



## COVID Safe Checklist: Dining and drinking

As at 13 March 2021

### What you need to do to safely operate your business

#### 1. Check your business can operate

- Check the Queensland Government's COVID-19 website at [www.covid19.qld.gov.au](http://www.covid19.qld.gov.au) to confirm whether any specific restrictions apply to your business and/or your Local Government Area.
- If your business has been closed, check your equipment and facilities are fully functioning, such as gas, electricity, toilets, and hand-washing facilities. Ensure food and beverages stored at your business have not been contaminated or are now out of date.
- Ensure staff have completed mandatory COVID Safe training and ensure other relevant training (such as food handling) is up to date. *Refer to section 2 of this document re mandatory training requirements.*

#### 2. Mandatory training requirements

- Mandatory training must be completed by all staff (including casuals) within two weeks of a business opening/reopening and by staff commencing with your business after this two-week period:
  - TAFE Queensland (<https://tafeqld.edu.au/covid-safe>)
  - Restaurant & Catering Australia (<https://www.rca.asn.au/coronavirus-information-hub/>).
- Completion of training records should be maintained and presented for inspection by compliance officers, if/when required.

#### 3. Promote safe practices

- Direct workers to stay at home if they are sick, and to go home immediately if they become unwell.
- If workers have any [COVID-19 symptoms](#), no matter how mild, they are to [get tested](#).
- Workers should remain in isolation at home until they receive a negative test result for COVID-19.
- If there is a confirmed case of COVID-19 infection at a workplace - Any worker who receives a positive COVID-19 result will be managed by the local Hospital and Health Service. Upon being informed, a person in control of the business must notify Work Health and Safety Queensland that the case has been confirmed. Records to be kept of each notifiable incident for at least 5 years from the day notified of the incident.
- Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact, including break rooms.
- Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers.
- Modify processes behind the counter and kitchen to limit workers being in close contact, where practical – e.g. assign workers to specific workstations to minimise the need to go into other spaces, implement processes so front of house workers can collect food without needing to go into food preparation areas.
- Workers regularly given the opportunity to wash their hands, or hand sanitiser to be made readily available.
- Consult with workers on COVID-19 measures in the workplace. Provide them with adequate information and education, including changes to work tasks and practices, appropriate cleaning and disinfection practices.
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and consider using video conferencing, where practical.



## 4. Signage

- Place signs at entry points instructing patrons not to enter if they are unwell or have any [COVID-19 symptoms](#).
- The sign should state that businesses have the right to refuse service and must insist that anyone with [COVID-19 symptoms](#) leaves the premises.
- Put signs and posters up to remind workers and others of the risk of COVID-19.

## 5. Physical distancing, including food service practices

- Physical distancing of 1.5 metres must be observed to the extent possible.
- For dining in or drinking patrons, implement measures to restrict numbers to:
  - one patron per 2 square metres (inclusive of indoor and outdoor seated areas), with **electronic** sign-in / collection of contact information (e.g. *Check-in Qld* app, QR code, etc.)
  - one patron per 4 square metres (inclusive of indoor and outdoor seated areas) and patrons must be seated, with **non-electronic** sign-in / collection of contact information (e.g. paper-based form).
- Adherence to the occupant density requirement, and for each individual in the area to be able to physically distance from all others, e.g. a group should maintain appropriate physical distancing from all individuals who are not part of their group.
- Set up separate exit and entry points and separate take-away order and collection points to minimise contact.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Place floor/wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- Ensure chairs or stools for patrons seated at a bar or bar-like structure (e.g. counter) are placed 1.5 metres apart.
- Place tables to ensure that persons seated at different tables are 1.5 metres apart.
- Consider using physical barriers where practical, such as plexiglass around serving counters.
- Where practical, stagger patron booking times and manage duration of sittings to control the flow of patrons.
- Limit walk-in table bookings and patron interaction at the counter by using online or phone reservations.
- Ensure menus are laminated and sanitised after each use or use general non-contact signage to display your menu or have single use paper menus available.
- For takeaway services place menus outside the venue and introduce online ordering wherever possible.
- If practicable, set up separate exit and entry points and separate take-away order and collection points to minimise contact.
- Only accept 'bring your own cups' when staff can do a single 'contactless pour'.
- Non-disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher.
- Use disposable/recyclable cutlery/glassware when available, or strict table clearing guidelines requiring gloves.
- Remove any serve yourself buffet style food service areas and communal water stations or condiments.
- Serve shared menu items or grazing plates on individual plates and provide separate cutlery for patrons.
- For seated dining, stagger seating times and manage the duration of sittings to control the flow of patrons.



