

Queensland Real Estate COVID Safe Industry Plan. Updated: 02/12/2020

This COVID Safe Industry Plan has been developed in consultation with health authorities¹, representatives of property peak bodies² and stakeholders³ to provide a public health-led guide to help real estate businesses continue with their operation under [Queensland's COVID-19 Restrictions](#).

This Plan provides a document that allows Licensed real estate practitioners to identify requirements that apply in order to continue to safely operate:

1. A Real Estate Business
2. Open house inspections
3. Inspections for managed properties
4. Third party access to property as part of a real estate business and
5. Real estate auctions.

Whilst adhering to client instructions, it is imperative that practical preventative measures are observed to ensure the continued health and safety of both staff and clients during business operations are implemented.

This Plan acknowledges:

The Real Estate industry includes many sectors. Services and activities carried out by licensed and registered real estate practitioners are varied and include:

- Residential, rural, commercial industrial and retail sales
- Residential, rural, commercial property management
- Business Sales, Hotels, Motels and Leisure
- Holiday accommodation and resident accommodation management
- Auctioneering
- Buyer's agency
- Appraisals and
- Valuations.

Access to the Plan and further information:

- Access the [COVID-19 Approved Industry Plans website](#) for your relevant approved industry COVID Safe plan and complete the statement of compliance included in the approved plan.
- Display the completed statement of compliance prominently in your office/the location of business (e.g. auction location) before undertaking business operations.
- Visit the [Queensland Government COVID-19 website](#) or subscribe to [Queensland Health's newsletter](#) for updates.
- Access the [Worksafe Queensland](#) and [Safe Work Australia website](#) for detailed information on safe work and cleaning practices.
- Access COVID-specific information about the responsibilities of employers and workers under the *Work Health and Safety Act 2011* (Queensland) at https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

¹ Queensland Health.

² Real Estate institute Queensland (REIQ), Australian Resident Accommodation Managers' Association (ARAMA), Australian Livestock and Property Agents Association Limited (ALPA) and Real Estate Industry Partners (REIP).

³ Department of Justice and Attorney General, Real Estate Salesperson Association of South Australia

Queensland Health Direction information:

This plan acknowledges the current [Queensland Chief Health Officer Directions](#) and the obligation of businesses to operate within under these requirements. More information can be accessed via:

- [Movement and Gathering Direction](#);
- [Restrictions on Businesses, Activities and Undertakings Direction](#)

This plan acknowledges that the above directions are regularly updated, and it is the obligation of the business operator to review directions in relation to their business.

Queensland Health offers a newsletter service which provides updates to Health Direction changes – this can be subscribed to [here](#).

Events

If you are planning to hold an event, an Event Organiser should identify whether there is an Approved COVID Safe Industry, Site-Specific or Professional Sporting Code Plan (Approved COVID Safe Plan) is applicable to your event in whole or in part:

- COVID Safe Industry Plan for specific industries, such as community sports, live music and hotels
- COVID Safe Site-Specific Plan for the venue in which the event is being held, such as a stadium or convention centre
- COVID Safe Professional Sporting Code Plan for professional sporting events.

Where an existing Approved COVID Safe Plan covers all facets of the event, the event may operate in compliance with the Approved COVID Safe Plan rather than in accordance with the COVID Safe Event Checklist or a COVID Safe Event Plan.

Organisers of events with more than 500 (indoors) / 1500 ([outdoor*](#)) people and operating in compliance with an Approved Plan other than a COVID Safe Event Plan must notify the Public Health Unit of the event a minimum of 10 business days before the event via the [COVID Safe Event Plan Submission Portal](#).

The following information needs to be provided to the Public Health Unit:

- Business name of the company/organisation which is holding the event
- Trading name of the company/organisation which is holding the event
- Key contact person(s) that can answer queries regarding the event (before/during/after)
 - Position in organisation
 - Phone number(s)
 - Email
 - Postal address
- Name of the event
- Date(s) the event will be held
- Duration of the event (start and finish times)
- Location of the event (if multiple locations, each location, start/finish times for each)
- Which Approved COVID Safe Plan(s) they are intending to operate under
- Estimated/known number of people attending the event (including staff)
- Overview of activities that will be occurring at the event. E.g. sport competition, food stalls, merchandising, entertainment, rides, fireworks, etc.

