

RESTAURANT & CATERING AUSTRALIA

NSW Re-Opening Checklist

29 May 2020

Background:

From 1 June 2020, cafes & restaurants can increase their maximum patronage to 50 people per existing dining area, provided they follow social distancing requirements whilst ensuring no more than 1 patron per 4 sqm of dining space.

Businesses have an obligation to comply with the current Public Health Orders in relation to the COVID-19 pandemic but must also manage risks (including COVID-19) to staff and other people in accordance with the Work Health and Safety Act 2011. Businesses should develop a COVID-19 Safety Plan based on this checklist that sets out the specific, tailored measures that will be applied at that premises or workplace.

Key Issues:

What do I need to do to keep a register of guests?

The NSW government has required that business keep a record of name and a mobile number or email address for all staff, dine-in customers and contractors for a period of at least 28 days. Note, this does not relate to pick-up or takeaway customers.

R&CA recommends using an online guest registration software such as www.guesthq.co.nz as a simple and low cost way of managing these records digitally. However, written registration is also acceptable.

What is an 'Existing Dining Area'?

An existing dining area is any space in your business that is ordinarily used for the consumption of both food and alcohol such as a dining room, bar area with seating or private dining room

Businesses can count each separate area in their business and apply a new cap for that area.

For example, a venue that has a 200sqm dining area and a 40sqm private dining room can host a maximum of 60 patrons, with no more than 50 in the dining area and no more than 10 in the private dining room.

What is included in 'dining area' for the purpose of calculating my maximum patronage?

All areas of your business accessible to your patrons can and should be used when calculating maximum floor space. Areas that should be excluded include the kitchen area or space behind a bar.

What is the maximum number of people I can take per booking?

Businesses can take booking of no more than 10 people, and no more than 10 persons can sit on a single table at any one time.

To accommodate larger groups, we suggest taking separate smaller booking of 4-6 people and seating them on separate tables, following social distancing procedures as per normal.

How do I ensure I have clear customer conditions of entry?

Ensuring you have clear signage out the front of your venue and on your social media platforms that clearly state that customers who feel ill or are displaying symptoms should not enter the venue.

Do I have to take guests temperature prior to entering?

No, but businesses who choose to take this step are entitled to state it as a customer condition of entry and can refuse entry to guests who will not consent to a temperature test.

Do I have to serve food with alcohol?

No, but customers can only consume alcohol when seated.

How should I treat shared food?

We suggest limiting all shared meals wherever possible due to higher health risks related to shared items.

On radio this week, NSW Premier Gladys Berejiklian said “Even basic things like sharing a bowl of chips, everyone has to have their own separate meal and all those things. Life will be a bit different but we’ll still be able to go out and support businesses and enjoy ourselves.”