

Coronavirus (COVID-19) Information about business and facility activity

Restrictions on Businesses, Activities
and Undertakings Direction



Questions and answers about business and activities

Stage 2 of easing restrictions

Effective 12pm midday 1 June 2020

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What businesses and facilities must stay closed?

Some businesses, activities and undertakings must remain closed until further notice, and for some businesses the types of activities or undertaking that they usually provide are restricted.

Please refer to the [Restrictions on Businesses, Activities and Undertakings Direction](#) for more information about if and how your business or facility can operate.

How will I know if the notice applies to my business/shop?

The detailed table of business, activity, and undertaking types can be found in the [Restrictions on Businesses, Activities and Undertakings Direction](#). The Direction provides information for different business types listed, and if and how the Direction applies. This could be that owners open, close or limit access to the business or facility.

A business, activity or undertaking that is not listed in the Direction may operate as normal, with social distancing observed and subject to any other applicable Public Health Directions.

What does the four square metre requirement mean?

For dining in or seated drinks at restaurants, cafes and pubs, there needs to be enough space within the areas of the venue that are open to the public (for example, the dining area, but not the kitchen) for one patron per four square metres.

Example: A café with an internal floor space for customers of 20 square metres that is open to the public could accommodate a total of five patrons.

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For other businesses, there needs to be enough space within the areas of the premises that are open to the public for one person per four square metres. This rule applies to customers, workers and visitors, which depending on the size of your premises or number of staff on site, may limit the number of customers you can have.

Example: A nail salon with an internal floor space for customers of 20 square metres that is open to the public could accommodate a total of 5 people, including staff.

Note, physical distancing rules still apply, wherever possible people should remain 1.5 metres away from people they don't live with. People must not be grouped or clustered together within the premise, unless there are exceptions—for example in hairdressing.

Questions about hospitality – food and drink

How many patrons can I have for dining in or seated drinks? Does the limit include staff?

From 12pm midday 1 June 2020, you can have up to 20 patrons at your business premises at any one time providing you have suitable indoor and outdoor space to meet the requirement for no more than one patron per four square metres and have a completed and signed COVID Safe Checklist on display. In each discrete area patrons access there can only be one person per four metres up to a maximum of 20 patrons. For example across the whole venue you could have 20 patrons using the indoor and outdoor space where there is insufficient room for all 20 to be inside as the indoor capacity is too small.

Certain eligible businesses, including restaurants and cafes may be allowed more patrons if they comply with an approved Industry COVID Safe Plan. More information about COVID Safe Plan can be found [here](#).

Can I simultaneously have the maximum number of patrons in both my indoor and outdoor areas (e.g. 20 in each)?/ Does the 20 maximum patrons for café, restaurants and pubs apply to all sizes of venue? / I have three separate dining areas in my venue can I have 20 patrons in each?

Any place offering dining-in or seated drinking can have the following number of patrons:

1. With a COVID Safe Industry plan in place:
 - a. Up to a maximum of 20 patrons in each defined area of a venue.

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- b. This maximum is subject to having four square metres per patron on average which includes indoor and outdoor areas of a venue.
 - c. If a venue has enough space, it can provide service to its maximum number of patrons determined by the four square metre rule with a maximum of 20 patrons in each room or defined area.
2. Without a COVID Safe industry plan in place and operating under a COVID Safe Checklist:
 - a. Up to a maximum of 20 patrons total for a venue.
 - b. This maximum is subject to having four square metres per patron on average.
 - c. This includes all areas of a venue including indoor and outdoor areas.

What is a defined area?

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. 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.

Do I have to get a meal at a café, pub or restaurant to go out for drinks?/ Do I need to order food with my drinks?

No. Restaurants, cafés, pubs, registered and licenced clubs, RSL clubs and hotels can open for dining in or for beverages only, with a maximum of 20 patrons, but they must be for seated patrons and served by a waiter. You can't, for example, stand at a bar and have drinks. This is to help limit the level of interaction between groups of people at venues and stop the spread of COVID-19.

Can I drink at a bar?

In the interest of preventing unnecessary contact and potential transmission, you cannot stand and drink at the bar. You must be seated and served drinks by a waiter. You can sit at a bar on a stool or chair provided you are 1.5 metres away from the next patron.

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When is drinking allowed?

Drinking without food is only allowed if drinks are consumed at a seated table, or seated at a bar with 1.5 metres to the next patron. Patrons must not be seated next to serving areas or payment areas.