Where only parts of an event are covered by an Approved COVID Safe Plan, event organisers must develop a COVID Safe Event Plan or use the COVID Safe Event Checklist. The COVID Safe Event Plan should refer to the relevant components of Approved Plan(s), which are applicable to the respective parts of the event.

Interaction between Approved COVID Safe Plans

If there are multiple industries and/or activities undertaken at a specific venue (e.g. restaurant, premises, gallery, place of worship) several Approved COVID Safe Plans may apply.

If this is the case, apply the following:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.
- Display the COVID Safe [Statement of Compliance](#) for the appropriate Plan in each area and implement the Plan's requirements.
- Where an **event** is outside of the scope of the Approved COVID Safe Plan, please refer to the [Industry Framework for COVID Safe Events](#). The Framework provides further guidance on developing COVID Safe Event Plans. The planned event must be hosted in accordance with the following conditions:
 - **Fewer than 500 people (indoors) and 1500 people (outdoors)**—can proceed by following the [COVID Safe Event Checklist](#), no further approval needed
 - **Between 500 people (indoors) / 1500 people (outdoors) and 10,000 people**—develop a COVID Safe Event Plan and submit via the [COVID Safe Event Plan Submission Portal](#) for approval by the local Public Health Unit.
 - **Over 10,000 people**—develop a COVID Safe Event Plan and submit via the [COVID Safe Event Plan Submission Portal](#) for **approval** by the Queensland Chief Health Officer.
 - **Multi-day events involving on-site accommodation including camping**—develop a COVID Safe Event Plan and submit via the [COVID Safe Event Plan Submission Portal](#).

Organisers of events with more than 500 (indoors) / 1500 (**outdoor***) people and operating in compliance with an Approved Plan other than a COVID Safe Event Plan must notify the Public Health Unit of the event a minimum of 10 business days before the event via the [COVID Safe Event Plan Submission Portal](#).

- Where the activities cross over (for example amenities, entry/exits, carparks):
 - Where possible these areas of cross over need to be minimised. Such as designating a particular entry, exit, amenities and carpark for each activity.
 - Where the cross over cannot be minimised a decision needs to be made as to which plan takes priority in which common area and will be followed, for instance the entry, exit, carpark and amenities may be common to both activities and will be managed under the dining plan. In this case the entity responsible for the dining plan will need to ensure these areas are appropriately managed and the separate groups from the dining and sport activity do not intermingle.
- Where a business is operating alongside of a not-for-profit community group, the business would normally take responsibility for managing the shared or common areas.

The approved Industry plans are located at www.COVID19.qld.gov.au.

1. Operating a Real Estate Business

This outlines what you need to do to safely operate a real estate business to assist in containing the transmission of COVID-19 among real estate staff, clients and visitors.

1.1 Check your business can continue to operate

- Check the Queensland Government's [COVID-19 website](#) confirm you can continue to operate and whether any specific restrictions apply.
- Provide staff with information and training on COVID-19, including [when to get tested](#), physical distancing and cleaning.

1.2 Wellbeing of Staff and Clients

- Direct staff to stay at home and self-isolate if they are sick or have travelled to or been in contact with a known virus hotspot locations or cases within the last 14 days, and to go home immediately if they become unwell. Ask staff to contact 13 HEALTH (13 43 25 84) or their GP to check if they need to be [tested for COVID-19](#) (if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever). They will be provided with further instructions by the Queensland Health or their GP.
- Where possible, introduce work from home arrangements (e.g. administrative work where no face to face contact is required) and use electronic communications such as video conferencing for non-essential face-to-face gatherings, meetings and training.
- Communicate and display conditions of entry (website, entry points, digital newsletters) wherever you are conducting business. Specifically, notice to all to not enter if they:
 - are unwell
 - have been in close contact with a known active case of COVID-19
 - have COVID-19 symptoms
 - have travelled overseas in the previous 14 days
 - or have been told to self-isolate or quarantine
 - have been to a declared COVID-19 hotspot in the previous 14 days.

