

# FACTSHEET

## GUIDELINES FOR YOUR COVID SAFETY PLAN



Thank you for working with us to reduce the impact of COVID-19 in the ACT.

**This document provides guidance for the following businesses and undertakings that are required to develop a COVID Safety Plan:**

- › Restaurants and cafes offering dine-in services (includes casino and hotel-based restaurants, bars and food courts)
- › Gyms, health clubs and fitness or wellness centres
- › Yoga, barre, pilates and spin facilities
- › Swimming pools
- › Boot camps and personal trainers
- › Personal services (e.g. hairdressers, barbers, nail salons, tattoo or body modification studios, day spas and non-therapeutic massage services)
- › Steam-based services including saunas, steam rooms, steam cabinets and bathhouses
- › Organisers of weddings and funerals
- › Auction houses
- › Real estate agencies conducting open home inspections or auctions
- › Libraries
- › Galleries, museums, national institutions and historic sites
- › Clubs, and licensed venues

- › Cinemas, movie theatres and open air or drive-in cinemas
- › Choirs, bands and orchestras
- › Dance classes
- › Concert venues, theatres, arenas, auditoriums or outdoor venues
- › Conference and convention venues
- › Indoor amusement centres, arcades, and outdoor or indoor play centres
- › Hotels
- › Organised sport
- › Betting agencies and gaming venues
- › Strip clubs, brothels and escort agencies

For places of worship and religious ceremonies, a COVID Safety Plan is required for those who wish to increase gatherings to more than 20 people.

### What is a COVID Safety Plan?

A COVID Safety Plan is a plan that sets out how you will keep your employees and customers safe during the COVID-19 pandemic. It will also help you ensure your business or undertaking is complying with relevant laws and regulations.

### Templates

The ACT does not require the use of a standard template for ACT businesses when developing their COVID Safety Plan. This is to help maintain a level of flexibility for businesses.

Your COVID Safety Plan should consist of a document in a written or electronic form that can be produced during a compliance check. When developing your COVID Safety Plan you should take into consideration the requirements of the Public Health Directions and any other requirements for your sector/industry specific to the ACT, along with the information and advice provided in these guidelines.

It should include your policies in relation to matters outlined in these guidelines, including:

- › Ensuring physical distancing
- › Cleaning, sanitising and hygiene activities
- › Managing staff or customers presenting with illness
- › Additional requirements for certain businesses and organisations, including those required to request contact information from patrons or visitors and record it if received
- › Compliance and enforcement

Some jurisdictions and industry peak bodies have developed templates.

For businesses seeking a template the NSW and Commonwealth Government websites may have some useful information. Alternatively get in touch with your industry peak body.

## NSW COVID-safe business plans

Can be found on the [NSW Government Safe Businesses web page](#).

## Return to Play in a COVID Safe Environment Plan

The ACT Government has developed specific guidelines for sporting clubs and venues to follow. If your sporting organisation or club has a 'Return to Play in a COVID Safe Environment Plan',

this will meet the requirements of the COVID Safety Plan. Therefore, there is no requirement to produce an additional COVID Safety Plan.

Visit the [Sports ACT website](#) to download the guidelines for developing a Return to Play in COVID Safe Environment plan.

## AIS Return to Sport Toolkit

Can be found on the [Sports Australia website](#).

## COVID Safety Plan for Adult Venues

The ACT Government has developed a specific plan for strip clubs, brothels and escort agencies to follow that offers specific advice for the industry and employees.

For more information about developing a COVID Safety Plan for an adult venue go to [business and work section of the COVID-19 website](#).

## Your obligations

The ACT Public Health Directions requires all venues, facilities and businesses that are permitted to open to develop and follow a COVID Safety Plan.

Your COVID Safety Plan does not need to be submitted for approval, but must be available to be produced on request by compliance and enforcement officers.

The development of a COVID Safety Plan is an important step in ensuring that you keep your staff and the broader community safe. You should consult with your staff as you develop your COVID Safety Plan to ensure they are aware of their responsibilities and are able to carry them out.

The COVID Safety Plan should identify the risks posed by COVID-19 to your staff (including contractors and volunteers), business and customers, and should be guided by these guidelines.

Your COVID Safety Plan should be revisited and updated following further updates to public health advice, and any changes to the Public Health Directions.

Not all the points in this checklist will apply to every business, and this checklist is not intended to be exhaustive.

Completing a COVID Safety Plan does not replace your responsibilities under the Work Health Safety Act 2011 (ACT).

## Physical distancing

- › All businesses and undertakings should implement physical distancing as outlined in the Public Health Directions.
- › Venues, facilities and businesses with less than 100 square metres of total usable space can have a maximum of 25 people (excluding staff across the entire venue). Businesses must not exceed the capacity limit that applies under standard liquor or fire occupancy loading and regulatory conditions of the venue.
- › For venues, facilities and businesses with more than 100 square metres of usable space. The current arrangements of one person per 4 square metres of usable space rule applies, up to 100 people in each indoor and each outdoor space. This excludes any staff on premises.
- › Ensure appropriate physical distancing measures are in place, including maintaining a distance of 1.5 metres between people, wherever possible.
- › For more information about how to implement physical distancing measures in your premises go to the business and work section of the [COVID-19 website](#).

## Cleaning, sanitising and hygiene activities

- › All businesses and undertakings are required to demonstrate appropriate hand and general hygiene.
- › Businesses should also ensure they maintain appropriate cleaning and sanitising practices and supplies.
- › It is strongly recommended that all people working within a business, whether they be owners, employees or contractors, undertake relevant training.
- › A range of training options are available, some of which are nationally recognised and free to complete.
- › For more information on COVID-19 Infection Control training go to [Skills ACT website](#).
- › Checklists about keeping your workplace COVID safe can be found on the [Safework Australia website](#).
- › For practical resources go the signs and factsheets page on the [COVID-19 website](#).

