Industry
Restart Guidelines
Tourism – Tours and Transport

September 2020

Victoria's roadmap: Tourism - Tours and Transport

On 6 September, the Victorian Government announced Victoria's roadmap for reopening which outlines considered and gradual steps to ensure that businesses can open safely and effectively.

As many Victorian businesses reopen, the priority will be the health and safety of workers and customers.

The industry roadmap includes four steps to easing restrictions and reopening businesses. These steps will be subject to trigger points, determined by our health team to consider any potential changes to the restrictions and will be based on case numbers, testing numbers and other factors.

- The trigger points mean that metropolitan Melbourne and Regional Victoria will take steps (and move to associated restriction levels) at different times.
- Each industry will also have a different restriction level depending on which step metropolitan Melbourne or Regional Victoria is in.

The below Tourism - Tours and Transport Roadmap is intended to assist tourism - tours and transport businesses to prepare to safely operate in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected. This includes businesses offering tours (e.g. walking tour, winery tour) and tourism-related transport (e.g. minivans or buses between tourist locations, car rental).
- For other outdoor tourist experiences and activities (e.g. zip-lining) see the Industry Restart Guidelines on Outdoor Attractions and Experiences.

The current restriction levels for metropolitan Melbourne and regional Victoria are highlighted in the below roadmap.

		Metropolitan Melbourne	Regional Victoria
First Step	**Metropolitan Melbourne:** First Step commenced from 11.59pm on 13 September.	**Closed**	N/A
Second Step	**Metropolitan Melbourne:** Move to the Second Step from the later of: • Reaching an average daily case rate of 30-50 cases over the previous 14 days, and • 28 September **Regional Victoria:** moved to Second Step from 11.59pm on 13 September 2020	**Closed**	**Closed**
Third Step	**Metropolitan Melbourne:** Move to the Third Step from the later of: • Reaching <5 new cases (state-wide average over last 14 days) and <5 cases with unknown source (state-wide total last 14 days), and • 26 October 2020 **Regional Victoria:** Move to Third Step from 11.59pm 16 September 2020 assuming the following requirements are met: • <5 new cases per day (regional average over last 14 days); and • 0 cases with unknown source (regional total last 14 days).	**Restricted** Limited booking sizes. Density quotient applies.	**Restricted** Limited booking sizes. Density quotient applies.
Last Step	**Regional Victoria and metropolitan Melbourne:** Move to the Last Step after the later of: • Reaching no new cases for 14 days (state-wide), and • 23 November 2020		
COVID Normal	**Regional Victoria and metropolitan Melbourne:** Move to COVID Normal if we reach no new cases for 28 days (state-wide), no active cases (state-wide) and no outbreaks of concern in other states or territories.	**Open with a COVIDSafe Plan** Record keeping requirements. No density quotient.	**Open with a COVIDSafe Plan** Record keeping requirements. No density quotient.

☐ Status as at 11:59pm 16 September

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Current restrictions on Tourism - Tours and Transport businesses

All businesses need to know their obligations and ensure they have an understanding of the current restrictions in place throughout Victoria.

Under directions issued under the *Public Health and Wellbeing Act*, all tourism – tours and transport businesses must abide by the following restrictions in both metropolitan Melbourne and regional Victoria respectively, **effective from 11.59pm 16 September.**

These restrictions apply to all tourism – tours and transport businesses, such as: walking tours, winery tours, tourism-related shuttles, and car rental.

Closed (Metro Melbourne): If your tourism (tours and transport) business is located in metropolitan Melbourne, you **must** remain closed until the Third Step, in compliance with directions issued under the *Public Health and Wellbeing Act*. The information contained within these guidelines does not apply to you at this time.

The remainder of these guidelines outline the requirements for reopening under a **Restricted** level and apply to all tourism – tours and transport businesses in **Regional Victoria** (open under Third Step)**.**