The list of declared COVID-19 hotspots may be found at

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>

- Consider safety risks and manage these according to the appropriate hierarchy of controls <https://www.worksafe.qld.gov.au/injury-prevention-safety/managing-risks/managing-risk>. Use Personal Protective Equipment (PPE) only as a last resort where higher order controls cannot be used. For example, holding meetings remotely or maintaining social distance.
- Communicate and display conditions of entry (e.g.: through website, entry points, digital newsletters) at all places of business.
- Consult with staff on COVID-19 measures in the workplace and provide employees with adequate information and education, including appropriate cleaning and disinfection practices at work.
- Limit the use of cash transactions by encouraging client, tenants or other third parties to use tap and go, direct deposit or other contactless options e.g.: when paying rent and other fees.
- Request all visitors to sanitise upon entering the office.
- Refrain from taking prospective buyers as passengers to inspect a property. Where required, request prospective buyers to drive separately and meet them at the relevant address.

1.3 Physical Distancing

- All persons to remain at least 1.5 metres away from other groups where possible.
- Modify processes to limit staff having to be in close contact to ensure physical distancing between groups.
- Remind all that hand shaking is not recommended and encourage other methods of positive interaction.
- Where practical, review tasks and processes that usually require close interaction and

identify ways to complete these tasks remotely or failing that modify these to increase physical distancing between all people.

- No more than one person per 2 square metres for areas open to or used by guests or patrons, whether indoors or outdoors
The business is to ensure occupant density is adhered to, monitored and enforced. The business can display appropriate signage encouraging this.
E.g.: Only 2 persons in the front office at any time, please wait outside. Where practicable, display signage in rooms with the maximum number of occupants that are permitted at any one time based on the sqm.
- Encourage physical distancing by placing floor and/or wall markings and/or signs to identify 1.5 metres distance.

1.4 General Hygiene and Cleaning

- Read the Work health and safety during COVID-19; *Guide to keeping your workplace safe, clean and healthy*: https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf and implement applicable practices/strategies
 - Refer to pp2-3 for detailed information about communication, consultation, instruction, training and supervision of workers and their representatives;
 - Refer to pp4-9 for detailed information around protective measures that can be implemented in the workplace;
 - Refer to p9 for detailed information regarding appropriate use of PPE, such as masks and gloves;
 - Refer to p10 for detailed information about managing psychosocial aspects of COVID;
 - Refer to pp9-12 for guidance on managing COVID-19 symptoms in the workplace, including detailed information around what is required of employers and staff.
- Ensure appropriate cleaning and disinfectant products are available. Instruct workers in their safe use, including PPE.
- Wipe down frequently touched surfaces such as handles with disinfectant wipes depending on the traffic of the area. This applies particularly to surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are extremely dirty, clean them using detergent or soap and water prior to disinfection. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Limit the use of cash transactions by encouraging client, tenants or other third parties to use tap and go, direct deposit or other contactless options e.g.: when paying rent and other fees.
- If clients or other clients come into the office to sign documents etc., consider not sharing pens, clean pens that you may provide to clients before and after use with, e.g., disinfectant wipes.
- Provide alcohol-based hand sanitizer and or wipes at entry and exit points. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Employers should provide staff with personal use hand sanitizer bottles/disinfectant wipes when attending external meetings.
- Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.
- In addition to regular cleaning of all high touch points, alcohol-based wipes are to be readily available to clients and staff. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.

1.5 Contact Tracing Requirements

- Contact tracing is critical.
- It is strongly recommended that every business encourages its clients to download of the COVIDSafe app: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>
 - The COVIDSafe app is not mandatory.
 - The COVIDSafe app is not an alternative to collecting and retaining contact information.

- Contact information must be kept for clients, contractors and staff. This information must include:
 - full name
 - phone number
 - Email (or residential address where the person does not have an email account)
 - date and time of entry
 - exit time or estimated period, where feasible.
- If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.
- A record keeping form template is available: https://www.covid19.qld.gov.au/data/assets/pdf_file/0016/132820/collection-proforma-sample.pdf?nocache-v1
- Businesses can utilize electronic systems, POS (Point of Sale Systems), written registers or written per personnel records of attendance as a means of collection, however, **must** ensure collection and storage is privacy compliant. For further information see: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>
- This information should be securely stored, not used for any other purpose, and destroyed after 56 days.

Period of Patronage

- Any person visiting the business, clients, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying that signing out allows for more effective contact tracing.
- Businesses should display signage encouraging clients to sign out.

