

## *Protecting Noosa's Community*

### **RE-OPENING YOUR BUSINESS SAFELY – RETAIL**

Noosa Council is pleased to provide our local businesses with information and resources aimed at supporting you as you re-open your business in line with the State Governments' [Roadmap to Easing Queensland's Restrictions](#).

#### **Key points for Retail Outlets**

- All businesses should work to the [Safe Work Australia Workplace COVID 19 Checklist](#). This is an internal plan that does not need to be submitted for approval.
- Manage customer numbers and queues - have plans and systems in place to monitor and control the numbers of customers in the workplace at any given time.
- Provide hand sanitiser at ample locations throughout the store.
- Clean surfaces thoroughly all high contact areas such as doors, handles, point of sale devices, counters and displays, kiosks, trolleys, lifts, with appropriate cleaning agents.
- Place reminders and cues about precautions around the store, for social distancing, hand hygiene, cough and sneeze behaviour. Use posters, floor markings to provide the key message.
- Consider physical, distance or other engineering controls to protect staff and customers at social interaction points.
- Encourage cashless transactions such as tap and go, to reduce contact.

Source: [Safe Work Australia](#)

The following resources/posters may be helpful for you in complying with the COVID Safe requirements:

For display at a prominent location for your customers

[Business Safety Poster](#)

[Symptom Signs](#)

[Social distancing](#)

[Store Capacity](#)

For display internally for your staff

[Workplace COVID 19 Checklist](#)

[COVID-19 Cleaning Checklist](#)

[COVID-19 At Your Workplace : Unwell staff](#)

[COVID-19 Physical Distancing Checklist](#)

Other posters are available at [Safe Work Australia](#)

#### **More information**

Council will continue to 'walk alongside' businesses as we work through the Easing of Restrictions.

For more information, visit the Queensland government COVID Webpage

<https://www.covid19.qld.gov.au/> or [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

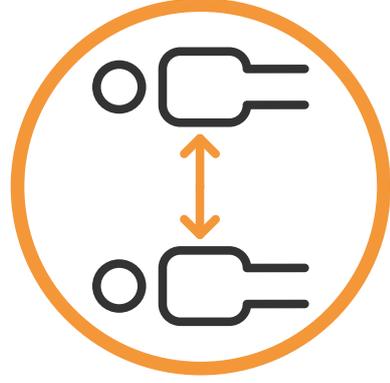
*Please note that Noosa Council officers are providing information based on the guidelines from Queensland Health.*



# Unite against COVID-19



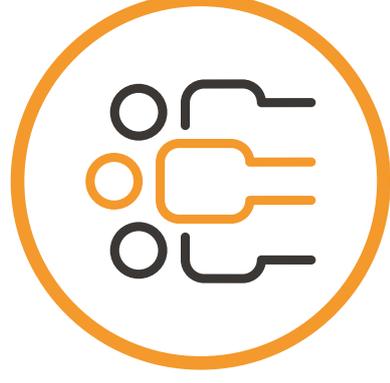
**For your safety in our store, we are:**



**enforcing  
social  
distancing**



**cleaning  
our premises  
regularly**



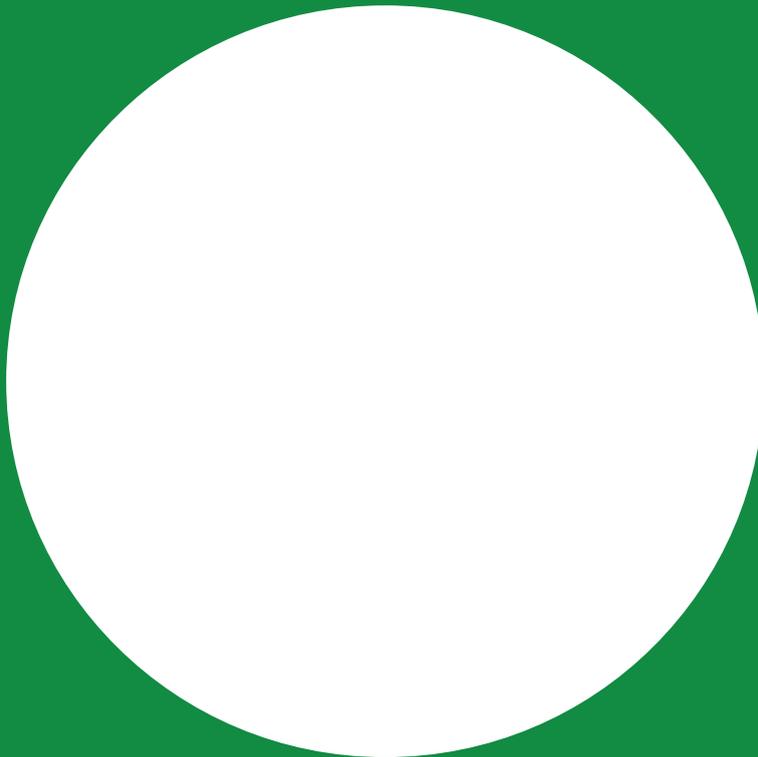
**limiting  
customer numbers  
in our store**