	Metropolitan Melbourne	Regional Victoria
	CLOSED	**RESTRICTED**
Restrictions	• No people on site except for emergency maintenance and repairs	• Open, but with bookings limited to a single group as defined below • Must have a COVIDSafe Plan
Customer limits - Outdoor		• Up to 10 members of the public, as per public gathering limit in Third Step, plus the minimum number of staff required to conduct the tour
Transport vehicles		• Enclosed spaces such as transport vehicles must not operate. • Open air vehicles (boats, etc.) are allowed to operate, subject to customer limits.
Indoor areas		• Closed, except toilets and where used as a thoroughfare to outdoor space (e.g. foyer, reception area, rental office).
Face covering requirements		• All staff and customers must wear a face covering (exemptions apply, e.g. eating, drinking, or engaging in strenuous physical activity). • Tour guides may wear transparent face shields as a last resort to aid communication.
Cleaning requirements		• Shared spaces and spaces open to members of the public at any workplaces must be cleaned regularly, including twice a day for frequently touched surfaces. • In vehicles, this includes seatbelts, headrests, door handles, steering wheels, and handholds. • Soap and hand sanitiser available for all staff and customers before and after the journey. • High-touch communal items are replaced with hygienic alternatives
Record keeping requirements		• Workplaces must keep records of staff and customer details for contact tracing, where person attends workplace for longer than 15 minutes.
Signage requirements		• Display signage at each public entry to each space indicating maximum capacity and COVIDSafe hygiene and physical distancing requirements.
Staff member bubbles		• Employer must not permit a staff member to work at more than one work zone (geographic areas or sites) of the employer, unless it is not practical. The system to minimise this must be demonstrated (e.g. rosters). • Where a staff member is working for different employers across multiple premises, they must provide a written declaration to employers, and employers must record this.

Last updated: 15 September 2020

Six COVIDSafe Principles

All work premises **must** have a **COVIDSafe Plan** (see **Creating a COVIDSafe Plan**). A COVIDSafe Plan applies the six COVIDSafe Principles and sets out actions to help prevent the introduction of coronavirus (COVID-19) in the workplace. Display COVIDSafe signage in appropriate, high visibility locations.

1. Ensure physical distancing
All people in the workplace should be 1.5m apart and there should be no overcrowded areas. This means:
- Limited group sizes (per customer limits)
- Staff should work from home if possible
- Ensure staff and customers are 1.5m apart at all times. Where this is not possible, the duration of the close contact should be minimised
- Ensure the workplace abides by the four square metre rule density quotient
- Limit the total number of staff and customers in an enclosed area
- No carpooling between staff unless there is no alternative mode of transport to work

2. Wear a face covering
Staff and customers must wear a face covering in the workplace, except when eating and drinking, exercising, or health or other exemptions apply. This means:
- Provide face coverings to staff throughout the shift
- Ensure all staff wear face coverings while working
- Do not take face coverings off when talking on the phone or with others
- Use full PPE for high-risk settings
- Tour guides may wear transparent face shields to aid communication.

3. Practise good hygiene
Operators must regularly clean high touch-surfaces and encourage good hygiene practices by staff and customers. This means:
- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and equipment) and make gloves available for this purpose
- Encourage regular handwashing by staff and customers and make soap and hand sanitiser available for all staff and customers throughout the workplace

4. Keep records and act quickly if staff become unwell
Have a strict policy that any staff who feel unwell must stay at home. This means:
- Support staff to stay home and get tested even if they only have mild symptoms.
- Have a plan to immediately close down for cleaning and contact tracing if there is a coronavirus (COVID-19) case
- Keep records of staff and customer details for contact tracing

5. Avoid interactions in enclosed spaces
All activities are to be held in outside areas where practical, which don't have a roof or ceiling. This includes;
- Staff meetings
- Lunchbreaks
- Customer registration

6. Create workforce bubbles
Limit the number of people staff have prolonged close contact with. This means:
- Keep pools of staff rostered on the same shifts
- Avoid overlap in shift changes
- Reduce staff working across multiple sites

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Creating a COVIDSafe workplace: Tourism - Tours and Transport

All tourism - tours and transport businesses **must** ensure they apply the six COVIDSafe Principles to help prevent the introduction of coronavirus (COVID-19) in the workplace.

Workplaces included: businesses offering tours (e.g. walking tour, winery tour, fishing charter) and tourism-related transport (e.g. open-air vehicle tours, car rental).

Restricted (Regional Victoria): Examples of applying the six COVIDSafe Principles are shown below.

Staff must wear a face covering
Tour guide may use a face shield

Social distancing to ensure customers and staff remain 1.5m distance apart at all times
Density quotient (maximum one person per four square metres) applies in all spaces, except outdoor modes of transport such as boats, where 1.5m distancing must be applied where possible

Customers must wear a face covering
Except when eating and drinking, exercising, or for specified health reasons

If outside, up to 10 members of the public, plus minimum staff required to run the tour

1. Ensure physical distancing

Physical distancing remains one of the most effective ways of slowing the spread of COVID-19 and is a vital part of creating a safe working environment.