1.6 Deliveries, contractors and visitors attending the premises

- Refer to Safe Work Australia for detailed guidance on COVID-safe management of deliveries, and presence of contractors and visitors to premises (e.g. offices). <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical?tab=tab-toc-employer>
- Non-essential visits to the workplace should be cancelled or postponed.
- Minimise the number of workers attending to deliveries and contractors as much as possible.
- Delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of your requirements while they are on site.
- Ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser, is readily available for workers after physically handling deliveries.
- Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.
- Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.
- Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned before use. For pens, you may wish to use your own.

1.7 Review and Monitor

- This checklist is a key part of your Workplace Health and Safety (WHS) Plan to manage COVID-19 as outlined on the WorkSafe website.
- Revisit existing WHS risk management processes to identify and manage any new or changed hazards that may arise as a result of implementation of this Industry COVID Safe Plan.

- Keep records of the risk management processes such as:
 - the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
 - how and when the control measures were implemented, monitored and reviewed
 - who the business consulted with about these issues
 - any relevant training records (such as completion of the COVID Safe training)
 - any plans for changes.
- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Review, sign, date and publicly display the statement of compliance associated with this plan.
- Ensure you have a copy of this signed plan; it must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- The person in control of the business **must** notify Workplace Health and Safety Queensland in the case of a confirmed or probable case of COVID-19 infection at a workplace, upon receipt of confirmation of same from Queensland Health (Queensland Health will be notified by medical professional who confirms the diagnosis and the relevant testing laboratory).
- Keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.
- Keep up to date and find additional guidance at www.covid19.qld.gov.au and www.worksafe.qld.gov.au
- Employees with a general work-related health or safety complaint can call WHS Queensland on 1300 362 128.
- Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018, their union or their industry association.
- Clients or visitors who have concerns about whether a business is complying with this checklist can call 134 COVID (13 42 68).

1. Open House Inspections

This section outlines what you need to do to safely conduct an open house inspection for sale, leasing or letting purposes to assist in containing the transmission of COVID-19 among real estate staff, clients and visitors:

1.1 Wellbeing of Staff and Clients

- Before allowing the premises to be open for inspection, check if any tenant, occupant or representative:
 1. is unwell
 2. has been in close contact with a known active case of COVID-19
 3. has COVID-19 symptoms
 4. has travelled overseas in the previous 14 days
 5. has been to a declared COVID-19 [hotspot](#) in the previous 14 days
 6. has been directed to quarantine in their home
 7. has been tested positive for COVID-19 in the last 14 days.

If they have answered yes to any of questions 1-7, it is recommended that the inspection be postponed at least 14 days or as per the latest advice from Queensland Health.

- Place signs at entry points to instruct anyone not to enter the premises if they:
 - are unwell
 - have been in close contact with a known active case of COVID-19
 - have COVID-19 symptoms
 - have travelled overseas in the previous 14 days
 - have been to a declared COVID-19 hotspot in the previous 14 days.

Additionally, the person could be under a Direction to quarantine in their home or has tested positive for COVID-19 in the last 14 days. This could also be asked.

The list of declared COVID-19 hotspots may be found at

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>

- Communicate and display conditions of entry on property portal listings and promotional material and at entry points.
- Implement measures to restrict numbers within the premises:
 - no more than one person per 2 square metres for areas open to or used by guests, whether indoors or outdoors.
- The agent will need to monitor numbers and ensure that the occupant density requirements do not exceed the maximum capacity.
- Ensure at least two (2) staff members attend each inspection. One staff member must always be at the entry point to ensure that conditions of entry and maximum capacity are adhered to.

1.2 Physical Distancing

- Visitors must remain at least 1.5 metres away from other groups, where possible.
- Consider implementing a time-based booking system, with phone or online options, to limit the number of people entering the premises or waiting outside where crowding may occur.
- Ask attendees to consider their access – e.g.: do they require their children to attend or can it just be the parents, two people rather than three or more.
- Consider alternative options such as:
 - private or limited 'by inspection' appointments only
 - imposing capacity caps (small groups only) through the property or
 - using live stream technology, 360 virtual reality tours or video presentations.
- If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible. Members of the same group can sit closer together if this can

be managed.

- Where necessary, develop strategies to reduce crowding wherever possible, such as markers on the floor.

