

Industry Restart Guidelines

Retail (Goods and Services)

7 May 2021

Current restrictions for your industry

COVIDSafe Industry Guidelines have been prepared to help you understand your obligations and the current restrictions in place throughout Victoria. You must stay up to date with any changes for your industry.

This COVIDSafe Industry Guideline has been prepared by the Department of Jobs, Precincts and Regions to assist you by summarising relevant Directions issued under the *Public Health and Wellbeing Act 2008* and provide recommendations for operating in a COVIDSafe manner. The COVIDSafe Industry Guidelines are updated as restrictions change.

The table below summarises restrictions relevant to your industry. In the event of inconsistency between this guideline and the Directions, the Directions take precedence.

This guideline covers: **all retail businesses, including display suites and auction houses.**

Current restrictions	
Open with COVIDSafe requirements	
COVIDSafe Plan	<ul style="list-style-type: none"> All workplaces with onsite operations must have a COVIDSafe Plan. Home-based businesses must also have a COVIDSafe Plan.
Capacity	<p>All retail (e.g., supermarkets, clothing stores, auction houses, market stalls):</p> <ul style="list-style-type: none"> Density quotient of one person per two square metres applies. <p>Hairdressing, beauty and personal care services – consistent with the Hair and Beauty Services Guidelines.</p>
Record keeping	<p>For all Victorian workplaces:</p> <ul style="list-style-type: none"> Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes, including first name, surname, contact number, date and time of visit and areas of the workplace visited. From Friday 28 May 2021, it will be mandatory for customer-facing industries that require checking-in to use the free Victorian Government QR Code Service (exemptions apply to retail, see below). Failure to comply with restrictions can result in an on-the-spot fine of \$1,652. Where there are repeated instances of non-compliance, a further \$9,913 can be issued. For continued, blatant or wilful non-compliance a business may be prosecuted in court. The full list of industries can be found at coronavirus.vic.gov.au/QR-code-check-in. The Victorian Government QR Code Service is convenient for Victorians and gives contact tracers access to the best data quickly. Venues and facilities currently using a Victorian Government Application Programming Interface (API) linked digital record keeping system must switch to the Victorian Government QR Service by Friday 28 May 2021. For instructions on how to switch, please go to coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service Venues are responsible for ensuring workers and visitors always check-in and that electronic records are up to date. Find out more information on the venue and businesses where electronic record keeping is required. Staff should, where possible, remind and encourage visitors to check in upon entry to the premises, and have record keeping information (such as QR codes) displayed in a prominent location. Staff should, where possible, confirm that visitors have checked in upon entry to the premises. Information advising workers, customers and visitors on how to check-in using the QR codes should be displayed in a prominent location(s). If a worker or visitor to the workplace does not have a mobile phone or other device that allows them to access the electronic record keeping system, the workplace should make reasonable efforts to record the relevant information using its own electronic devices (e.g., a tablet or terminal). If it is not possible to record the information electronically because no device is available, the workplace should use an alternative record keeping method to record the information. Employers must keep records to show compliance with directions in force including all logs created during the time of directions being in force, work premises rosters, time and attendance records and payroll data. <p>For workplaces in the retail sector:</p> <ul style="list-style-type: none"> Markets, market stall, retail facility or retail shopping centre are only required to keep customer records (electronic and manual), if it is practical to do so.

Current restrictions for your industry

Face masks	<ul style="list-style-type: none">You must always carry a face mask with you when you leave home unless you have a lawful reason not to.Face masks continue to be mandatory in some locations, unless a lawful reason not to wear one applies.For a full list of settings where masks continue to be mandatory, see: Face masks page.
Signage	<p>For all Victorian workplaces:</p> <ul style="list-style-type: none">Where a workplace has a publicly accessible space, employers must display signage at each public entry to each indoor and outdoor space, indicating maximum capacity and face mask restrictions where required.
Cleaning	<p>For all Victorian workplaces:</p> <ul style="list-style-type: none">Employers should ensure shared spaces and public spaces are cleaned with disinfectant regularly, with high touch surfaces cleaned twice each day. Shared equipment should be cleaned between uses.

