



Frequently asked questions: COVID Safe Businesses

As at 3 July 2020 – commencing from 12 noon

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FAQ 1 - Stage 3 – Overview of changes

When did Stage 3 of eased restrictions commence?

Stage 3 of the Roadmap will commence at 12 noon on Friday 3 July 2020.

Which businesses can operate in stage 3?

All eligible businesses are listed on the [Roadmap](#) to easing Queensland's restrictions.

For a full list of restricted businesses and mandatory COVID Safe requirements, please see the Chief Health Officer's [Restrictions on Businesses, Activities and Undertaking Direction](#).

Can events now commence?

Stage 3 also allows for some events to occur under a new COVID Safe Event Framework. The requirements for event organisers depend on the size and characteristics of the event:

- Fewer than 500 people – no approval needed when following a COVID Safe Event Checklist.
- 500 to 10,000 people – need a COVID Safe Event Plan approved by local public health units.
- Over 10,000 people – need a COVID Safe Event Plan approved by the Queensland Chief Health Officer.

For more information visit [COVID Safe Businesses](#). An approval will depend on the level of COVID safe planning and risk presented by the event.



How many patrons can I have on my premises in stage 3?

From Stage 3, the maximum number of patrons for a restricted business is determined by the 4 square metre rule.

Restricted businesses can have up to 50 patrons when using a COVID Safe Checklist or the maximum determined by the 4 square metre rule when following a COVID Safe Industry Plan.

Smaller venues below 200 square metres can have one person per 2 square metres up to 50 persons at a time provided a register of patrons is maintained and contact details are kept for at least 56 days.

What does Stage 3 mean for working from home?

Office-based workers can now return to their place of work. It is still important to follow public health rules by practicing social distancing, hand hygiene, respiratory hygiene and frequent environmental cleaning and disinfection.

Do I still need to have defined spaces?

No. In Stage 3 businesses are no longer required to create defined spaces or areas within their business. It is important that businesses still ensure social distancing is observed to the extent possible and there is no more than one person per 4 square metres, unless otherwise specified.

I've heard I can have more than 20 patrons at a time. Is that true?

Yes. However, the maximum number of patrons will be determined by the size of your business premises or if your business is following a COVID Safe Checklist or COVID Safe Industry Plan.

Restricted businesses can have up to 50 patrons when using a COVID Safe Checklist or the maximum determined by the 4 square metre rule when following a COVID Safe Industry Plan.

Smaller venues below 200 square metres can have one person per 2 square metres up to 50 persons at a time provided a register of patrons is maintained and contact details are kept for at least 56 days.

I am a business or an employee with questions about stage 3, who can I contact?

If you have a general work-related complaint call WHS Queensland on 1300 362 128.

If you are a business owner and you would like to better understand your WHS duties regarding COVID-19 call 1300 005 018.

For general enquiries call **134 COVID (13 42 68)**.



FAQ 2 - COVID Safe Businesses

What are COVID Safe Businesses?

All businesses need to ensure that they keep their business, staff and patrons COVID Safe. This includes planning and updating strategies to manage COVID-19. Some businesses are also subject to additional obligations and restrictions under the Chief Health Officer's [Restrictions on Businesses, Activities and Undertaking Direction](#).

What are restricted businesses?

The Chief Health Officer has identified a range of businesses, activities and undertakings that are subject to additional restrictions due to having a higher risk of transmitting COVID-19.

For a full list of restricted businesses and mandatory COVID Safe requirements, please see the Chief Health Officer's [Restrictions on Businesses, Activities and Undertaking Direction](#).

What are the requirements under the COVID Safe Businesses framework?

All businesses will need to undertake some planning to ensure they keep their business, their staff and their patrons safe. The type of business or activity will determine the level of restrictions and requirements that apply.

All businesses

All Queensland employers have obligations under Work Health and Safety legislation and must act to protect workers and others at the workplace from the risk of exposure to COVID-19 so far as is reasonably practicable.

Restricted businesses

All eligible businesses are listed on the [Roadmap](#) to easing Queensland's restrictions.

For a full list of restricted businesses and mandatory COVID Safe requirements, please see the Chief Health Officer's [Restrictions on Businesses, Activities and Undertaking Direction](#).

What is the 4 square metre rule for COVID Safe Businesses?

Restricted businesses need to provide enough space within the business premises to accommodate one person per four square metres.

This should be calculated based on area that is available to patrons and can include objects that promote social distancing such as tables, partitions and seats.