1.3 Hygiene and Cleaning

- Staff are to wash their hands before and after the following activities, and where this is not practicable, to use hand sanitiser:
 - before touching any objects and fixtures within the home, especially high-touch surfaces such as door handles, tap handles and window fittings
 - when cleaning.
- Ensure appropriate cleaning & disinfectant products are available. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Provide alcohol-based hand sanitiser or wipes at entry and exit points. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Encourage clients to clean hands prior to an inspection and practice good respiratory hygiene when on premises (e.g.: coughing or sneezing into their elbow).
- Wipe down frequently touched surfaces such as handles which clients touch with disinfectant wipes before and after each inspection. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Request all attendees to refrain from touching any objects and fixtures within the home and instead ask the agent/s to demonstrate the functionality of any devices should it be necessary.
- Refrain from using printed pamphlets and provide relevant information through digital channels such as email or website where able. If print material is used it must be single use and disposed of after use.
- Consider opening windows or adjusting air-conditioning for more ventilation throughout the property being inspected.
- Implement strategies to avoid crowding in rooms, manage movement between rooms and ensure maximum occupancy based upon room size is not exceeded.
- The provision of food during open home inspections is discouraged due to increased risk of contamination. Alternatively, the [relevant food COVID Safe Plan](#) or [Checklist](#) could be referenced and mandated.

1.4 Contact Tracing Requirements

- Contact tracing is critical.
- It is strongly recommended that every business encourages its clients the download of the COVIDSafe app: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>
 - The COVIDSafe app is not mandatory.
 - The COVIDSafe app is not an alternative to collecting and retaining contact information.
- Contact information must be kept for clients, contractors and staff. This information must include:
 - full name
 - phone number
 - Email (or residential address where the person does not have an email account)
 - date and time of entry
 - exit time or estimated period, where feasible.
- If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.
- A record keeping form template is available:
https://www.covid19.qld.gov.au/data/assets/pdf_file/0016/132820/collection-proforma-sample.pdf?nocache-v1

- Businesses can utilize electronic systems, POS (Point of Sale Systems), written registers or written per personnel records of attendance as a means of collection, however **must** ensure collection and storage is privacy compliant. For further information see: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>
- This information should be securely stored, not used for any other purpose, and destroyed after 56 days.

Period of Patronage

- Any person visiting the Business, clients, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying that signing out allows for more effective contact tracing.
- Businesses should display signage encouraging clients to sign out.

2. Auctions

This outlines what you need to do to safely conduct an auction and must be adopted in conjunction with Item 1 - Operating a Real Estate Business to assist in preventing transmission of COVID-19 among real estate staff, clients and visitors.

If an auction is being held in other premises which operate under a different industry plan, e.g.: RSL Club, then the venue at which the auction is being held will have a COVID Safe Industry Plan to follow. Refer to the section **Interaction between Approved COVID Safe Plans** on page 3 for further information.

2.1 Wellbeing of Staff and Attendees

- Before allowing the premises to be open for auction confirm that none of the occupants or clients who have used the space:
 1. are unwell
 2. have been in close contact with a known active case of COVID-19
 3. have COVID-19 symptoms
 4. have travelled overseas in the previous 14 days
 5. have been to a declared COVID-19 [hotspot](#) in the previous 14 days
 6. have been directed to quarantine in their home
 7. have tested positive for COVID-19 in the last 14 days.

If they have answered yes to any of questions 1-7, it is recommended that the auction be postponed at least 14 days or as per the latest advice from Queensland Health.

- Place signs at entry points to instruct anyone not to enter the premises if they:
 - are unwell
 - have been in close contact with a known active case of COVID-19
 - have COVID-19 symptoms
 - have travelled overseas in the previous 14 days
 - have been to a declared COVID-19 hotspot in the previous 14 days.
- The list of declared COVID-19 hotspots may be found at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>
- Communicate and display conditions of entry on property portal listings and promotional material and at entry points.
- Ensure at least two (2) staff members attend each auction. One staff member must always be at the entry point to ensure that conditions of entry and maximum capacity are adhered to.