Six COVIDSafe Principles

All work premises must [Create a COVIDSafe Plan](#). The plan applies the six COVIDSafe Principles and explains ways to prevent the spread of COVID-19



1. Practise physical distancing

Where possible within the workplace, aim for workers and visitors to maintain physical distancing of 1.5 metres.

- Display signs to show capacity limits, where density quotients apply
- Minimise the build up of people waiting to enter and exit the premises
- Consider using floor markings to provide minimum physical distancing guides
- Ensure the workplace abides by the relevant density quotient.



2. Wear a face mask

- You must always carry a face mask with you when you leave home unless you have a lawful reason not to
- [Face masks](#) continue to be mandatory in some locations, unless a [lawful reason](#) not to wear one applies
- For a full list of settings where masks continue to be mandatory, see: [Face masks](#) page.



3. Practise good hygiene

Operators must regularly clean high touch-surfaces and encourage good hygiene practises by workers and customers. This means:

- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and handrails) and make gloves available for this purpose
- Encourage regular handwashing by workers and customers, and make soap and hand sanitiser available for all workers and customers throughout the workplace.



4. Keep records and act quickly if workers become unwell

Have a strict policy that any workers who feels unwell must stay at home. This means:

- Support workers to stay home and get tested even if they only have mild symptoms
- Have a plan in place to immediately close down for cleaning and contact tracing if there is a confirmed case of COVID-19
- Keep records of workers and customer details for contact tracing (electronic record keeping is mandatory in many settings, and preferred in all others)
- Ask workers to complete a pre-shift declaration (recommended).



5. Avoid interactions in enclosed spaces

Where possible, move activities to an outdoor area. This includes:

- Meetings
- Lunch breaks
- Customer registration.