Employers **must** implement physical distancing measures to create a COVIDSafe workplace. This means keeping a minimum distance of 1.5m between staff and customers.

Restricted (**regional Victoria**):
For **outdoor spaces**, up to 10 members of the public (as per public gathering limit), plus the minimum number of staff required to operate the tour.
Indoor spaces must remain closed, except toilets and where used as a thoroughfare to outdoor space (e.g. foyer, reception area, rental office).

The density quotient (maximum one person per four square metres) applies in all spaces, except outdoor modes of transport such as boats, where 1.5m distancing must be applied where possible

Ensuring physical distancing between staff

Staff breaks
Spread out staff break times to reduce the number of people using communal facilities at the same time.

Staff change rooms
Increase the number of areas for changing and consider staggering change times where practical.

Minimise contact
Remove excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another.

Discourage carpooling
Staff should avoid carpooling to work. Employers should discourage carpooling and, where possible, assist staff to find alternate transport options

Back of house
Reconfigure office spaces or workstations so that staff do not face each other where possible and can remain 1.5 metres apart.

Implement virtual meetings
Staff pre-shift meetings and trainings should be held virtually or in areas that allow for appropriate physical distancing between staff. Food and beverages should not be shared.

1. Ensure physical distancing - continued

Physical distancing remains one of the most effective ways of slowing the spread of COVID-19 and is a vital part of creating a safe working environment.

Ensuring physical distancing between customers

Maintain physical distancing outside

Staff and customers must be 1.5m apart at all times. The duration of the close contact should be minimised together with other measures to minimise coronavirus (COVID-19) transmission.

Minimise congregation

Consider reservation-only arrangements and staggered arrivals for bookings to minimise opportunities for people to mix whilst waiting for service (for example, closing lobbies/waiting areas).

Encourage cashless transactions

Limit the use of cash transactions by encouraging customers to use tap and go, direct deposit or other contactless payment options. Require online ticket purchase where possible.

Maintain physical distancing inside

Restricted: the only indoor spaces which may be open are toilets and thoroughfares to outdoor spaces (e.g. foyer, reception area, rental office).

For these areas, provide physical barriers or floor markings to ensure physical distancing is maintained at any queues; consider installation of sneeze guards and separate entry and exit points if practical to minimise customer movement.

Display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time, consistent with the density quotient.

Reduce risks

Use any other reasonable physical distancing measures to implement relevant recommendations by the Victorian Government to manage public health risks at your workplace.

2. Wear a face covering

You and your staff must wear a face covering at work, and to and from work, unless you have a lawful reason for not doing so.

A face covering needs to cover both your nose and mouth.

Employers **must** ensure employees wear a face covering while at work, unless an exemption applies.

Employers should encourage their workers to bring their own face covering where possible, however there is an obligation for employers to provide a face covering if a worker does not have one. Where the work or task requires the use of specific types of face coverings in the workplace, these must be provided by the employer. Where a worker seeks to provide and use their own face covering at work, an employer must ensure that it is meeting its obligations under the current Public Health Directions and the OHS legislative framework.

Employers have a responsibility to identify whether there is a risk to the health of employees from exposure to coronavirus (COVID-19) at their workplace.

Employers and workers have legal duties under the Occupational Health and Safety Act 2004. See WorkSafe Victoria for information about minimising health risks in your workplace.

Wearing a face covering on tours and tourism transport

Responsibility for wearing a face covering

Responsibility for wearing a face covering rests with the individual. Employers must take reasonable steps to ensure their staff wear a face covering at all times at the workplace, unless a lawful exemption applies.

Type of face coverings required by tourism - tours and transport industry

Tourism - tours and transport businesses can wear any type of face covering, such as cloth masks or single use surgical mask. A face mask is recommended over a face shield and other forms of face coverings for better protection. Face shields should only in limited situations where a face mask is not practical or safe for a person, or for tour guides.

Tour guides may wear transparent face shields to aid communication, however face shields are typically discouraged on their own as face masks offer better protection. Guidance or training should be provided to staff on how to correctly use PPE.