*Thank you for your cooperation*



Australian Government

The **maximum**  
**capacity** of customers  
in this store is:



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**BE COVIDSAFE**

For more information about Coronavirus (COVID-19),  
please visit [health.gov.au](https://www.health.gov.au)





Australian Government

# Attention

If you have experienced a **fever, cough, sore throat, shortness of breath** or **travelled overseas** in the past month, please **do not** enter this facility.



Businesses have the right to refuse service to customers with symptoms, or insist that anyone with symptoms leaves the premises.

## BE COVIDSAFE

For more information about Coronavirus (COVID-19), please visit [health.gov.au](https://www.health.gov.au)



# KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

## TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date. Visit **[health.gov.au](https://www.health.gov.au)**



## CHECKLIST: Cleaning

This checklist will assist you to implement health and hygiene measures at your workplace and do a review of your facilities. Don't forget to also check our [COVID-19 website](#) for additional measures for your industry.

### Routine cleaning

What do I need?

- Detergent, either as a solution that can be mixed with water, or as wipes, or
- A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.

When should I clean?

- Clean your workplace at the end of the work day using a detergent, or a 2-in-1 detergent and disinfectant solution.

**Focus on:**

*Frequently touched surfaces such as tabletops, door handles, light switches, desks, toilets and toilet doors, taps, TV remotes, kitchen surfaces and cupboard handles*

- Clean objects and surfaces used repeatedly by lots of people frequently throughout the day using a detergent, or 2-in-1 detergent and disinfectant solution.

**For example:**

*Trolleys and baskets, checkouts, EFTPOS machines, handrails, elevator buttons*

- Clean surfaces and fittings that are visibly soiled or after any spillage as soon as possible using a detergent, or a 2-in-1 detergent and disinfectant solution.
- Instruct workers to clean personal property that has been brought to work and is likely to be handled at work or during breaks with a detergent or 2-in-1 detergent and disinfectant solution, or wipes.

**For example:**

*Sunglasses, mobile phones, ipads, car keys*

How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required personal protective equipment (PPE). [Also make sure the product is suitable for use on the surface you are cleaning.](#)
- Instruct workers to wear gloves when cleaning and ensure they know to wash their hands thoroughly with soap and water, or to use alcohol-based hand sanitiser if they cannot wash their hands, both before and after wearing gloves.
- If possible, use disposable gloves when cleaning and discard after each use. Otherwise, only use reusable gloves for routine cleaning and do not share gloves between workers.

After cleaning

- Dispose of any disposable cloths in a rubbish bag, or launder reusable cloths in the usual way.

### Cleaning if someone in my workplace is suspected or confirmed to have COVID-19

Preparing to clean

- Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.
- Open outside doors and windows if possible to increase air circulation.

What do I need?

- A detergent, as a solution that can be mixed with water, and
- A disinfectant containing  $\geq 70\%$  alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach (see the Department of Health website for more information on achieving the correct bleach solution), or

## CHECKLIST: Cleaning

- A combined detergent and disinfectant solution.
- Appropriate PPE for cleaning staff, including disposable gloves and safety eyewear.
  - Provide a disposable apron where there is visible contamination with respiratory secretions or other bodily fluids.
- A surgical mask if the person suspected to have COVID-19 is in the room.
- Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.

### For more information:

Visit the Cleaning information on the [Safe Work Australia website](#).

### What should I clean?

- Thoroughly clean and then disinfect:
- all areas of suspected or confirmed contamination
- any common areas (e.g. break rooms, washrooms), and
- any known or likely touch points in the workplace.

### How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required PPE. [Also make sure the product is suitable for use on the surface you are cleaning.](#)
- Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.
- Use disposable gloves where possible, and discard after each use. Wash or sanitise hands before and after wearing gloves.

### After cleaning

- Dispose of any single-use PPE, disposable cloths and covers in a rubbish bag and place it inside another rubbish bag and dispose of in general waste.
- Launder any reusable cleaning equipment including mop heads and disposable cloths and completely dry before re-use.