- Provide contactless payments or ordering and payment online or through ordering apps.

## 6. Contact tracing and record keeping

- Contact information is required for ALL patrons**, not a single patron within a group.
- Advise patrons it is a condition of entry to leave their contact information.
- Ensure you collect and keep contact information **electronically** by using either the *Check-In Qld* app or another electronic method (e.g. QR code, Point of Sale, excel spreadsheet, etc.) for ALL patrons, workers and contractors, including full name, email address (residential address if email not available), phone number, date of entry and time period of patronage for contact tracing purposes for a **minimum of 30 days** and a **maximum of 56 days** (unless otherwise specified). **Not required for takeaway or home delivery.**
- Provide non-electronic methods for collection of contact information (e.g. paper-based form):
  - for all patrons, workers or contractors who cannot provide the required information electronically (e.g. due to age, disability or language barriers, do not have a smart phone)
  - if it is not possible to collect the information electronically due to unexpected circumstances (such as an internet outage or system breakdown)
  - if no electronic system is implemented by the business.
- To maintain occupant density at one person per 2 square metres, transfer all non-electronically collected contact information into an electronic system **within 24 hours of collection** and comply with requirements for collection and storage. If transfer of information does not occur, occupant density of one person per 4 square metres (inclusive of indoors and outdoors) with seated patrons prevails.
- Non-electronically collected information must be stored in a manner that facilitates efficient retrieval for a specified date and/or time (e.g. batched per day).
 

*Examples of unsuitable methods of keeping contact information:*

  - ✘ A notebook stored at the front counter that relies on patrons to voluntarily provide contact information without verification from staff.
  - ✘ A sheet of paper and pen permanently kept at a table and is collected at the close of business each day.
  - ✘ A third-party mobile application where the business has little or no control over producing information within one hour.
- Review details provided by patrons to ensure there are no missing fields or false or misleading information.
- To capture the time period, you must keep a person's 'in-time' and either the person's 'out-time', have policies that restrict time periods (for example, a two-hour table limit) or inform the person they are more likely to be contacted by authorities in the event of contact tracing if an 'out-time' is not provided.
- Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.
- Provide collected contact tracing information to public health authorities within the stated time, if requested.

## 7. Hygiene

- Instruct all workers to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. If hand washing is not practical, alcohol-based hand sanitiser containing greater than 60% ethanol or 70% iso-propanol is recommended.
- Alcohol-based hand sanitiser (with greater than 60% ethanol or 70% isopropanol) / hand washing facilities to be made available throughout the business for use by visitors and workers.
- Alcohol-based hand sanitiser and hand washing facilities to be checked and replenished regularly and depending on demand.



## 8. Frequent environmental cleaning and disinfection

- Clean frequently touched areas and surfaces at least one to two hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks).
- Surfaces used by patrons, such as tables and bar counters, must be cleaned between patrons.
- Infrequently touched surfaces are to be cleaned at least daily, and cleaned and disinfected (sanitised) at least weekly.
- Disinfectant solutions should be made fresh daily and gloves should be worn when handling and preparing solutions.
- Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse.
- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.

## 9. Deliveries, contractors and visitors attending the premises

- Direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers, where practical.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.
- Provide a drop-off or collection area for deliveries such as to reception or other designated area.

## 10. Review and monitor

- Regularly review your systems of work to ensure they are consistent with current Public Health Directions and advice provided by health authorities.
- Publicly display this signed checklist as evidence that you are a COVID Safe business.
- Ensure you have a copy of this signed checklist, which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- Keep up to date and find additional guidance at [www.covid19.qld.gov.au](http://www.covid19.qld.gov.au) and [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au).
- Workplace Health and Safety (WHS) specific guidance can be obtained from '[Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy](#)'.
- Business owners with queries regarding this checklist or the COVID Safe Industry Plan can contact their industry peak body or their relevant government department.
- Employees with a general work health and safety complaint can call **Workplace Health and Safety Queensland** on **1300 362 128**.
- Business owners that would like to better understand their **WHS** duties regarding COVID-19 can call 1300 005 018 or their union or industry association.
- Patrons who have concerns about whether a business is complying with this checklist can call **134 COVID (13 42 68)**.



**Name of person(s) responsible for completing and implementing this checklist:**

**Name of business/entity and location/address for this checklist:**

**Signature & date:**

REVOKED

