



COVID Safe Businesses—frequently asked questions

COVID Safe Checklists and COVID Safe Plans

1. What should the workplace 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. Require them 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 must remain in isolation at home till they get the result and it is negative for COVID-19.

2. When does Stage 2 of eased restrictions commence?

Stage 2 of eased restrictions commences at 12 noon on Monday 1 June 2020.

3. What is a COVID Safe Checklist? Why is it needed?

The COVID Safe Checklist is a list of mandatory requirements businesses must complete, sign and display prominently at each premises in order to offer dine-in services (e.g. a restaurant, pub, club etc.) or nail and beauty therapy services (e.g. nail salon) from 16 May 2020. From Stage 2 commencing Monday 1 June 2020, this has also been extended to tattooists, tanning and spas.

These services have been identified as having a higher risk of COVID transmission hence are required to meet a high standard of safety to manage these risks before being allowed to commence business.

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 records of all who visit the premises.

4. Where can I get a COVID Safe Checklist?

The COVID Safe Checklists are available for download at

<https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

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

In Queensland if your industry has been deemed as higher risk by the Chief Health Officer you must complete the mandatory Queensland Government COVID Safe Checklist available on the Queensland COVID19 website. This means after 16 May 2020 you must complete a COVID Safe Checklist if you wish to offer:

- dine-in services (excluding food courts) such as at a restaurant, café, pub, registered and licensed club, RSL club or hotel (excluding bars or gaming); or
- nail or beauty therapy services.



From Stage 2 commencing Monday 1 June 2020, this has also been extended to tattooists, tanning and spas.

Although a business may also engage with other guidance material, the COVID Safe Checklist is the key document that must be completed before re-opening a previously restricted activity.

If you are not providing any of these services, you do not need to complete a COVID Safe Checklist. However, you should still have in place your own plan to respond to COVID-19 as part of your obligations under Work Health & Safety Legislation.

6. What planning do I need to have if I am providing a service that does not require a checklist?

All Queensland employers have obligations under Work Health & Safety legislation and must take action 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 directives 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 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.

If you do not have a WHS plan or one that covers COVID-19 risks in place you can download a WHS plan template from the Workplace Health and Safety Queensland website at https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0008/192689/WHS-plan-for-COVID19.pdf

7. What do I need to consult my workers on?

Under Work Health and Safety legislation, workers must be consulted on health and safety matters relating to risks such as COVID-19 in the workplace, including (but not limited to):

- identifying the tasks and processes that could result in the spread of COVID-19
- developing a plan in response to COVID-19
- making changes to processes or procedures that could result in the spread of COVID-19
- making changes to controls to protect workers from the spread of COVID-19 providing information and training for workers.



8. Do I need to submit my checklist for approval?

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 customers 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).

9. What does “allowed” beauty therapy include?

Businesses can operate for personal appearance/beauty therapy and nail services including, for example, facials, makeup, waxing, laser hair removal, laser treatments and eyelash extensions. These businesses can operate with a maximum of 20 customers.

Businesses that provide spray tans, cosmetic injections, body piercing and micro needling, tattooing (including tattoo parlours) and day spas (not including water-based services like saunas and bathhouses) may also open in stage two, with up to 20 customers.

The following services cannot be provided under Stage 2:

- water-based spa services like saunas and bathhouses
- non-therapeutic massage
- any other services listed in the relevant Queensland Health Directions as not being permitted.

Beauty therapy businesses must operate in compliance with a COVID SAFE checklist.

10. I am a hairdresser that also supplies beauty services. Do I have to comply with this checklist, including the 20 person limit?

You do have to complete, sign and display a completed COVID Safe Checklist. You do not need to comply with the 20-person limit on site, as this requirement has not applied to hairdressers to date.

However, other minimum conditions will continue to apply, such as maintaining the one person per 4 square metre rule, which depending on the indoor size of the premises may result in less than 20 people being able to be on site at any one time.

11. Do make up halls in shopping centres need to have a COVID Safe Checklist in place?

Make-up halls need to have a COVID Safe Checklist in place. They should also review their obligations under Work Health & Safety Legislation and ensure high levels of hygiene practice are in place.