## Managing staff or patrons/visitors presenting with illness

- › The Government is urging everyone to stay home if they are unwell. This applies to staff and the broader community.
- › Businesses and undertakings should be prepared to turn patrons or visitors away if they have clear symptoms of illness.
- › A Hardship Isolation Payment is available for eligible workers who are unable to temporarily work under a COVID-19 direction or health guidance. For more information go to the [Families and households page](#).
- › Ensure your staff are aware of any workplace policies on paid pandemic leave, if available.
- › If a direction is issued requiring your workplace to close due to a confirmed case of COVID-19, you must notify WorkSafe ACT.

## Additional Requirements

Some businesses and organisations will be required to provide additional information in their COVID Safety Plans and request contact information from patrons and visitors and record such details if they are provided.

### Collecting contact details

The following businesses must request all patrons provide their first name and contact details:

- › Restaurants and cafes offering dine-in services (includes casino and hotel-based restaurants, bars and food courts)
- › Gyms, health clubs and fitness or wellness centres
- › Yoga, barre, pilates and spin facilities
- › Boot camps and personal trainers
- › Personal services (includes hairdressers, barbers, nail salons, tattoo or body modification studios, day spas and non-therapeutic massage services)
- › Organisers of weddings and funerals
- › Auction houses
- › Real estate agencies conducting open home inspections or auctions
- › Clubs, licensed venues and nightclubs that are operating as bars
- › Cinemas, movie theatres and open air or drive-in cinemas
- › Concert venues, theatres, arenas or auditoriums
- › Conference and convention venues
- › Indoor amusement centres, arcades, and indoor play centres
- › Hotels
- › Betting agencies and gaming venues
- › Strip clubs, brothels and escort agencies
- › Places of worship, where gatherings will exceed 20 people

### Collection methods

We understand the process of collecting information from every patron is time

consuming. Most people would now be aware of the requirements for businesses to request their details for contact tracing, and are happy to oblige, however some may have privacy concerns.

For example, an A4 notebook left out the front of a restaurant with all seated guests' details on display for the next person to see, copy / take a photo of, or handing over an electronic device for patrons to enter their own information, is highly discouraged.

Physical and electronic security must be considered to help guarantee that your patrons' personal information is secure and the workspace can facilitate good privacy practices.

### Paper-based collection

Consider having a staff member collect patrons' details on arrival (or once they are seated) on a form that is kept private from other patrons.

Once filled in, the forms should be kept in a place that is secure and out of sight of other patrons and unauthorised persons.

### Electronic collection

The Check In CBR app is a contactless, secure and convenient way for customers to sign into a Canberra venue.

The app enables individuals to check-in to venues and have their data stored securely with ACT Health in the event contact tracking is needed.

When you register your business you will be provided a unique QR code unique, customers with the Check In CBR app simply scan the QR code and show your staff that they have successfully checked in.

To find out more and register your business visit the Check In CBR page on the [COVID-19 website](https://www.act.gov.au/covid-19).

Businesses collecting personal data via other electronic means (such as an iPad) must ensure systems are privacy compliant.

Devices should also not be handed to patrons to enter their personal details as this creates a hygiene risk. Instead, have your staff operate the device.

Ensure passwords are regularly changes and your application protects data against unauthorised access.

Some businesses are using QR codes to collect customer details. A QR code is just like a barcode, with information that can be read by a smart phone camera. QR codes are convenient for businesses and customers. They also provide a hygienic, contactless way of signing into a venue. Businesses can find QR code guest registration services by searching online or if you have an IT services provider, ask them for advice. Make sure you read the full terms and conditions of the service carefully.

## Compliance and enforcement

Developing and following a COVID Safety Plan is an important step in keeping your staff, customers, and the broader community safe as we continue to manage the impacts of the pandemic.

Compliance efforts will be focused on education and support. However, penalties could apply and may be issued for those who put the community at risk through serious or repeated breaches of the legal requirements and obligations.

## Signage

All venues, facilities and businesses must clearly display occupancy allowance at entrance to each venue or space.

Consider also displaying information to your customers and staff about your COVID Safety Plan.

- › Templates for posters and signage are available on the signs and factsheets page of the [COVID-19 website](#).
- › Consider placing your COVID Safety Plan on your website or Facebook page.

## Calculating Usable Space

For businesses operating under the one person per 4 square metre rule, you should refer to the fact sheet that assists you to calculate your business' usable space which can be found on the signs and factsheets section of the [COVID-19 website](#). You should only factor in usable space when calculating how many people you can have in your premises. Usable space means the space that people can freely move around in, but does not include:

- › stages and similar areas,
- › restrooms, changerooms and similar areas,
- › areas occupied by fixtures, fittings, and displays, and
- › staff only areas and areas that are closed off or not being used.

## Review and monitor

- › This document provides an overview of the risks that are likely to apply to most or all businesses. You should consider and address risks that may be specific to your business.
- › Regularly review your policies and procedures to ensure they are consistent with current directions and advice provided by ACT Health.
- › Ensure there is an accessible copy of your COVID Safety Plan available on your premises as it must be produced if requested from a relevant compliance and enforcement officer. This may include producing an electronic copy.

### **Failure to comply with directions may result in significant penalties.**

Have a question? Looking for advice about operating in a COVID safe environment? Call the Access Canberra Business Liaison Line on **(02) 6205 0900**.