Refusing service of customers not wearing a face covering

For the safety of staff and other customers, a business owner or worker can refuse service to customers not wearing a face covering.

How should individuals change their face covering?

It is recommended that staff and customers carry spare disposable face masks in a plastic zip pocket to change their face coverings regularly. A workplace could also consider displaying signage that highlights the importance of washing hands before and after changing a face covering.

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When can customers take their masks off?

Customers must wear a face covering at all times, except in order to consume food or drink, exercise, or if they have a lawful exemption. If the customer takes a break from eating, drinking, or exercising (e.g. to step outside to take a call), then the face covering must be worn.

3. Practise good hygiene

Additional hygiene measures are a priority. Tourism – Tours and Transport providers should review these guidelines to maintain good hygiene in their premises, and document hygiene practises in their COVIDSafe plan.

Health and hygiene go hand in hand. To ensure the safety and wellbeing of your staff, business owners are encouraged to refer to WorkSafe Victoria, 'How employers can use occupational health and safety (OHS) practice to plan for a pandemic'.

The Public Health and Wellbeing Regulations 2009 set out the requirements for businesses registered under the Act. Proprietors and staff should be familiar with the Australian Standards as they relate to their premises and businesses.

Workplace cleaning and disinfecting

Undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms.

Further advice about cleaning can be found at DHHS cleaning and disinfecting information

Cleaning and disinfecting schedule

Ensure surfaces are cleaned regularly, and high-touch surfaces cleaned after each tour.

Accessible cleaning products and disinfectants

Make cleaning products available near commonly used surfaces where possible (for example, placing hand sanitiser near the register, on tables and chairs, and in bathrooms).

Reduction of high touch-points

Reduce touch points where possible, such as using contact-less payments and workplace access-cards, and using contact-less drink fountains and entry-points.

Education of customers and staff

Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the Workplace to encourage hand hygiene of staff and customers.

Free infection control training

Free, short, accredited training is available to help staff identify and manage the ongoing risk of coronavirus (COVID-19) infections in the workplace.

Free infection control training will help businesses prepare to safely reopen and ensure their customers and workforce are protected.

Promotion of hygiene tips for workers

❑ Wash your hands often with soap and water or alcohol-based hand sanitiser.
❑ Wash or disinfect hands after making or receiving deliveries.
❑ Sneeze and cough into your sleeve.
❑ If you use a tissue, discard immediately and wash your hands afterward.
❑ Avoid touching your eyes, nose or mouth.
❑ Avoid contact with people who are sick.
❑ Stay home if you are sick.
❑ Avoid high-touch areas, where possible, or ensure you clean your hands after.
❑ Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
❑ Wash your clothes as soon as you get home.

Workplaces should regularly check that they are complying with current directions and advice provided by health authorities.

4. Keep records and act quickly if staff or customers become unwell

All businesses **must** keep records of every person who attends the workplace and should have a response plan, as part of their COVIDSafe Plan, ready for the possibility of a person with coronavirus (COVID-19) at their premises.

Workplace attendance register

Under current public health advice, all Victorian workplaces are required to establish and maintain a 'workplace attendance register' of every person who attends the workplace for a period of more than 15 minutes. This includes all workers (including sub-contractors) and any customers or visitors permitted in the workplace (including workplace inspectors).

If a staff member or customer tests positive for coronavirus (COVID-19), a current and accurate workplace attendance register will allow the employer to immediately identify anyone who has been in close contact with that person within the 48 hours prior to the onset of their symptoms.

For more information regarding the definition of a close-contact, see: DHHS coronavirus (COVID-19) Information

If a customer or employee who is a confirmed case of coronavirus (COVID-19) has attended your business while they are infectious, you must:

❑ Shut down premises

Immediately shut down premises by default upon confirmation of positive case, until DHHS advises next steps.

❑ Contact DHHS and WorkSafe

- Notify DHHS of the case as per the Employer obligations in the Workplace Directions and provide workplace attendance register.
- Consult with DHHS on whether the business is required to stay closed for a short period to facilitate cleaning and enable contact tracing.
- Report the case to WorkSafe

❑ Determine hot spots

- Determine what areas of the business were visited, used, or impacted by the persons with coronavirus (COVID-19).

❑ Clean the premises

- Close the affected area to prevent access prior to and during cleaning and disinfection
- Consider engaging suitably qualified personnel to clean and disinfect the area
- Open doors and windows to increase air circulation
- The workplace should be thoroughly cleaned and disinfected before it can be re-opened and workers can return to work.