How long can I stay at a café or restaurant? (e.g.: Is there a time limit?)

No, there is no time limit, but we do encourage you to be mindful that other patrons may be waiting and to not stay on the premises longer than you need to. Venues may choose to have a time limit for guests. We're asking for Queenslanders to use common sense and good judgement during this time.

How do I know it's safe to go to a restaurant or café?

Restaurants, cafés and other venues are being opened progressively as restrictions relax. Eased restrictions for restaurants and cafés have been carefully considered with Queenslanders safety in mind.

Businesses must prepare and comply with a COVID SAFE Checklist, including ensuring social distancing and frequent cleaning and disinfecting.

If you are concerned about a restaurant or café not maintaining appropriate physical distancing or disinfection, perhaps have a chat to the staff and find out what measures they have put in place.

I think my local restaurant is not compliant with their COVID SAFE Checklist, who should I report this to and what happens next?

If you are concerned about your favourite restaurant or café not maintaining appropriate physical distancing or other Stage 2 requirements, perhaps have a chat to the staff first and find out what measures they have put in place or ask to see their COVID Safe Checklist.

Ordering takeaway is always another good option to support local business if you are still concerned or if you are more vulnerable to COVID-19.

If wish to report a business that isn't complying with restrictions, you can report them through PoliceLink on 131 444.

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How will compliance with the Public Health Directions be regulated at restaurants and cafés?

In addition to Queensland Police, Local Government Environmental Health Officers will continue to be regulating food premises to ensure compliance with public health directions.

Can food courts now open, if restaurants and cafés can?

Food courts are closed for seated patrons, however, food businesses within a food court can continue to operate on a takeaway basis. Businesses that provide takeaway food must ensure that all cutlery and utensils provided are single use.

Do the limits for cafés and restaurants apply to both takeaway customers and people dining in?

The person limit applies to seated patrons in at restaurants, cafés, pubs, clubs and hotels. Anyone waiting for takeaway orders should be encouraged to wait outside as they are not included in the 20 person rule.

Businesses/facilities providing takeaway food and drink must ensure social distancing measures are being implemented and monitored by staff (including contractors):

- wherever possible, keeping 1.5 metres between people
- all cutlery and utensils provided for self-service takeaway must be single use.

Does the 20 person maximum for café, restaurants and pubs apply to all sizes of venue?

Yes. Only up to 20 patrons are permitted in restaurants, cafes, pubs, clubs and hotels, (not including the staff), even if the venue can hold more or is split-level. The business must maintain physical distancing including four square metres per patron. The four square metre distance rule will mean that some businesses won't reach the maximum number allowed. Social distancing and hygiene rules remain in place in all circumstances including regular hand washing and wherever possible remaining 1.5 metres away from non-household members.

However, restaurants, cafes, hotels, pubs and clubs can have more patrons at a time if they are operating in accordance with an Industry COVID Safe Plan. For more information on COVID Safe businesses, including checklists, industry and business plans, visit the website <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

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If a café, restaurant or bar is small, it can only have the number of patrons that can be accommodated based on one person per four square metres in the area where patrons will be seated. For example, if a laneway bar or cafe only has 60sqm space available for seated patrons, then only 15 patrons can be seated at any one time.

Why are you making this change?

The hospitality sector has been extremely pro-active in developing protocols for the safe operation of their businesses. Peak bodies for these industries have already lodged detailed COVID Safe Industry Plans for consideration by the Department of Health. This allows for an increase in patron numbers without increasing risk to patrons, staff or business owners.

The hospitality sector is also a critical plank in Queensland's tourism economy. This change allows for more cafes, restaurants and pubs to re-open and begin employing and serving Queenslanders.

Questions about retail and leisure

Can I go to an indoor or outdoor market?

Indoor and outdoor markets, including farmers markets, food markets, and arts and crafts markets, may open. Markets must ensure they are following social distancing rules.

Can I go to a cinema?

Yes, you can go to a cinema. Indoor cinemas can operate with up to 20 people at a time per cinema, as long as they have a plan in place to manage entry and exit and have social distancing measures in place. There should only be 20 people in the foyer at any one time.

If it's a drive-in cinema, you should remain in your vehicle and social distancing should be observed in common areas and shared facilities to the extent possible. People from different households can now be in the one car.

Are swimming pools open?