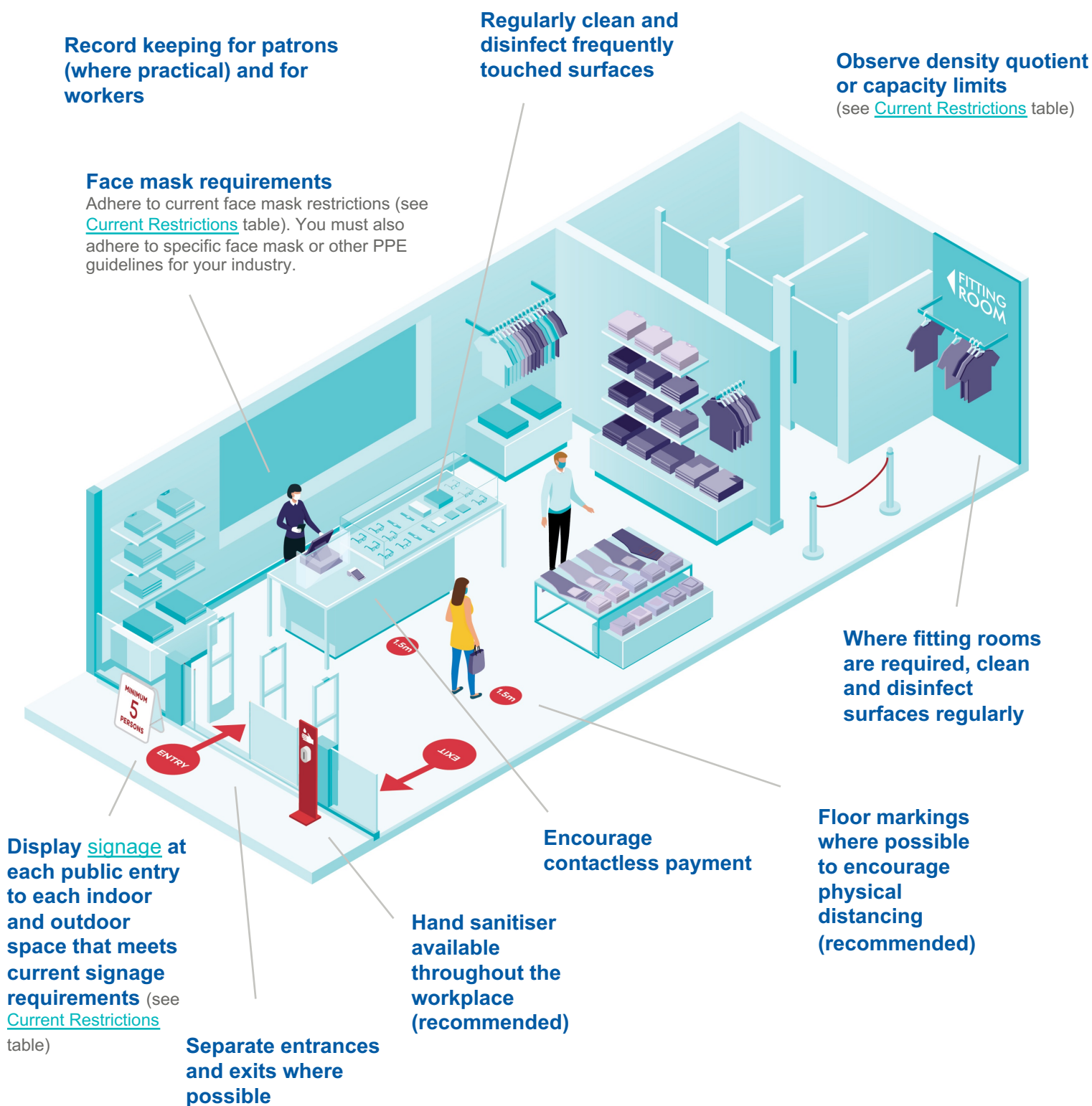
6. Create workforce bubbles

Limit the number of people that workers are in prolonged close contact with. This means:

- Keep pools of workers rostered on the same shifts
- Avoid overlap in shift changes
- Limit or decrease the number of visitors or workers attending multiple worksites where possible.

Creating a COVIDSafe workplace

This diagram is an overview of key restrictions and recommendations for your industry. For comprehensive information, refer to the detailed sections throughout this guideline.





1. Practise physical distancing

Keep at least 1.5 metres between people whenever possible.

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

Worker breaks

Spread out break times to reduce the number of workers using communal facilities at the same time. Encourage workers to take breaks outdoors.

Minimise contact

Consider removing excess chairs and tables from communal break areas to encourage workers to maintain a minimum of 1.5 metres from one another.

Maintain physical distancing

Consider providing physical barriers to ensure physical distancing is maintained; consider installation of sneeze guards between operational areas or desk spaces between workers; and separate entry and exit points if practicable.

Training for workers

Provide all workers with training and guidance on physical distancing expectations while undertaking work tasks and socialising during breaks.

Provide site inductions

Establish appropriate site induction and training materials to inform workers of relevant COVID-19 risk management policies and procedures.

Work from home arrangements

Develop and provide workers with IT related guidance to enable remote working arrangements, for periods in which such arrangements are necessary, including connecting to the internet, use of VPN services, accessing relevant software and utilising platforms to facilitate virtual collaboration.

Carpooling

Carpooling is permitted. Workers should sit in an arrangement that maintains physical distancing as much as is possible. Workers are recommended to wear masks if carpooling. Increase ventilation in the vehicle by opening the windows and avoiding recirculated air flow.

Reduce crowding

Consider using floor markings to provide physical distancing guides in areas that are likely to create a congregation of workers, customers or visitors (e.g. entrances and exits, counters, cashiers and break areas).

Store layout

Reconfigure retail store spaces, kitchens or workstations so that workers do not face each other where possible and can remain 1.5 metres apart. Mark pathways to help people travel in one direction and promote physical distancing.

Elevators

Use floor markings in elevator lobbies and near the entrance to escalators to reinforce social distancing. Place signage inside the elevator to identify where passengers should stand.



2. Wear a face mask

Face masks should be fitted, meaning they cover the nose and mouth. Face shields, bandanas, scarves, loose snoods, or loose neck gaiters are not sufficient. The Chief Health Officer recommends using a cloth face mask with three layers, or a surgical mask.

Face masks are one of the most important ways we can help slow the spread of COVID-19 in the community.

Stay up to date with face mask requirements

Regularly check the [face masks](#) web page to see whether face masks are mandatory in your workplace.

Responsibility for wearing a face mask

Responsibility for wearing a face mask rests with the individual. Individuals must always carry a face mask when they leave home, unless they have a lawful reason not to.