For more information, see How to clean and disinfect after a COVID-19 case in non-healthcare settings

4. Keep records and act quickly if staff or customers become unwell - continued

All businesses **must** keep records of every person who attends the workplace and should have a response plan, as part of their COVIDSafe plan, ready for the possibility of a person with coronavirus (COVID-19) at their premises.

Next steps: Slowing the spread

DHHS actions

DHHS will liaise with operators where someone has been at the business while infectious with coronavirus (COVID-19). DHHS may request information from the operator to assist with contact tracing. DHHS may also request that the operator to assist with contact tracing. DHHS will contact anyone who is identified as a close contact of the case.

Business actions

Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.

Provide DHHS with a list of the customers, staff, and other visitors (for example, contractors, delivery workers) who may be close or casual contacts. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes over the past 28 days.

Any staff member who tests positive for coronavirus (COVID-19) should remain in home quarantine until they have been notified by DHHS that they are no longer required to quarantine and have met its criteria for release. The staff member should follow DHHS guidance and their employer's policy.

Close contacts

Staff who are determined by the Department of Health and Human Services (DHHS) as close contacts of a person with coronavirus (COVID-19) must quarantine and should not come to work for 14 days after their last close contact with the confirmed case. They should watch for symptoms and seek medical assessment and testing if they become symptomatic.

A note on privacy

Please respect the privacy of people with a confirmed case of coronavirus (COVID-19) and treat their condition with understanding and compassion.
If a staff member is quarantining, check in on their wellbeing regularly and monitor their mental health.

What should I do if I am contacted by the media?

You do not have to speak to the media, but if you do, ensure you have taken the time and considered the key messages you want to say. However, this should only be done in coordination with DHHS. Don't respond immediately, take time to consider your key messages, focus on the wellbeing of the affected staff member or customers and measures undertaken to disinfect your property. Remember to respect people's privacy and not give out names of people who have a confirmed case of coronavirus.

Additional resources

Staff who have been required to self quarantine after a COVID-19 test may be eligible to receive a one-off payment of $450 from the Victorian Government. Staff who are confirmed as COVID-19 positive may be eligible to receive a one-off $1500 payment from Commonwealth Government's Pandemic Leave Disaster Payment for Victoria. Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- Pay and Leave During Coronavirus
- Health and Safety in the Workplace During Coronavirus

5. Avoid interactions in enclosed spaces

In Victoria, employers have OHS duties and obligations to do what is reasonably practical to provide a working environment that is safe and without risks to the health of staff or customers.

As part of creating a safe working environment that addresses risks associated with potential exposure to coronavirus (COVID-19), businesses should have a plan to minimise the amount of interactions conducted in enclosed spaces and maximise ventilation, air quality and use of outdoor spaces.

This means, wherever possible, moving activities outside or to well-ventilated areas to ensure maximum ventilation.

Actions your business can take

Air quality and ventilation

Open doors windows where possible to maximise ventilation. Use air conditioning to enhance the flow of air, however ensure that you are not using the 'recirculate' mode.

Air quality when cleaning

Open outside doors and windows to increase air circulation before commencing cleaning and disinfection. Keep doors and windows open after cleaning and disinfection to allow the cleaning agents to disperse in the airflow.

Interactions between staff and customers

Limit interactions between staff and customers, such as using contactless payment methods, automatic check-in procedures and physical barriers

Move meetings and functions outside

Where possible, move internal meeting and activities to an outdoor area. Encourage staff to take their lunch breaks and any other breaks outdoors as well.

6. Create workforce bubbles

Having 'workforce bubbles' can help reduce the risk of infection and support contact tracing initiatives.

A 'workforce bubble' is a group of staff who limit their in-person interactions to other members of the group. This strategy focuses on reducing the number of contact individuals, rather than the number of interactions. Should a staff member test positive or have symptoms of coronavirus (COVID-19), it will contain the spread to a minimum number of people within the bubble, rather than requiring the whole business to undergo quarantine.

To reduce possible exposure and contact, businesses should:

Limit
the number of people that staff have prolonged close contact with

Modify
processes to reduce interactions between staff members during breaks or when transitioning into or out of work periods where possible

Consult
with staff whose work is not essential to the physical operation of the business to determine if working from home or remotely is reasonably practical

Review
shift arrangements to create smaller teams and avoid mixing staff across shifts

Actions your business can take

Set up 'pools' of rostered staff
Review shift arrangements to create smaller teams and have each team work independently (known as cohorting) and avoid mixing staff across shifts where possible.

