The Department of Health has a variety of fact sheets, videos, signage and posters with detailed information to guide businesses in helping reduce the spread of COVID-19. These can be accessed at <https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources>

Coronavirus information and updates are available at the Queensland Health web site: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

The roadmap to easing restrictions can be found at the following site: <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

Environmental cleaning and disinfection: <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>