



## Guidance: Occupant density and physical distancing

As at 23 July 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 maintaining occupant density and physical distancing at a restricted business in an impacted area. Under the [Restrictions on Businesses, Activities and Undertakings Direction](#), restricted businesses must operate in accordance with the [Checklist for Restricted Businesses](#).

### Occupant density

- Determine the total number of people allowed at **indoor** spaces at any given time, as per the following occupant density requirements:
  - 1 person per 2 square metres for areas open to or used by guests or patrons, or
  - up to 100 per cent seated venue capacity provided patrons are in ticketed and allocated seating.
- Indoor and outdoor Major Sports Stadiums that seat 20,000 or more people must restrict patron numbers to:
  - no more than 75 per cent capacity provided all patrons are in ticketed and allocated seating and seated to allow for physical distancing to the extent practicable, or
  - no more than 1 person per 2 square metres.
- Wedding ceremonies and funerals held indoors can have the greater of:
  - 1 person per 2 square metres,
  - 200 people, or
  - up to 100 per cent seated venue capacity provided patrons are in ticketed and allocated seating

Ticketed and allocated seating means fixed seating where a patron is:

- given a record of their assigned seat number by way of a ticket; and
- remains in their assigned seat to the extent possible while they are present at the venue or event.



## Signage

- Place floor or wall marking or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- Place signs to direct the flow of patrons entering and exiting.

## Visitors

- People must be encouraged to wear mask upon entry to establishment until seated and upon exit including when moving out of their seat.
- People must be encouraged, either verbally or through signage, to observe physical distancing of 1.5m to the extent possible.
- A group should maintain appropriate physical distancing from all individuals who are not part of their group to the extent possible.
- Implement measures to restrict numbers within the premises as per the occupant density requirements in the [Restrictions on Businesses, Activities and Undertakings Direction](#).
- Consider using physical barriers where practical, such as plexiglass around serving counters.
- If practicable, set up separate exit and entry points and separate take-away order and collection points.
- Limit walk-in appointments and client interaction at service counters by using online or phone bookings.
- Limit the use of cash transactions by encouraging customers to use tap and go, direct deposit or other contactless payment options.
- Where practical, stagger patron appointment times and manage the duration of appointments to control the flow of patrons.

## Workers

- All customer facing staff are to wear masks when interacting with guests or patrons.
- 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.
- 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 in staff only areas (including in break rooms) to limit workers having to be in close contact, as much as possible.
- Assign workers to specific workstations to minimise the need to go into other spaces and allocate staged break times.
- Postpone, cancel or use electronic communications such as video conferencing for non-essential face-to-face gatherings, meetings and training.
- Consider work from home or similar flexible working arrangements where workers are able to work from home, such as administrative work where no face-to-face contact is required.



## Delivery Drivers and Contractors

- Direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff where practical.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email or SMS 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.

## 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>.