Stagger shifts
Stagger or increase the time between shifts to eliminate bottlenecks and avoid intermingling between different teams.

Limit staff movement between work zones
Limit staff or contractor movements to one work zone (e.g. areas within a venue, sites, or geographic areas) unless it is not reasonable and practical (e.g. where cleaners must work between different properties).

Where a staff member is working for different employers across multiple premises, they must provide a written declaration to employers. Employers must ensure declarations are collected and recorded.

Keep contact records
Keep records that will help businesses enforce workforce bubbles, such as knowing which staff are in different pools, start and end times of shifts etc. Employers must keep a record of all staff and visitors who attend the workplace for longer than 15 minutes in the past 28 days.

Coordinate other services
Where possible, businesses should try to coordinate other services, such as food deliveries to align with staff 'pools'.

Creating a COVIDSafe Plan

Every business is required to complete a COVIDSafe Plan in order to reopen their workplace.

All businesses **must** have a completed COVIDSafe Plan for each workplace to continue their operation in metropolitan Melbourne and regional Victoria.

As part of a spot check by Victoria Police or other authorities, all businesses must be able to demonstrate that they have an adequate COVIDSafe Plan (see next page).

If a business has an existing COVIDSafe Plan, you must conduct regular reviews to ensure it meets up-to-date requirements (e.g. on face coverings).

Your COVIDSafe Plan must set out

✓ Your actions to help prevent the introduction of coronavirus (COVID-19) in your workplace

✓ The level of face-covering or personal protective equipment (PPE) required for your workforce

✓ How you will prepare for, and respond to, a suspected or confirmed case of coronavirus (COVID-19) in your workplace

✓ How you will meet all of the requirements set out by the Victorian Government. Some higher-risk industries or workplaces have additional requirements of employers and staff.

COVIDSafe Plan

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About the COVIDSafe Plan

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

All Victorian businesses that are open for on-site operations, must complete their COVIDSafe Plan by 28 September 2020. This applies to metropolitan Melbourne and regional Victoria.

In order to be compliant with public health direction:

- Businesses with five or more workers on-site in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with employees and any relevant Health and Safety Representatives (HSRs).
- In addition to completing this COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.

If you are in a high-risk industry, you are required to complete a High Risk COVIDSafe Plan. Further information can be found at vic.gov.au.

How to develop your COVIDSafe Plan

1. Understand your responsibilities
Information on public health directions applying to employers is available at vic.gov.au

2. Prepare your plan
Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if staff become unwell
5. Avoid enclosed spaces
6. Workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

Please note:
- **Mandatory requirements under public health direction feature this symbol:** ⚠
- All other points are highly recommended, but not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).

Workplaces should regularly check that they are complying with current directions and advice provided by health authorities.

Occupational Health and Safety Act

A COVIDSafe Plan forms part of the development of a safe system of work.

Workplaces should also note that the workplace health and safety obligations remain under the Occupational Health and Safety Act 2004 (OHS Act) with respect to identifying hazards and eliminate or, where is not possible to eliminate, reduce risks as far as reasonably applicable.

Staff must also comply with their obligations under the OHS Act.

For further information on your obligations under the OHS Act, please visit the WorkSafe website.

For more information about creating a COVIDSafe workplace, please visit:

- WorkSafe: Coronavirus (COVID-19)
- WorkSafe: Preparing a pandemic guide
- DHHS: Business and industry - coronavirus (COVID-19)
- DHHS: Preventing infection in the workplace
- DHHS: Workplace obligations
- DHHS: Confirmed case in the workplace

For more information and FAQs, visit:
COVIDSafe Plan FAQs

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Compliance and enforcement

Venues should regularly check that they are complying with current directions and advice provided by health authorities.

Each business has an obligation to ensure that their workplace is deep cleaned prior to re-opening or re-commencing operations. Deep cleaning involves a thorough and extensive cleaning and disinfection regime with a focus on surfaces that may have been exposed to the virus.

Workplaces may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the workplace's COVIDSafe plan, ensuring that correct processes are being followed, any relevant documentation is complete, staff are trained, and procedures are kept to up-to-date to comply with current health information.