12. Why is there a limit for people allowed in my premise regardless of how much space I may have?

These limits reduce the number of people disease might spread to and they make it easier to track down contacts if a person with COVID-19 enters your premise.

These limits have been determined by the Chief Health Officer as acceptable in balancing the risk of transmission and the importance of getting businesses back up and running.

13. What if I reopen and don't have a COVID Safe Checklist?

Certain higher risk business types are required to have a signed COVID Safe Checklist on public display at the premises. The COVID Safe Checklist forms part of the Non-Essential Business, Activity and Undertaking Closure 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.

Additionally, 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 & Safety Legislation.

14. 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 and
- put a copy of the signed COVID Safe Checklist on public display at your premises.

15. What is a COVID Safe Plan? How is it different from a COVID Safe Checklist?

COVID Safe Plans will be created by an industry at a whole of industry level. They are not mandatory and are encouraged as a way of promoting best practice across numerous sectors and business types.

From Stage 2 certain eligible industries, such as restaurants, pubs and clubs will be able to lodge a COVID Safe Plan for that Industry, which if approved by the relevant health authority, will allow businesses compliant with this plan to offer services to an increased number of customers.

16. When will the adult entertainment industry be allowed to reopen?

The current Queensland [Direction](#) in respect of strip clubs, brothels, sex on premises venues and sole operator sex workers states sole operator sex workers may continue to provide online or phone services, for example – video streaming or phone chat services.

These restrictions will not be removed until after Stage 3.



17. How many patrons can I have for dining in? Does the limit include staff?

Any place offering dining-in or seated drinking can have the following number of patrons:

- A. With a COVID Safe Industry plan in place:
 - a. Up to a maximum of 20 patrons in each defined area of a venue;
 - b. This maximum is subject to having four square metres per patron on average which includes indoor and outdoor areas of a venue;
 - c. If a venue has enough space, it can provide service to its maximum number of patrons determined by the four square metre rule with a maximum of 20 patrons in each room or defined area.
- B. Without a COVID Safe industry plan in place:
 - a. Up to a maximum of 20 patrons total for a venue with a COVID Safe Checklist;
 - b. This maximum is subject to having four square metres per patron on average;
 - c. This includes **all** areas of a venue including indoor and outdoor areas.

18. What is a defined area?

For any dining-in service with an applicable COVID Safe Industry Plan that allows for more than 20 patrons, you must divide your venue into defined areas that will have no more than 20 patrons within them. In addition:

- these patrons must be kept **separated** from other defined areas by a minimum of 1.5 metres at all times,
- they must remain **seated** and stay when in the defined area, and
- they must be provided table **service** by dedicated staff for that defined area.

19. What does the 4 square metre requirement mean?

It means that if offering an eligible service, there needs to be enough space within the business premises, either indoors or outdoors, that equates to one person per 4 square metre. For example, it means that a business with an internal usable floor space of 20 square metres could accommodate a total of five people. This rule applies to customers, workers and visitors, which depending on the size of your premises or number of staff on site, may limit number of customers being allowed regardless of specified limits.

Whilst being an average it should also be considered with the 1.5 physical distancing rule and people must not be grouped or clustered together within the premises.



20. 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.

21. I think my local restaurant or nail salon is not compliant with this checklist, who should I report this to and what happens next?

If you are concerned about your favourite restaurant or cafe not maintaining appropriate social distancing or other Stage 1 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.

If you think a business has broken any rules, you can report them to PoliceLink on 131 444, or to their relevant industry regulator.

22. 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).

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

COVID Safe training programs are now 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 high risk 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.

Industry training will be reviewed by Queensland Health and the Office of Industrial Relations. DESBT will facilitate this review. Please contact info@desbt.qld.gov.au for assistance.

24. The requirements in the Checklist doesn't make commercial sense for my business – what can I do?

All of Australia's health authorities have endorsed a staged easing of restrictions to best manage the spread of COVID-19. It is up to individual businesses to decide whether they can operate under the conditions specified for each Stage.

However, restaurants and cafes can continue to provide takeaway and home delivery services.



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

Please visit the COVID19 website for further information [here](#). You should also contact your peak industry body to determine if your industry is planning to put a plan in place and what you can do to access it.