## What can I do to keep my workers safe at the workplace and limit the spread of COVID-19?

### 1. Working from home

- Assess who can do their jobs from home. Give those workers the option to do so.
- Provide guidance to your workers on how to set up a safe home work environment (see, for example, [SWA's working from home information and diagrams](#)).
- Require workers to complete a self-assessment checklist to ensure they comply with good ergonomic practices (an example is [Comcare's Working from home checklist](#)).
- Appoint a contact person in your business that workers can talk to about any concerns.
- Set up ways to communicate with workers online (e.g. through Skype or Zoom) and communicate with them daily.
- Provide information to workers about the supports available to them, for example through an employee assistance program.

### 2. Physical distancing

- Put up posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
- Erect signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded.
- Move work stations, desks and tables in staffrooms further apart to comply with social distancing.
- If possible, bring in shift arrangements so less staff are in the workplace at once.
- Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short.

- Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place.
- Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.
- Nominate a person on the work floor to be responsible for keeping everyone the required 1.5 metre distance apart in accordance with the latest government requirements.

### 3. Handwashing and hygiene

- Have hand sanitiser stations at entry and exit points and around the workplace.
- Ensure bathrooms are well stocked with hand wash and paper towel.
- [Put up posters with instructions on how to hand wash/hand rub.](#)
- Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick.
- Have automatic alerts set up on computer systems to remind workers about washing hands and not touching eyes, nose and face
- Instruct your workers to limit contact with others- no shaking hands or touching objects unless necessary.
- If possible, accept only cashless transactions.
- Increase access to closed bins in your workplace.
- Put up signs to request customers only touch objects they are going to buy.

## What can I do to keep my workers safe at the workplace and limit the spread of COVID-19?

### 4. Cleaning

- Ensure any areas frequented by workers or others (e.g. visitors to your premises) are cleaned at least daily with detergent or disinfectant.
- Instruct workers to wear gloves when cleaning and wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves.
- Clean frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes Eftpos equipment, elevator buttons, handrails, tables, counter tops, door knobs, sinks and keyboards.
- Instruct workers to clean personal property that comes to work, such as sunglasses, mobile phones and iPads with disinfectant, such as disinfectant wipes.

### 5. Monitor symptoms

- Put up signs about the symptoms of COVID-19 in the workplace.
- Direct workers to stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to call the National Coronavirus hotline (1800 020 080).
- Instruct workers to tell you if they are displaying symptoms of COVID-19, have been in close contact with a person who has COVID-19 or have been tested for COVID-19.
- Remind staff of their leave entitlements if they are sick or required to self-quarantine.
- Treat personal information about individual workers' health carefully, in line with privacy laws.

- Facilitate working from home, if possible, for staff who are required to self-quarantine but are not displaying symptoms of COVID-19.

### 6. Plan ahead

- Nominate a worker or a team of workers to champion safe practices in the workplace and teach their colleagues the proper procedures listed above.
- Develop a plan to ensure business continuity if there is a suspected or confirmed outbreak of COVID-19 in your workplace.
- Consider what you will do if one of your workers is suspected or confirmed to have COVID-19, including how you will support that worker and what you need to do to ensure the workplace remains safe for other workers.
- Consider if you have appropriate cleaning products and personal protective equipment available to disinfect your workplace following an outbreak. If you do not, consider options for hiring a cleaning company to do this work.
- Put a protocol in place for reopening your workplace after an outbreak or quarantine period.

### Stay informed

Download the official government "Coronavirus Australia" app, or join the [WhatsApp channel](#) and frequently check for updates.

# COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

## The person you are concerned about is at the workplace



### 1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



### 2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



### 4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## The person you are concerned about was recently at the workplace



### 1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

**If anything is unclear, see detailed guidance on the Safe Work Australia Website**

### Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

### State and territory health department helplines:

#### New South Wales

1300 066 055

#### Queensland

13 432 584

#### Victoria

1800 675 398

#### South Australia

1300 232 272

#### Western Australia

(08) 6373 2222

#### Tasmania

1800 671 738

#### Australian Capital Territory

(02) 5124 9213

#### Northern Territory

(08) 8922 8044



Coronavirus  
**COVID-19**



**safe work australia**

## CHECKLIST: Physical distancing

This checklist will assist you to implement physical distancing measures at your workplace. Don't forget to also check our [COVID-19 website](#) for additional measures for your industry.

### One person per 4 square metres

Calculate the number of people you can have in an enclosed space at any one time.

- Do a walk through of your workplace with a tape measure and write down the dimensions of all enclosed spaces.
- Calculate the area of each enclosed space by multiplying the length of the space in metres by its width in metres.
- Divide the calculated area by 4. The result is the number of workers you can have in a space to allow for at least 4 square metres of space per person.

**For example:**

*Length = 5 metres, Width = 10 metres  
Area in square metres:  $5 \times 10 = 50$   
Maximum number of people:  $50 \div 4 = 12.5$ .  
Round it down to 12.*

Is it reasonably practicable for you to provide 4 square metres of space per person?