Provide training on how to use PPE

Consider providing all workers with training/guidance on how to use PPE (e.g. face masks, face shields, gloves, etc) while undertaking work tasks and socialising during breaks.

Display signage

When face masks are required, appropriate [signage](#) (e.g. posters) must be displayed at entrances to indicate face mask requirements. A workplace could also consider displaying signage that highlights appropriate hygiene practises for changing face masks, such as the importance of washing hands before and after changing a face mask.

Information desks

Workers providing reception service, including sign-in for visitors and clients, are strongly recommended to wear a face mask at all times. Face masks must be carried at all times.



3. Practise good hygiene

Practise good hygiene by regularly cleaning and disinfecting shared surfaces - make soap and hand sanitiser available throughout the work premises.

Hand hygiene is an effective way to prevent infection and is especially important after coughing or sneezing, before eating, when in contact with others, and after going to the toilet.

Workplace cleaning and disinfecting

Undertake initial pre-opening comprehensive 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 [Department of Health cleaning and disinfecting information](#).

Cleaning and disinfecting schedule

Ensure surfaces are cleaned regularly, with high-touch surfaces cleaned at least twice on each day.

Accessible cleaning products and disinfectants

Make cleaning products available near commonly used surfaces where possible (e.g. placing hand sanitiser near the printer/copiers, on tables and chairs, and in bathrooms).

Reduce high touch-points

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

Regular cleaning of fitting rooms

Rooms should be cleaned and disinfected regularly with a focus on high-touch surfaces.

Educate workers and visitors

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 workers and customers. Check [information](#) about appropriate disposal of masks and other PPE.

Free infection control training

Free, short, accredited training is available to help workers identify and manage the ongoing risk of 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. It is recommended that someone from each work premises completes this training (alternative training is available [here](#)).

Hygiene tips for workers

- ☐ Stay home if you are sick.
- ☐ Wash your hands often with soap and water or alcohol-based hand sanitizer.
- ☐ Wash or sanitize hands after making or receiving deliveries.
- ☐ Sneeze and cough into your sleeve.
- ☐ If you use a tissue, discard immediately and wash your hands afterwards.
- ☐ Avoid touching your eyes, nose or mouth.
- ☐ Avoid contact with people who are sick.
- ☐ Avoid high-touch areas, where possible, or ensure you clean your hands after.
- ☐ If you are required to wear gloves 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.



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

Record the first name, surname, phone number, date and time of every person who attends your work premises - unless a lawful exemption applies. These records must be maintained for 28 days and kept in line with the restrictions in place. Electronic records are mandatory in some instances.

Your COVIDSafe Plan must have a response plan in the event a customer or worker with COVID-19 visits your premises while infectious.

Keeping records makes contact tracing possible in the event of an outbreak of COVID-19.

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). Employers should ensure they adhere to the record keeping requirements for their workplace.

If a worker or customer tests positive for 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: [DH COVID-19 Information](#)

Electronic record keeping

Many workplaces are required to use electronic record keeping (e.g. QR code systems) to record attendees. See the [current restrictions](#) table for the rules that apply to you.

Maintain business records

Employers must keep records to show compliance with directions in force including all logs created during the time of directions being in force, work premise rosters, time and attendance records and payroll data.

Pre-shift declaration

It is recommended that workers declare in writing at the start of each shift and before entering a work premises that they are free of COVID-19 symptoms, have not been in contact with a confirmed case and are not currently required to self-isolate or self-quarantine.

Refer to the [Staff Health Questionnaire](#) within these guidelines.

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

☐ Undertake a risk assessment

You must undertake a risk assessment to help determine what actions are required. This may include closing part or all of the work premises to allow a comprehensive clean, as well as the identification and notification of [close contacts](#).

For more information see the [Workplace guidance for managing suspected and confirmed cases \(including risk assessment template\)](#).