Swimming pools may open ensuring the following rules:

- one person per lane per lap swimming
- a maximum of 20 people at a time per pool

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- limit total number of people. Where possible, up to one parent/carer per child, if necessary
- communal showers and change rooms are closed, toilets may remain open
- minimise the use of communal facilities
- shower with soap before and after swimming (at home, not at the pool)
- “get in, train, get out” to ensure no unnecessary co-mingling
- maintain social distancing and hand hygiene.

If a swimming pool is located in a private residential dwelling for the use of the occupants of the dwelling, those residents are able to use the swimming pool.

School groups may continue to use public swimming pools and school facilities for lessons and training.

How many people can participate in an outdoor sporting activity?

Up to 20 people can take part in both indoor and outdoor based sporting activity, as long as it's a non-contact sport and social distancing requirements are followed.

This includes social sporting based activities and community sports clubs.

Can I watch someone play a game at an indoor sport facility?

No. In Stage 2, no spectators are allowed to watch indoor sport matches, except for up to one parent/carer per child if necessary.

Can I borrow a book from the library?

Libraries are still permitted to open in stage 2. The decision to open your local library rests with local government. If a library is open, only 20 people are allowed inside at any one time, in addition to library staff, ensuring social distancing and hygiene measures are maintained. Libraries can have more than 20 people with a COVID Safe Plan.

Can I go to an exhibition at the library?

If a library chooses to open, they are permitted to hold an exhibition, but a maximum of 20 people are only allowed to be inside at a time. Libraries can have more than 20 people with a COVID Safe Plan.

I work in the real estate industry; can I conduct an open house inspection on a property?

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Yes, open house inspections are permitted. Up to 20 people may attend an open house. Plus, up to three people (e.g. agent plus two assistants) may conduct the inspection.

Given the close interaction involved, agents are required to keep a record of all guests' contact information, including name, address and mobile number, for at least 56 days (8 weeks) to assist with contact tracing if required.

The agent should ensure that physical distancing including four square metres per person, hand hygiene and frequent environmental cleaning and disinfection is maintained during an open house inspection.

Can I bring my whole family to view an open house?

A maximum of 20 people can attend an open house inspection. If you have family members with you to view the open house and there is already the maximum 20 people inside (not including the three agents/assistants), you and your family will need to wait until someone leaves the house to enter.

Is there a time limit on an open house inspection time?

There is no time limit on open house inspections times, however social distancing should always be observed and no more than one person per four square metres.

Can I go to an auction?

Yes, auctions are permitted due to the easing of restrictions allowing public gatherings of up to 20 people (excluding the auctioneer and two other staff), ensuring social distancing is observed and no more than one person per four square metres.

Given the close interaction involved, agents are required to keep a record of all guests' contact information, including name, address and mobile number, for at least 56 days (8 weeks) to assist with contact tracing if required.

What safety measures will be in place to protect people visiting the open house plus those who live there?

All people attending the open house inspection should wash their hands with soap and water or use hand sanitiser when entering the house, and at regular intervals. Please do not attend an open house if you are feeling unwell.

I am attending an open house. Am I able to touch anything for example open doors or cupboards?

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Try to avoid touching anything where possible and ensure that before entering the inspection you have washed your hands, and/or used hand sanitiser where available.

Can I visit a display village to view a home?

Yes, you are permitted visit a display village to view a property. Social distancing should always be observed, with no more than one person per four square metres.

I am a tour operator, when can I operate my tours again?

Tourism experiences can operate in Stage 2, from 12pm midday 1 June for up to 20 people. This includes tour operators and attractions such as dive boats and fishing charters, and boat operators, who take passengers as individuals or in tour groups can also operate. For example, Cairns to Green Island or Fitzroy Island and Yeppoon to Great Keppel Island.

How do I operate a tourism experience while maintaining social distancing?

While at times it can be difficult to maintain social distancing, tour operators should make every effort to adhere to the guidelines outlined in the Public Health Directions, use common sense and follow social distancing principals, including:

- Ensure you or your staff stay home if they are sick or have flu-like symptoms, no matter how mild, and get tested for COVID-19
- Encourage your customers to rebook if they are sick or have flu-like symptoms, no matter how mild, and encourage them to get tested for COVID-19
- wherever possible maintain 1.5 metres distance from other people
- one person per four square metres
- practice good hand hygiene by washing your hands regularly with soap and water, and use alcohol-based hand sanitiser

To ensure you are maintaining a safe environment for patrons and staff, make use of available resources for [best practice cleaning](#) and additional resources in the Safe Work Australia COVID-19 [Resource Kit](#).