Evidence of compliance with the directions of the Victorian Chief Health Officer may be requested from a relevant compliance/enforcement officer. Victoria Police and other authorities involved in the regulation of businesses may conduct spot checks to ensure compliance with the directions issued under the *Public Health and Wellbeing Act*. WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act).

Where can I find further information on safely reopening my workplace?

Business Victoria is ready to support businesses and answer questions about preparing for a safe reopening. Business Victoria can be contacted on 13 22 15 or online by the Contact Us form.

For information on health and safety requirements under the OHS Act, businesses should refer to WorkSafe Victoria's website or contact its advisory service on 1800 136 089.

How will you enforce compliance? Who will enforce it?

Victoria Police, and other authorities involved in the regulation of businesses may conduct spot checks to ensure compliance with the directions of the Victorian Chief Health Officer.

WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act). For information on health and safety requirements under the OHS Act, businesses should refer to WorkSafe Victoria's website or contact its advisory service on 1800 136 089

Fines and penalties

Victoria Police can issue on the spot fines of up to $1,652 for individuals and up to $9,913 for businesses for:

- Refusing or failing to comply with the emergency directions;

- Refusing or failing to comply with a public health risk power direction; or

- Refusing or failing to comply with a direction by the Victorian Chief Health Officer.

Fines can be extended through the Magistrates' Court to a maximum of $20,000 for individuals and $100,000 for businesses.

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.

FAQs

More FAQs that apply to all businesses are available at the Business Victoria website.

Does the four square metre indoor density quotient apply to my vehicle (including buses, hot air balloons, boats and aircraft)?

Tourism requiring customers to be in enclosed spaces (e.g. tour buses, aircraft) is not permitted.

For outdoor modes of transport (e.g. boats), apply density quotient where possible. Where not possible, support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons.

How can staff safely provide reading material to customers?

Reading material should be either laminated and disinfected after each use or single-use paper material. General non-contact signage or QR codes can also be used to communicate information.

My business involves offering outdoor activities for people (e.g. guided tours, surfing lessons) – can I re-open?

Experience businesses can operate as long as capacity limits are adhered to and physical distancing can be maintained.

Operators should support participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons. For Outdoor Recreation activities (e.g. surfing lessons, mountain biking), see the Outdoor Attractions and Experiences guidelines.

FAQs

More FAQs that apply to all businesses are available at the Business Victoria website.

Do I need to adjust air conditioning (HVAC)?

Where possible, open windows and adjust air conditioning to enhance fresh airflow.

Do all transactions need to be cashless?

Cash can still be accepted as a form of payment, but it is strongly recommended that all businesses use contactless payments.

Under the Third Step, is local tourism between regional Victoria and metropolitan Melbourne permitted to re-commence?

Local tourism for people travelling between locations in the Third Step areas (i.e. regional Victoria) is permitted.

Travel from metropolitan Melbourne, or when a region is under the First or Second Step, is not permitted at this time.

Business owners must use reasonable endeavours to satisfy themselves that their customers do not live in metropolitan Melbourne. This can be confirmed by asking customers to confirm that they don't live there, or by using a driver's licence or other relevant forms of ID.

People from regional Victoria may not travel through metropolitan Melbourne for the purposes of outdoor experiences or attractions at this time, even if their destination is in regional Victoria.

My business includes hands-on activities with shared equipment – am I allowed to operate?

Yes, but there should be appropriate cleaning and disinfection procedures in place for shared equipment between each use.

Where possible, customers should be encouraged to bring their own equipment and clothing (e.g. use their own helmet or goggles).

You should avoid sharing equipment that touches the head or face. In some instances, protective barriers or linings could be considered (e.g. wearing a washable liner underneath a helmet). If clothing is required to be shared, it should be thoroughly cleaned before the next user.

For clothing that can be machine-washed, a hot setting should be used. As a secondary protective measure (in addition to cleaning and disinfection), equipment could be quarantined for a period of time before next use (e.g. 72 hours).

Reopening my business

Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 16th September 2020.

Checklist for business owners/managers

❑ **Prepare your COVIDSafe plan**

Every business is required to have a COVIDSafe Plan that is regularly updated in order to reopen their workplace.