☐ Contact Department of Health and WorkSafe

- Notify the Department of Health of the case as per the Employer obligations in the Workplace Directions, providing it with your workplace attendance registers.
- Consult with the Department of Health 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 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. Fans are not recommended.
- The workplace should be thoroughly cleaned and disinfected before it can be reopened 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 workers or customers become unwell – continued

Next steps: Slowing the spread

Department of Health actions

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

Business actions

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

Provide DH with a list of the customers, workers and other visitors (e.g. 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 worker who tests positive for COVID-19 should remain in home isolation until they have been notified by DH that they are no longer required to self-isolate and have met its criteria for release. The worker should follow DH guidance and their employer's policy.

Close contacts

Workers who are determined by DH as close contacts of a person with COVID-19 should not come to work until they have been cleared by the Department of Health. Close contacts includes both primary and secondary close contacts.

Contingency plans

If multiple workers are directed to be quarantined and this affects operational capacity, the business or workplace will need to consider its own contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.

A note on privacy

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

Additional resources

Workers 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. Workers 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

Limit interactions conducted indoors where possible, and maximise ventilation, air quality and use of outdoor spaces.

COVID-19 spreads more easily in enclosed spaces.

Air quality and ventilation

Open windows and outside doors where possible to maximise ventilation. Reduce or eliminate recirculated air and increase the use of outdoor air where possible. Use air conditioning to enhance the flow of air, ensuring that the fresh air mode is selected (rather than the recirculated air function). All air conditioning and ventilation systems should be regularly inspected, maintained and cleaned.

Fans (ceiling or free-standing) which move or disperse air are suitable for use in work and industrial settings provided they are not moving air across adjacent or nearby workers. Exhaust and industrial fans may also be beneficial in hot weather when strategically placed to move heat or air outside a building. Fans should not be used in enclosed indoor spaces such as elevators.

See [public health advice](#) on safely cooling your workplace.

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.

Move activities outside

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

Consider steps to improve ventilation

Work with your building owner or manager to improve ventilation indoors. Measures include increasing the percentage of outdoor air and disabling demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy.

Filter performance

Monitor and manage filters in accordance with manufacturer instructions. However, upgrading HVAC systems by incorporating higher grade filters can be very expensive and is not always feasible. Further, even a high-efficiency particulate air (HEPA) filter will not eliminate all concerns about airborne transmission.

Elevators

Work with your building owner or manager to consider whether supplemental air ventilation or local air treatment devices should be added to frequently-used elevator cars.



6. Create workforce bubbles

A 'workforce bubble' is a group of workers who limit their in-person interactions to other members of the group. This can help minimise the risk of infection and support contact tracing.

If a worker tests positive or has symptoms of COVID-19, a workforce bubble helps contain the spread to a minimum number of people avoiding the need to quarantine your entire workforce.

Limit

the number of people that workers have prolonged close contact with.

Modify

processes to minimise interactions between workers during breaks or when transitioning into or out of work periods where possible.

Consult

with workers whose work is not essential to the physical operation of the business to determine if working from home or remotely is reasonably practicable.

Review

shift arrangements to create smaller teams and avoid mixing workers across shifts.

Actions you can take

Set up workplace bubbles

Review shift arrangements to create smaller teams and have each team work independently (known as cohorting) and avoid mixing workers across shifts.

Stagger shifts

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

Define work zones

Encourage assignment of workers to specific workstations to minimise the need to go into other spaces. Limit role or task rotation where possible so that workers can remain at a single workstation where possible. If workstations need to be shared, they should be shared by the smallest possible number of people.

Limit worker movement between sites

Where possible, limit each worker's movements to one worksite.

Keep contact records

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

Separate communal areas

Separate communal areas such as change rooms and tea rooms per workforce bubble to minimise intermingling between different teams.



Creating a COVIDSafe Plan

On-site operations must complete a COVIDSafe Plan

All Victorian businesses with on-site operations **must** have a completed [COVIDSafe Plan](#) for each workplace to continue operating in Victoria. This includes home-based businesses, and businesses that provide services in other people's homes.

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

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 masks).

Your COVIDSafe Plan must set out:

- ✓ Your actions to help prevent the introduction of COVID-19 in your workplace.
- ✓ The level of face mask or personal protective equipment (PPE) required for your workforce.
- ✓ How you will comply with the record keeping requirements of your workplace.
- ✓ How you will prepare for, and respond to, a suspected or confirmed case of 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 may have additional requirements of employers and workers.

