



Requirements for Dine-in Facilities for Food Businesses

Under the proposed Victorian Government plan to gradually ease restrictions throughout the state, restaurants, cafes and fast food outlets will be able to resume dine-in facilities;

- From 11.59pm on 31 May with up to 20 patrons per enclosed space
- From 11.59 on 21 June with up to 50 patrons per enclosed space
- With up to 100 patrons per enclosed space during the second half of July

Changes to these dates will be subject to the advice of the Chief Health Officer.

Key Actions

- Limits will be placed on entry to comply with the density requirements allowed within a single space. **Premises must allow four metres squared per customer.**
 - For example, if your shop is 2 metres wide and 8 metres deep, its floorspace would allow a maximum of 4 customers inside at one time ($2 \times 8 = 16\text{m}^2$, divided by 4 m^2 per person = 4 customers).
- You must place a sign at the entrance/s to your premises indicating the maximum capacity of your shop and ensure no more than this number of customers are in your premises at any one time.
- Make hand sanitiser available to patrons in a prominent location on entry and exit from the venue
- Tables should be spaced 1.5 metres apart, to ensure physical distancing between groups
 - No more than 6 patrons can be seated at any table
- Customers waiting must be able to maintain at least 1.5 metres distance
- Venues must record the first name and phone number of every customer. These records must be kept for 28 days to assist in rapid contact tracing if required.
- Extra cleaning and mandatory free online COVID-19 training for staff must be conducted.
- Alcohol can only be made available with meals; and meals must be genuine meals and not a snack.
- Do not work if you are unwell. Any staff who are unwell must be sent home.

- Do not provide the service to someone who has flu-like symptoms, is feverish, has been in contact with a confirmed case of coronavirus (COVID-19) in the last 14 days.

What venues does this apply to?

This applies to restaurants and cafes that offer table service to serve food. This includes standalone cafes and restaurants, restaurants and bistros within a pub, bar, registered and licensed club, RSL and community club or hotel, and fast food outlets, cafeterias and canteens.

Restrictions on other spaces in these venues – including public bars and gaming areas – will remain in place throughout June, as will restrictions on food courts. Closed areas within these venues cannot be calculated as part of the four square metre rule.

Venues with multiple divided spaces can have up to 20 patrons in each space as long as they comply with density requirements and there are controls in place for shared spaces, e.g. foyers and bathrooms. Tables should be spaced 1.5 metres apart.

Cleaning and Signage

- Undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms.
- You must initiate a cleaning regime that ensures:
 - frequently touched surfaces such as door handles, touch screens, handrails and benchtops, EFTPOS machines are cleaned and disinfected at least twice per day
 - all surfaces are cleaned and disinfected when visibly soiled
 - all surfaces are cleaned and disinfected immediately if there is spillage.
- The cleaning regime must include use of a disinfectant with anti-viral properties that complies with the published requirements of the Department of Health and Human Services. Download [Cleaning and disinfecting to reduce COVID-19 transmission \(Word\)](#).
- Display a sign at each public entry that includes information on the maximum number of people that can be present in the space at a single time, rounded down to the nearest whole number.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and patrons.
- Provide physical barriers or floor markings to ensure physical distancing is maintained at cashiers, or consider installation of sneeze guards
- Menus should be single-use or laminated so that they can be cleaned after each customer
- Shared and self-serve cutlery and condiments should not be provided
- Self-serve food and drink stations are to be removed and free drinking water should be provided via table service rather than at self-serve stations.

Training

Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government's expectation that:

- a. at least one staff member at every venue will have completed the training;
- b. all staff should make themselves familiar with these guidelines; and
- c. posters be displayed at the venue confirming that staff have reviewed the guidelines and completed the training as required.

If you require further information, Business Victoria is ready to support hospitality businesses and answer questions about preparations for a safe reopening. Businesses or staff can contact Business Victoria on 13 22 15 or using the online [Contact Us form](#). Alternatively, please see the comprehensive Hospitality Industry Guidelines for Coronavirus at the following link <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19>