❑ **Ensure workplace is set up to adhere to customer limits**
   ❑ see table in the section **Current restrictions on Tourism – Tours and Transport** for customer limits
   ❑ a density quotient of one customer per four square metres is applied
   ❑ all seating is spaced so that customers are 1.5 metres apart if/when seated

❑ **Prepare a cleaning schedule**
   ❑ Businesses should conduct a deep clean of the premise.
   ❑ Establish new processes and schedules for cleaning and disinfecting to maintain good hygiene, including frequent cleaning of high touch points (see our Cleaning and Sanitising Fact Sheet).

❑ **Signage requirements**
   ❑ Display signage for staff and customers in appropriate, high visibility locations, to include:
      • At workplace entrance to advise of the maximum number of customers allowed
      • Information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
      • Hygiene and physical distancing practices.
   ❑ Display a poster at the workplace confirming staff have reviewed the guidelines and evidence that at least one staff member has completed the recommended training.
   ❑ Promote physical distancing, including between staff and customers, with floor or wall markings or signs. Use physical barriers where possible (e.g., installation of sneeze guards).

❑ **Establish your record keeping**
   ❑ Record the contact details of any customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery staff), to include: first name and a contact phone number to support contact tracing. Retain for at least 28 days following the visit.
   ❑ Maintain Staff Coronavirus (COVID-19) Health Questionnaires to be completed at the start of each shift.
   ❑ Set up a roster to ensure staff do not work across multiple sites, or for multiple employers unless an exemption applies.

❑ **Consult with staff**

Employers must, so far as is reasonably practical, consult with staff and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.

Reopening my business

Checklist for business owners/managers cont.

☐ Staff and management policies, practices and training

- ☐ Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at here.
- ☐ Encourage staff to complete free infection control training and download the COVIDSafe App. It is the Government's expectation that:
  - at least one staff member at every workplace will have completed the training
  - staff should make themselves familiar with these guidelines
- ☐ Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer to ensure policies and practices are being followed, staff are trained, and records are kept.

Additional resources

For additional information about creating a COVIDSafe workplace, please refer to the following guidance:

- WorkSafe: Industry obligations
- WorkSafe: Managing COVID-19 risks – face coverings in workplaces
- DHHS: Preventing infection in the workplace
- DHHS: Preparing for a case of coronavirus (COVID-19) in your workplace
- DHHS: Planning and responding to cases of coronavirus (COVID-19)
- DHHS: Cleaning and disinfecting to reduce COVID-19 transmission
- WorkSafe: Other relevant industry specific guidance

Returning to work

If you work in the tourism - tours and transport industry, consider using the checklist below:

Checklist for staff

☐ **Complete free infection control training**

All current staff should complete Free infection control training. Any new staff being engaged also need to complete this training.

☐ **Do not carpool with other colleagues, unless they are from the same household**

☐ **Wear a face covering at work, and to and from work unless you have a lawful reason not to do so**

☐ **Practise good hygiene**

   ☐ Be rigorous in maintaining the new cleaning and disinfecting schedule (for example, touch points such as tables and counters need to be cleaned and disinfected before and after use by customers).

☐ **Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:**

   ☐ On arrival at work
   ☐ Before preparing or delivering food and/or beverages to tables
   ☐ After collecting/clearing used food and beverage items
   ☐ Before returning to food or beverage preparation areas
   ☐ At the start and end of each meal break
   ☐ Before and after touching a customer or their belongings
   ☐ After handling money
   ☐ Before leaving work
   ☐ Before and after changing your face covering
   ☐ After blowing your nose, coughing, sneezing, or using the toilet.

☐ **Stay home if unwell**

   ☐ If you have symptoms, get tested for coronavirus (COVID-19). Stay in quarantine at home until you get the result and it is negative for COVID-19.
   ☐ Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.

Staff health questionnaire

STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager to keep as a record.

Staff name: _____

Date: _____   Time of shift _____

Are you currently required to be in quarantine because you have been diagnosed with coronavirus (COVID-19)?

☐ YES   ☐ NO

Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?

☐ YES   ☐ NO

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from quarantine or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5oC)   ☐ YES   ☐ NO

Chills	☐ YES ☐ NO	Cough	☐ YES ☐ NO
Sore throat	☐ YES ☐ NO	Shortness of breath	☐ YES ☐ NO
Runny nose	☐ YES ☐ NO	Loss of sense of smell	☐ YES ☐ NO

If you answered **YES** to any of the above questions you should **not** enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered **NO** to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.