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

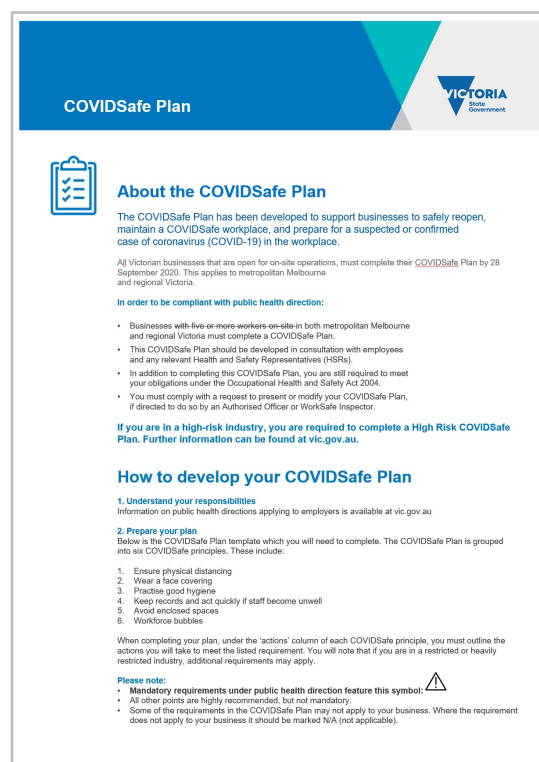
Occupational Health and Safety Act

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.

Workers 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: COVID-19](#)
- [WorkSafe: Preparing a pandemic guide](#)
- [Department of Health: Business and industry - COVID-19](#)
- [Department of Health: Preventing infection in the workplace](#)
- [Department of Health: Workplace obligations](#)
- [Department of Health: Confirmed case in the workplace](#)



Compliance and enforcement

Regularly check you comply with current restrictions and advice from the Chief Health Officer and relevant authorities. Compliance and Enforcement officers may request to see evidence of your compliance with the restrictions in place.

Each business or organisation has an obligation to ensure that their workplace is comprehensively cleaned prior to reopening or recommencing operations. Comprehensive 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 worker to be the COVID Marshal (or similar) to oversee the implementation of the workplace's COVIDSafe plan, ensuring that correct processes are being followed, any relevant documentation is complete, workers are trained, and procedures are kept 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 operating my workplace?

Business Victoria is ready to support businesses and workplaces and answer questions about keeping your workplace COVIDSafe. 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 Victorian Government Authorised Officers 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 or Authorised Officers can issue on the spot fines of up to \$1,652 for individuals and businesses 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 (including those relating to electronic record keeping)

Fines can be imposed 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.

Cleaning guidelines

This diagram provides guidance on cleaning your premises based on current restrictions and recommendations. The diagram is not exhaustive. You should also refer to the more detailed information on cleaning and hygiene located throughout this guideline.

Documentation

Consider maintaining a cleaning log and schedule that set out dates, times and frequency each area has been cleaned. If you outsource your cleaning services, the documentation should clearly specify the cleaning activities and standards expected of the service provider.