2.2 Physical Distancing

- Attendees must remain at least 1.5 metres away from other groups where possible.
- Consider implementing a bidder's booking system, with phone or online options, to limit the number of people physically attending the auction.
- Where possible, limit attendees to bidders and required support persons only.
- Assign agent representatives to bidders in allocated areas to reduce the number of agent representatives interacting with multiple bidders.
- Consider the most appropriate location to hold an auction for a property to ensure physical distancing.
- Consider alternative options such as:
 - Imposing capacity caps (small groups only) through the property; or
 - Using live stream technology, 360 virtual reality tours or video presentations
- If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible. Members of the same household may sit together.
- Develop strategies to reduce crowding wherever possible, such as markers on the floor or encouraging attendance of only registered or interested bidders (rather than

observers).

- Instruct the Auctioneer to make regular announcements concerning physical distancing and adherence to proper respiratory and personal hygiene.
- Ask the Auctioneer to halt the auction if physical distancing hygiene protocols are not being adhered to.

2.3 Hygiene and Cleaning

- Staff are to wash their hands before and after the following activities, and where this is not practicable, to use hand sanitiser:
 - before touching any objects and fixtures within the home, especially high-touch surfaces such as door handles, tap handles and window fittings
 - when cleaning.
- Ensure appropriate cleaning & disinfectant products are available. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Provide alcohol-based hand sanitiser or wipes at entry and exit points. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Encourage clients to clean hands prior to an auction and practice good respiratory hygiene when on premises (e.g.: coughing or sneezing into their elbow).
- Wipe down frequently touched surfaces such as handles which clients touch with disinfectant wipes before and after each inspection. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- At house-based auctions, request all attendees to refrain from touching any objects and fixtures within the home and instead ask the agent/s to demonstrate the functionality of any devices should it be necessary.
- Refrain from using printed pamphlets and provide relevant information through digital channels such as email or website where able.
- At house-based auctions, consider opening windows or adjusting air-conditioning for more ventilation throughout the property.
- Implement strategies to avoid crowding in rooms and to manage movement between rooms.
- All seats will need to be wiped down after use. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.

2.4 Contact Tracing Requirements

- Contact tracing is critical.
- It is strongly recommended that every business encourages its clients the download of the COVIDSafe app: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>
 - The COVIDSafe app is not mandatory.
 - The COVIDSafe app is not an alternative to collecting and retaining contact information.
- Contact information must be kept for clients, contractors and staff. This information must include:
 - full name
 - phone number
 - Email (or residential address where the person does not have an email account)
 - date and time of entry
 - exit time or estimated period, where feasible.
- If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.
- A record keeping form template is available:
https://www.covid19.qld.gov.au/data/assets/pdf_file/0016/132820/collection-proforma-sample.pdf?nocache-v1

- Businesses can utilise electronic systems, POS (Point of Sale Systems), written registers or written per personnel records of attendance as a means of collection, however **must** ensure collection and storage is privacy compliant. For further information see: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>
- This information should be securely stored, not used for any other purpose, and destroyed after 56 days.

Period of Patronage

- Any person visiting the Business, clients, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.
- Businesses should display signage encouraging clients to sign out.

3. Inspections for Managed Properties

This outlines what you need to do to safely conduct entry and exit condition reports and routine/emergency inspections and must be adopted in conjunction with Item 1 - Operating a Real Estate Business to assist in containing the transmission of COVID-19 among real estate staff, clients and visitors:

3.1 Wellbeing of Staff and Tenants and occupants

- To ensure the safety of staff, tenants and occupants, ensure that tenants are contacted prior to an inspection to find out if they or any other tenant or occupant:
 1. is unwell
 2. has been in close contact with a known active case of COVID-19
 3. has COVID-19 symptoms
 4. has travelled overseas in the previous 14 days
 5. has been to a declared COVID-19 [hotspot](#) in the previous 14 days
 6. has been directed to quarantine in their home
 7. has been tested positive for COVID-19 in the last 14 days.

- If the tenant advises yes to questions 1 – 7 above apply, entry should not proceed unless it is an emergency, or the entry cannot be postponed due to the nature of the damage. For example, a burst water pipe or court order to take possession.

- If entry must proceed controls must be implemented to prevent transmission. If unsure what controls are required, contact 13 Health for advice.

- Do not enter premises if the occupant is showing any signs of aggression.

3.2 Physical Distancing

- Agents must remain at least 1.5 metres away from other groups where possible.
- Communicate with tenants by phone/email where possible.
- Encourage tenants to video/photograph any faults and email them with an explanation of the problem.
- When visiting the property, if tenant interaction is not required, request they wait outside/in another room.
- If physical property inspections are not possible, offer clients an alternative should they still require the property be inspected in accordance with the terms of engagement. Some alternatives include virtual inspections via digital meeting programs, live streaming or by detailed photographs.