Starting from Stage 3, businesses with venues smaller than 200 square metres can have one person per 2 square metres up to 50 persons at a time, provided a register of patrons is maintained and contact details are kept for at least 56 days.



What mandatory documents do I need to complete before I re-open a previously restricted business or activity?

In Queensland, if your industry is listed on the [Roadmap](#) you must complete a mandatory COVID Safe Checklist or comply with a COVID Safe Industry Plan.

COVID Safe Checklists are available for download at [COVID Safe Businesses](#).

A list of approved COVID Safe Industry Plans is available [here](#).

What information is a business required to collect and store?

Businesses that operate a restricted business, activity or undertaking (as per the Public Health Direction) must keep contact information about all people at the premises (including staff), for contact tracing purposes for a period of 56 days, unless otherwise specified. This information must include:

- full name
- phone number
- email address (residential address if not available)
- the date and time of entry.

If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days.

What do I do if I have concerns about the privacy of my personal information?

Government takes your privacy seriously.

If you are concerned a business has used your personal information incorrectly and breached your privacy, please discuss with the proprietor (business owner) as a privacy complaint in the first instance.

Should you not be satisfied with their advice please [contact](#) the Office of the Australian Information Commissioner.

What if I am not a restricted business?

All Queensland employers have obligations under Work Health and Safety legislation and must act to protect workers and others at the workplace from the risk of exposure to COVID-19 so far as is reasonably practicable. All employers should put in place their own plan to respond to COVID-19 and to any directions issued by Queensland Health. They should consult with their workers on this plan and it should be made available when requested. This is an internal plan that does not need to be submitted to Queensland Health.

If you have an existing Work Health and Safety (WHS) plan in place that covers COVID-19 risks and you have consulted with your staff to build it, you should continue to use it.

Unite against COVID-19



If you do not have a WHS plan, or one that covers COVID-19 risks in place, you can download the Work Health and Safety plan for COVID-19 template from Worksafe Queensland.

I am a business or an employee with questions about re-opening, who can I contact?

If you have a general work-related complaint call WHS Queensland on 1300 362 128.

If you are a business owner and you would like to better understand your WHS duties regarding COVID-19 call 1300 005 018.

For general enquiries call **134 COVID (13 42 68)**.

What should businesses do about workers who are unwell?

Direct workers to stay at home if they are sick, and to go home immediately if they become unwell. They are required 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 and must remain in isolation at home until they get the result and it is negative for COVID-19.



FAQ 3 - COVID Safe Checklists

What is a COVID Safe Checklist?

The COVID Safe Checklist is a list of **mandatory** requirements for businesses considered to be at a higher risk of transmitting COVID-19 and are required to meet a high standard of safety before being allowed to recommence business. These businesses must complete, sign and display prominently at each premises in order to reopen.

The COVID Safe Checklist covers requirements relating to the wellbeing of workers, hygiene and cleaning, social distancing and management of deliveries, contractors and visitors, including keeping contact details of all who visit the premises for at least 56 days.

Where can I get a COVID Safe Checklist?

COVID Safe Checklists are available to download at <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Are there limits to how many patrons I can serve with a COVID Safe Checklist?

Yes. Businesses operating under a COVID Safe Checklist can serve up to 50 patrons. If a business wants to go above the 50-person limit, they will need to follow an approved COVID Safe Industry Plan.

Do I need to submit my COVID Safe Checklist for approval?

No, you do not need to submit your Checklist for approval to any authority. You must complete all the steps in the Checklist, sign and date it and display it in a prominent area that can readily be seen by patrons and enforcement officers. Enforcement officers may check your compliance with this Checklist at any time and in doing so they may require you to produce a signed copy (including via email).

Do I still need to follow the checklist?

Yes. If you were operating during Stage 1 or 2 using a COVID Safe Checklist, these checklists continue to apply.

Should you wish to have more than 50 patrons you must comply with a COVID Safe Industry Plan.



Do I need to comply with all the requirements in the Checklist from the day I re-open or can I work towards this over time?

Before the business opens you must have:

- reviewed and met all the requirements outlined in the COVID Safe Checklist
- have completed and signed the COVID Safe Checklist
- put a copy of the signed COVID Safe Checklist on public display at your premises.

What if I re-open and don't have a COVID Safe Checklist?

Restricted businesses are required to have a signed COVID Safe Checklist on public display at the premises or comply with an approved COVID Safe Industry Plan. The COVID Safe Checklist forms part of the *Restrictions on Businesses, Activities and Undertakings Direction* made by the Queensland Chief Health Officer under the *Public Health Act 2005*.