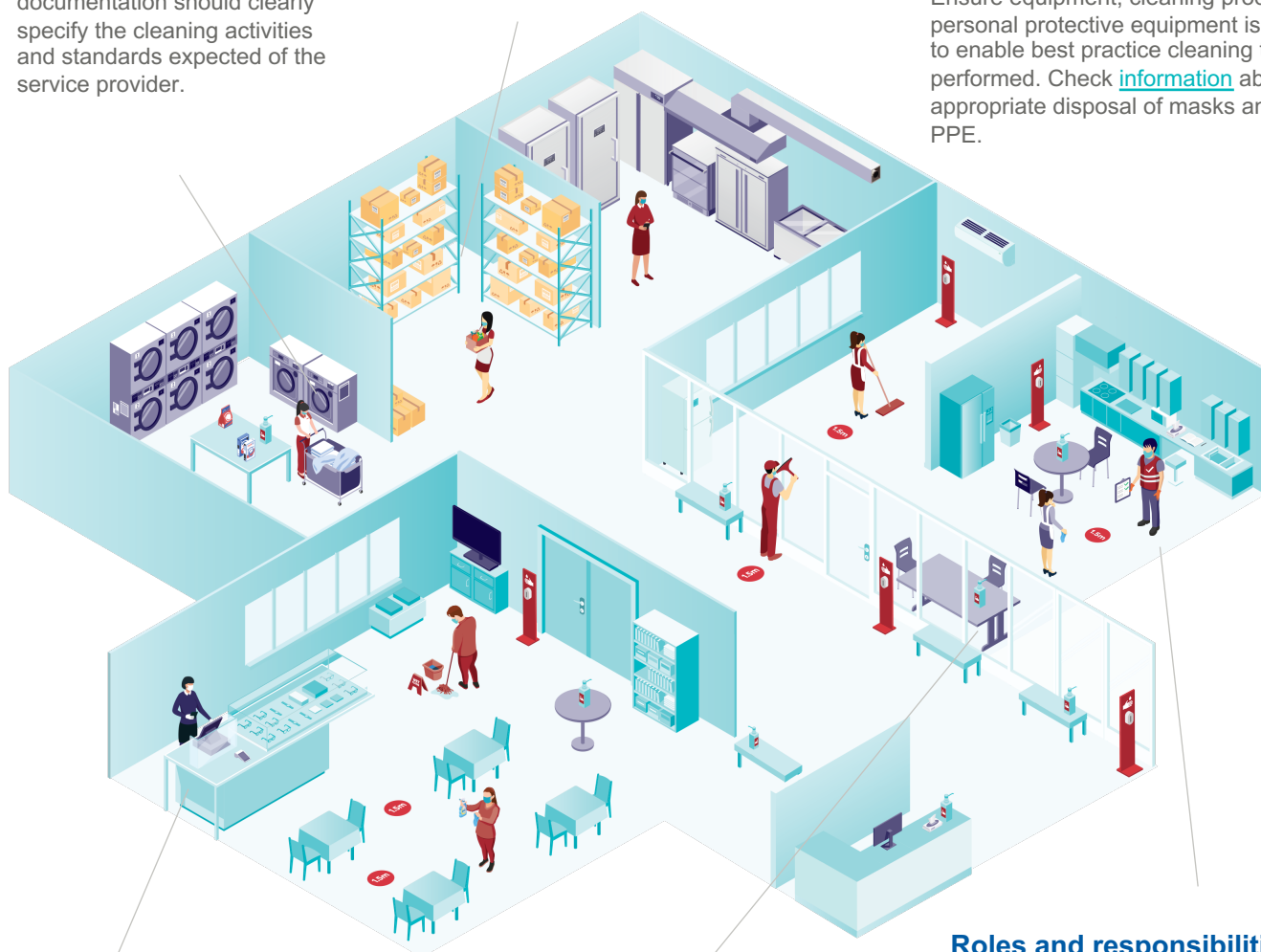
Storage

Ensure your buildings' cleaning and laundry supply rooms are clean and workers can come in and out easily.

Clean and safe environment

It is the responsibility of the building owner or business owners to ensure cleaning is performed to the expected standard. This can be achieved by either an in-house or contracted cleaning services.

Ensure equipment, cleaning products and personal protective equipment is provided to enable best practice cleaning to be performed. Check [information](#) about appropriate disposal of masks and other PPE.



Communication

Clear lines of communication need to be set up between all parties i.e. building occupier/manager and its occupants (workers, tenants, visitors, customers) the cleaning service provider and the cleaning staff.

Risk-based cleaning

Target high use communal areas like chilled areas, kitchens and toilets that may require higher frequency cleaning with appropriate cleaning products.

Have ability to increase cleaning services in the event of a confirmed or suspected COVID-19 case.

Roles and responsibilities

Define the responsibility for each role that has a cleaning duty.

Agree who will be responsible for monitoring cleaning quality and that it meets the expected standard.

Provide workplace cleaning training for workers who have site specific cleaning duties and to support any changes in cleaning schedules.