3.3 Hygiene and Cleaning

- Staff are to wash their hands before and after the following activities, and where this is not practicable, to use hand sanitiser:
 - before touching any objects and fixtures within the home, especially high-touch surfaces such as door handles, tap handles and window fittings; when cleaning.
- Ensure appropriate cleaning & disinfectant products are available. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Provide alcohol-based hand sanitiser or wipes at entry and exit points. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Wipe down frequently touched surfaces such as handles which clients touch with disinfectant wipes before and after each inspection. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions. Alcohol-based products containing at least 60% ethanol or 70% iso-propanol are recommended.
- Consider opening windows or adjusting air-conditioning for more ventilation throughout the property being inspected.

3.4 Contact Tracing Requirements

- Contact tracing is critical, including when interacting with a managed property.
- It is strongly recommended that every business encourages its clients the download of the COVIDSafe app: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>
 - The COVIDSafe app is not mandatory.
 - The COVIDSafe app is not an alternative to collecting and retaining contact information.
- Contact information must be kept for clients, contractors and staff who may have visited the managed property. This information must include:
 - full name
 - phone number
 - Email (or residential address where the person does not have an email account)
 - date and time of entry
 - exit time or estimated period, where feasible.
- If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.
- A record keeping form template is available:
https://www.covid19.qld.gov.au/data/assets/pdf_file/0016/132820/collection-proforma-sample.pdf?nocache-v1
- Businesses can utilise electronic systems, diaries, written registers or written per personnel records of attendance as a means of collection, however **must** ensure collection and storage is privacy compliant. For further information see:
<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>
- This information should be securely stored, not used for any other purpose, and destroyed after 56 days.

Period of Patronage

- Any person visiting the managed property for business purposes must sign in with the managing agent with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration and be advised that signing out allows for more effective contact tracing.

4. Third Party Inspections/Repairs

This outlines what you need to do to safely coordinate third party access to a property (for purposes such as pest and building inspections, valuations, repairs and maintenance etc.) to assist in containing the transmission of COVID-19 among real estate staff, clients and visitors:

4.1 Wellbeing of Staff and Attendees

- Prior to the third-party entry, contact tenants and the third party to find out if they, or any other tenant, occupant or representative:
 1. is unwell
 2. has been in close contact with a known active case of COVID-19
 3. has COVID-19 symptoms
 4. has travelled overseas in the previous 14 days
 5. has been to a declared COVID-19 [hotspot](#) in the previous 14 days
 6. has been directed to quarantine in their home
 7. has been tested positive for COVID-19 in the last 14 days.

If the tenant advises that any of items 1 – 7 above apply, entry is **not advised**.

- Request that the third party provide documentation to demonstrate a plan to be COVID safe when on-site.
- Provide the tradesperson with the relevant conditions of entry.
- Do not enter premises if the occupant is showing any signs of aggression.

4.2 Physical Distancing

- Third party representatives must remain at least 1.5 metres away from other groups where possible.
- Ensure tradespersons are aware of the measures required for physical distancing.
- Where possible, communicate with tenants and third-party representatives by phone/email.
- If tenant interaction is not required, request they wait outside/in another room.

4.3 Hygiene and Cleaning

- Third party representatives, e.g.: tradespeople, will be subject to their own COVID-safe requirements. It is suggested you view these prior to engaging their services.

4.4 Contact Tracing Requirements

- Ensure third party engaged is collecting and keeping contact tracing information as per Direction requirements. Confirm with the third party you engage that this information is being kept and make a record of this.



Unite against COVID-19

Statement of Compliance

**This site is operating in compliance
with the Queensland Real Estate
Approved COVID Safe Industry Plan
and Public Health Directions**

[Restrictions on Businesses, Activities and Undertakings Direction](#)
[Movement and Gathering Direction](#)

A copy of the COVID Safe Industry Plan can be found at
<https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>

- **This is a COVID Safe site.**
- **Contact details are required for tracing purposes upon entry.**
- **Practice physical distancing.**
- **Wash your hands regularly.**
- **Follow the rules and keep us all safe.**

Signed by (Authorised business representative):

Date: