

RESTAURANT & CATERING AUSTRALIA

QLD Industry COVID Safe Plan FAQs

5 June 2020

Background:

The Queensland Government has approved R&CA's Retail Food Services Industry COVID Safe Plan, which will allow restaurants, cafes, caterers, coffee shops, food trucks and fast food venues to offer services to a larger number of customers provided they opt into the plan.

Venues do not need to develop their own COVID Safe Plan if they opt into R&CA's Retail Food Services Industry COVID Safe Plan. R&CA encourages adherence to this plan to give businesses the best opportunity to show the dining public that their venue is safe and welcoming for dine-in customers and sets a practicable set of recommendations that can be adopted within their business at short notice.

Frequently Asked Questions

1. What defines an area and does it have to be closed off from each other?

For any seated patrons service with an applicable COVID Safe Industry Plan that allows for more than 20 patrons, you must divide your venue into defined areas that will have no more than 20 patrons within them, whilst still following the 1 patron per square meter rule and social distancing between tables. In addition:

- these patrons must be kept separated from other defined areas by a minimum of 1.5 metres at all times;
- they must remain seated and stay in that defined area and
- they must be served at their table by dedicated staff for that defined area.

As long as there is clear and obvious defined spaces in the venue this is acceptable, this could be curtains, plants, walls, closing doors or even just ensuring clear space which is marked on the ground e.g. zone 1, Zone 2 etc.

2. Can people order and pay at the counter?

Yes, but their food must be delivered to the table by a staff member.

3. I have food display cabinets that are open to the staff at the back but not to the customer. Is that still ok?

Yes. Food like salads/sandwiches or pastries can be display their food in cabinets and people order from those cabinets provided there is no access to the food for customers.

4. Can Cash be accepted?

Yes, but only where the customer refuses or cannot pay with any other means.

5. Do I have to use an automated hand sanitiser or can I rely on manual pump products?

You can rely on the pump hand sanitisers if it is not possible to acquire an automatic product. The most important thing for venues is to ensure that hand sanitiser is freely available throughout the venue.

6. Do I have to record every person that comes in or just the person making the booking?

It is vital for contract tracing purposes that every contractor and dine in patron (booked or walk-in) has their details recorded.

7. How do I ensure that my back of house staff observe social distancing?

All staff should observe social distancing whenever and wherever is practical, where it is not possible for them to do so due to space or make-up of your venue, ensure strict procedures are in place to manage these circumstances.

8. What happens if a staff member refuses to be temperature checked? Do they have a right to refuse and can they still work if they say no to the check?

Yes, during the pandemic it is considered legal and reasonable for employers to require staff to undertake temperature tests. Employer has a duty to WHS for all staff which trumps individual cases

9. Can I still serve shared jugs of beer & soft drink or carafes of wine?

Yes. The Plan asks venues to 'limit shareable items' but doesn't ban them entirely.

10. Can I still serve canapes or finger food?

No. The Plan clearly states that shared or 'serve yourself' options should not be available, which includes buffets, salad bars and canapes. Venues should consider providing individual serves of available canapes that can be provided to patrons.