Operating Safely



Please note that the checklists below outline the restrictions and requirements that apply as at publication of this guideline

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 relevant limits and density quotient

- ☐ Workplaces must adhere to the relevant capacity limits and density quotients for their industry (see [current restrictions table](#))

☐ Prepare a cleaning schedule

- ☐ Business must regularly clean shared spaces and areas accessible to the public using a surface disinfectant.
- ☐ Establish new processes and schedules for cleaning and sanitising to maintain good hygiene, including frequent cleaning of high touch points (see our [Cleaning and Sanitising Fact Sheet](#)).

☐ Signage requirements

- ☐ Display signage for workers and customers in appropriate, high visibility locations, to include:
 - At workplace entrances to advise of the maximum number of customers allowed
 - Information about the symptoms of COVID-19 and the need to stay home when unwell
 - Hygiene and physical distancing practises.
 - Face mask restrictions [where required](#).
 - Where electronic record keeping is mandatory, ensure you are following the [current requirements](#).
- ☐ Promote physical distancing, including between workers and customers, with floor or wall markings or signs. Use physical barriers where appropriate (e.g. installation of sneeze guards).

☐ Establish your record keeping

- ☐ Record the contact details of any worker or customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers) including: first name, surname and a contact phone number to support contact tracing. Retain for at least 28 days following the visit. Check [whether electronic record keeping is required](#) at your workplace.
- ☐ Where electronic record keeping is mandatory ensure you are following the [current requirements](#).
- ☐ Recommend collecting Staff COVID-19 Health Questionnaires from workers at the start of each shift.
- ☐ Set up a roster to ensure workers do not work across multiple sites unless impractical to do so. For those who do work across multiple sites employers should keep records of these workers.

☐ Consult with workers

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

Checklist for business owners/managers cont.

☐ Worker 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 COVID-19 guidance from WorkSafe Victoria available at [here](#).
- ☐ Encourage workers to complete [free infection control training](#) (alternative training is available [here](#)) and download the COVIDSafe App. It is the Government's expectation that:
 - at least one worker at every workplace will have completed the training
 - workers should make themselves familiar with these guidelines.
- ☐ Consider appointing a worker to be your COVID Marshal to ensure policies and practices are being followed, workers are trained, and records are kept. More information on the roles and responsibilities of COVID Marshals is available [here](#).



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](#)
- Department of Health: [Preventing infection in the workplace](#)
- Department of Health : [Preparing for a case of COVID-19 in your workplace](#)
- Department of Health : [Cleaning and disinfecting to reduce COVID-19 transmission](#)
- WorkSafe: [Other relevant industry specific guidance](#)



Please note that the checklists below outline the restrictions and requirements that apply as at publication of this guideline.

Checklist for workers



☐ Complete free infection control training (optional)

All current workers are encouraged to complete [free infection control training](#) (alternative training is available [here](#)). Any new workers being engaged are also encouraged to complete this training.



☐ Adhere to current face mask restrictions (see Current Restrictions page at the start of this document). You must also adhere to specific face mask or other PPE guidelines for your industry.



☐ Follow record keeping requirements

- ☐ All workers and visitors will have their contact details recorded when attending the workplace for longer than 15 minutes.
- ☐ Where electronic keeping is mandatory, ensure you are following the [current requirements](#).



☐ Practise good hygiene

- ☐ Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised 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
- ☐ After blowing your nose, coughing, sneezing, or using the toilet.

☐ Avoid interacting with colleagues in enclosed spaces where possible



☐ Avoid working across multiple work sites where possible



☐ Stay home if unwell

- ☐ If you have symptoms, get tested for COVID-19. Stay in isolation 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 37.5C or greater), or if you have any symptoms.



Staff health questionnaire



STAFF COVID-19 HEALTH QUESTIONNAIRE

We encourage each worker to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager for record keeping purposes.

Worker name: _____

Date: _____ Time of shift _____

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

☐ YES ☐ NO

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

☐ YES ☐ NO

Have you been to a Tier 1 exposure site?

☐ YES ☐ NO

Have you been in an interstate red zone in the last 14 days?

☐ YES ☐ NO

Have you recently been tested for COVID-19 and not yet received a result?

☐ YES ☐ NO

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health 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 any of these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5C) ☐ 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 you should leave your workplace, if already there). Tell your employer, go home, and get tested for 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.