- Consider how many people are usually present in the enclosed area at any one time. Is this more or less than the number you calculated above?
- If the calculated number is less than the number of people in the workplace, can you reduce the number of people in the enclosed space by:
  - reducing the number of work tasks in the enclosed space
  - postponing non-essential work
  - facilitating working from home
  - modifying work tasks

- splitting workers' shifts to reduce the number of workers onsite at any given time
- restricting access to the enclosed space to essential workers and/or others
- staggering entry into the workplace by customers or clients

- Are there any considerations you need to take into account regarding worker numbers?

**For example:**

*Child to carer ratios, the minimum number of workers required to carry out a task or operate plant or equipment safely.*

- Have you consulted with workers and relevant health and safety representatives on implementing this control measure? You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

What if it is not reasonably practicable to provide 4 square metres of space per person?

- Can you still implement measures that increase the square meterage each person has?
- Implement other control measures to reduce exposure to COVID-19 (e.g 1.5m physical distance between each person).

### How to implement measures to achieve 1.5m distance between each person

Identify all the situations, tasks and processes where workers and others (clients, customers, contractors, visitors) interact closely with each other.

- What work tasks require workers to be close to each other?

**For example:**

*Tasks involving safe lifting, working at heights in elevated platforms, conducting private meeting.*

## CHECKLIST: Physical distancing

- What are the situations where workers interact closely with customers or clients?

**For example:**

*Customers at the cash register, child care workers, washing someone's hair over a basin.*

- Does the layout of the workplace, including entry and exits, require workers and/or others to be close to each other?

**For example:**

*Dining room tables in the break areas, office desks next to each other, data centre racks in close proximity.*

- Do workers and/or customers or clients travel together in vehicles?

Identify the situations tasks and processes where it is reasonably practicable for workers and others to keep 1.5m away from each other.

- Can you change the layout of your workplace?

**For example:**

*Can you move work stations and plant further apart? Can you restrict customer or client movement to a particular part of the workplace? 1.5m distancing includes both side to side and back to back.*

- Can you modify the way workers and others interact with each other?

**For example:**

*Can put in physical barriers that minimise contact between workers and others (e.g Perspex shield)*

*Is there a way to manage doorways more effectively to avoid congestion? (e.g. one door marked for entry only, the other for exits, or keeping some entrance doors open, if safe to do so).*

- Can you modify how staff gather, meet and train together?

**For example:**

*Use electronic communication such as tele and video conferencing for meetings and training. Ensure face-to-face time is limited.*

- Can you modify the use of workplace facilities?

**For example:**

*Reduce the number of workers utilising common areas at a given time by staggering meal breaks and start times.*

- Review regular deliveries. Can you request contactless delivery? Check systems for e-invoicing are in place.

- Identify and address, so far as reasonably practicable, any other risks that may arise if workers and others are required to practice physical distancing.

- Have you consulted with workers and relevant health and safety representatives on implementing this control measure. You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

Put in place measures to communicate and remind workers of the need to practice physical distancing

- Put signs around the workplace and create wall or floor markings to identify 1.5m distance. Your staff could wear a badge as a visual reminder to themselves and each other

- Provide physical distancing markers on the floor in areas where customers line up or where workers perform tasks.

### Close contact work tasks

You may have particular work tasks that, due to their nature of the work or for work health and safety reasons, can only be performed if workers are in close contact.

Identify and implement measures to reduce the amount of time workers spend in close contact.

- Is the work task essential? Can it be postponed?

## CHECKLIST: Physical distancing

- What measures can you put in place to reduce the amount of time workers spend in close contact. Can you:
  - minimise the number of people within an area at any time?
  - stagger start, finish and break times where appropriate?
  - move work tasks to different areas of the workplace or off-site if possible?
  - separate workers into dedicated teams and have them work the same shift or work in a particular area?
  - provide each worker or the dedicated team their own equipment or tools?
- Have you consulted with workers and relevant health and safety representatives on implementing this control measure? You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

### For more resources:

Visit the Safe Work Australia website [swa.gov.au/coronavirus](https://swa.gov.au/coronavirus)

### The use of personal protective equipment (PPE)

- Have you considered and implemented measures to limit the amount of time workers will spend in close contact?
- If yes, will workers, despite other control measures, be in close contact with each other or with other people for longer than the recommended time (i.e more than 15 minutes face to face cumulative over the course of a week or more than 2 hours in a shared closed space)?
- If yes consider the use of personal protective equipment (PPE). This includes respirators with positive airflow and disposable gloves.
- Workers must be trained in the proper use of PPE. Be aware of WHS risks that may arise as a result of workers using and wearing PPE.