Failure to comply with this public health direction can result in an on-the-spot fine of \$1,334.50 for individuals and \$6,672.50 for a business.

Further, under Queensland's Work Health and Safety laws businesses are required to identify and manage work health and safety risks including the exposure to COVID-19. You should put in place your own plan to respond to COVID-19 as part of your obligations under Work Health and Safety legislation.

I am in an industry that requires a COVID Safe Checklist. What training is available for me/my staff?

COVID Safe training programs are available and can be accessed online through TAFE Queensland (<https://tafeqld.edu.au/covid-safe>), or from an approved industry organisation.

COVID Safe training is mandatory for restricted industries and must be undertaken within two weeks of re-opening. Staff that commence with your business after this two-week period must complete this training before commencing.

Under the COVID Safe Checklist I have put in place strict table clearing guidelines requiring gloves for my business. What type of gloves should I be using?

Businesses should use single use, disposable gloves when clearing tables. If gloves are not used appropriately, they can pose a risk of spreading germs, putting workers and others at risk. Additionally, practicing good hygiene by frequently cleaning hands with soap and water or alcohol-based hand rub is an important part of preventing the spread of COVID-19.

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I think a local business is not complying with their COVID Safe obligations. What should I do?

If you are concerned about a business not maintaining appropriate social distancing or other requirements, perhaps have a chat to the staff and find out what measures they have put in place or ask to see their COVID Safe Checklist or statement of compliance with a COVID Safe Industry Plan.

If you think a business has broken any rules, please contact 134 COVID in the first instance. Alternatively, you can report them directly to PoliceLink on 131 444, or to their relevant industry regulator.



FAQ 4 - COVID Safe Industry Plans

What is a COVID Safe Industry Plan?

COVID Safe Industry Plans have been developed by industry to help businesses show the health authorities and community that they can operate safely and are a way of promoting best practice across numerous sectors and business types.

Eligible businesses following an approved COVID Safe Industry Plan are no longer required to complete a mandatory COVID Safe Checklist.

Do I still need to follow a COVID Safe Industry Plan?

Yes. COVID Safe Industry Plans continue to apply with revisions. Government is working with industry bodies to review these plans to ensure they are consistent with Stage 3 of the Roadmap. [Approved COVID Safe Industry Plans](#) are published on covid19.qld.gov.au.

This also applies if your business has a site-specific plan.

Where can I get more information on COVID Safe Industry Plans?

Please visit covid19.qld.gov.au for further information. You should also review the list of approved [COVID Safe Industry Plans](#) to see which plans may apply to your business.

Developing a COVID Safe Industry Plan

Who can create a COVID Safe Industry Plan?

COVID Safe Industry Plans can be developed by an industry through a representative group or a group of businesses within that industry. These plans should be developed in consultation with industry stakeholders including relevant unions, workers and other groups within the industry.

The purpose of the plan is to help businesses in an industry show the health authority and the community that they can operate sufficiently safely in order to increase the number of patrons on site above the baseline restrictions at each stage in [Queensland's Roadmap to Easing Restrictions](#) (the Roadmap).

Can there only be one COVID Safe Industry Plan for any industry?

Yes. Once approved, a COVID Safe Industry Plan will be published online on the Queensland COVID-19 website for all businesses within that industry to access (regardless of membership to any industry body).



What if an industry has multiple industry bodies or groups?

In an industry where there are multiple representative groups interested in developing a COVID Safe Industry Plan to be submitted for approval, these groups must work together to consolidate and combine plans for their industry to ensure that only one COVID Safe Industry Plan is submitted for approval.

When reviewing the plan for approval, health authorities will seek to understand whether this engagement has occurred. Evidence of consultation with relevant unions, workers and other groups within your industry needs to be included when submitting the plan for approval.

Once approved, COVID Safe Industry Plans are published and publicly available on covid19.qld.gov.au for all businesses to access (regardless of membership to any industry body).



FAQ 5 - COVID Safe site-specific plans

What about large unique sites?

In some cases, a site-specific COVID Safe Plan can be developed by eligible operators that are larger in scale due to the unique aspects of their business such as complexity and size.

Only businesses identified by the Chief Health Officer as suitable for site specific COVID Safe Plans will be considered, these are:

- large outdoor amusement parks
- zoos
- convention centres
- concert venues
- theatres and auditoriums of seating capacity greater than 1000
- arenas
- stadiums
- casinos.

For more information on developing a site specific COVID Safe Plan please contact your relevant Queensland Government agency.

For the most up to date information please also check the Chief Health Officer's Public Health Directions by visiting <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>.