



## Guidance: Health and Hygiene

As at 17 December 2021

### More information

For more information you can visit [covid19.qld.gov.au](https://covid19.qld.gov.au).

For general information about the Queensland Government's response to COVID-19 you can call **134 COVID (13 42 68)**.

The following provides guidance on health and hygiene practices to reduce the transmission of COVID-19 for businesses required to operate in accordance with a checklist under the [Public Health and Social Measures linked to vaccination status Direction](#).

### Signage

- Place signs at entry points to instruct customers 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.

*Note: Business Queensland have a list of [COVID-19 posters and signage](#) available for use.*

### Health of workers

- Direct workers to stay at home if they are sick, and to go home immediately if they become unwell at work.
- If workers have any [COVID-19 symptoms](#), no matter how mild, encourage them to [get tested](#).
- Workers should remain in isolation at home until they receive a negative test result for COVID-19. Any worker who receives a positive COVID-19 result will be managed by the local Hospital and Health Service.
- Contractors working on site should follow the same COVID-19 protocols as workers.

### Health of visitors

- Inform visitors of expectations, including:
  - o staying at home if they feel unwell
  - o washing their hands or using alcohol-based hand sanitiser upon arrival
  - o requesting clients not to bring friends or family members to the workplace.



## Screening

- All visitors and workers must be notified, either verbally or through signage that they should not enter the premises if in the previous 14 days they have:
  - returned to Australia from overseas (other than a safe travel zone country)
  - been in close contact with an active COVID-19 case
  - been in an [COVID-19 exposure site](#) as defined by the Chief Health Officer
  - had a fever, cough, sore throat, headache, distorted sense of taste, shortness of breath, chills, vomiting or any cold/flu like symptoms in the last 72 hours.
- Up-to-date information, including symptoms, can be found in the [Communicable Diseases Network Australia's Series of National Guidelines \(SoNGs\) for Coronavirus Disease 2019 \(COVID-19\)](#).

## Hand and respiratory hygiene

- Hand washing facilities (clean running water, soap and paper towels or an air dryer) should be made available throughout the business for use by visitors and workers. If handwashing is not practical, an alcohol-based sanitiser is recommended.
- Hand washing facilities and alcohol-based hand sanitiser should be checked and replenished regularly, depending on demand.
- Alcohol based hand sanitisers must have greater than 60% ethanol or 70% isopropanol.  
*Note: further information is available on the [Safe use of alcohol-based hand sanitisers](#).*
- Workers should be regularly given the opportunity to wash their hands and hand sanitiser should be made readily available.
- Hand hygiene should occur:
  - after a worker has had contact with a visitor
  - after cash transactions
  - before or after touching your face
  - before and after you eat and after going to the bathroom
  - after coughing or sneezing.
- Limit contact with others, including through shaking hands.
- Practice good respiratory hygiene by covering your mouth while coughing or sneezing with a clean tissue or elbow and put used tissues straight into the bin.
- Limit the use of cash transactions by encouraging visitors to use tap and go, direct deposit or other contactless payment options.



- 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.

## Further information

You can find COVID-19 health advice on the [Queensland Government website](#), including the current status in Queensland and how to protect yourself and others.

If you are seeking clarification on a [public health Direction](#) or have any questions, please call 134 COVID ([134 268](#)).

Visit [Unite against COVID-19](#) for information about the Queensland Government response, including current requirements for social distancing, border closures and business restrictions.

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>.