Are concerts and theatre shows allowed? What about gallery and museum exhibitions?

Yes, up to a maximum of 20 people attending at any one time and social distancing adhered to. Venues also need to have a plan in place to manage entries and exits so there is limited crowding. Seating arrangements will be spaced to ensure appropriate social distancing, members of the same household may sit together though.

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Concert venues, theatres, arenas, auditoriums and stadiums operating in accordance with an Industry COVID Safe plan can have more than 20 people attending at any one time. For more information on COVID Safe businesses, including checklists, industry and business plans, visit the website <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Can I go to a theme park, zoo or wildlife centre?

Yes, up to a maximum of 20 people attending at any one time and social distancing adhered to. Venues also need to have a plan in place to manage entry and exit so there is limited crowding.

Theme parks, zoos and wildlife centres can also have more than 20 people in attendance if they are operating under a Site Specific COVID Safe Plan.

Can I run a major outdoor events like marathons and cultural festivals?

Yes, up to a maximum of 20 people attending at any one time and social distancing adhered to. Organisers also need to have a plan in place to manage entry and exit so there is limited crowding. Some businesses can apply for more patrons with a Site Specific COVID Safe Plan.

Questions about entertainment venues

What are the restrictions for casinos, gaming and gambling venues?

Casinos, gaming or gambling venues may operate for up to 20 seated patrons for dining or seated drinks, in compliance with a COVID SAFE checklist. No gaming, including pokie machines, is allowed in Stage 2.

Additional requirements:

- no more than one patron per four square metres and social distancing observed
- alcohol may be provided for seated patrons and served by a waiter – no bar service
- no buffet self service
- maximum number of patrons specified is inclusive of indoor and outdoor areas.

Entertainment venues may have more than 20 patrons if they are operating under a Site Specific COVID Safe Plan.

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What are the restrictions for retail wagering outlets?

Retail wagering outlets that are open to the public may operate for up to 20 people. They are not allowed to operate gaming machines due to the potential for infection. Casinos, gaming and gambling venues are not otherwise permitted in Stage 2.

What are the restrictions for strip clubs, brothels, sex on premises venues and sole operator sex workers?

Sole operator sex workers may continue to provide online or phone services only at this time. Further consideration will be given to whether these businesses can operate in Stage 3.

Questions about beauty and personal care services

I am a qualified massage therapist. Can I still offer massage therapy?

Yes. You can provide massage therapy to clients if:

- you hold a relevant qualification (minimum AQF level 4 (Certificate IV)) under the Australian Qualifications Framework. *For example – a Certificate IV in Massage Therapy, Diploma of Remedial Massage or Bachelor of Health Science (Myotherapy)*
- you are a member of a professional organisation, and
- you have approved provider status with one or more private health funds.

The massage therapy must be for the management or prevention of a disease, injury or condition.

What are the restrictions for hairdressers and barbers?

Hairdressers and barber shops can remain open but must have no more than one person per four square metres, and practise social distancing as much as possible.

In addition, hairdressers and barber shops must also keep records of names and contact information (name, address, mobile number) of each client serviced for at least 56 days (8 weeks).

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What is included in beauty therapy?

Businesses can operate for personal appearance/beauty therapy and nail services including, for example, facials, makeup, waxing, laser hair removal, laser treatments and eyelash extensions. These businesses can operate with a maximum of 20 customers.

Businesses that provide spray tans, cosmetic injections, body piercing and micro needling, tattooing (including tattoo parlours) and day spas (not including water-based services like saunas and bathhouses) may also open in stage two, with up to 20 customers.

The following services cannot be provided under Stage 2:

- water-based spa services like saunas and bathhouses
- non-therapeutic massage
- any other services listed in the relevant Queensland Health Directions as not being permitted.

Beauty therapy businesses must operate in compliance with a COVID SAFE checklist.

Can I reopen my laser hair removal business?

Yes, laser hair removal is considered beauty therapy in the context of easing restrictions. Removal of hair by any technique including but not limited to wax, laser, tweezer and thread is allowed.

I am a hairdresser that also supplies beauty services. Do I have to comply with this checklist?

Yes. A hairdressing business that wishes to offer nail and/or beauty therapy services onsite at the same premises needs to comply with a COVID SAFE Checklist to the extent the business provides beauty therapy or nail services.

Other minimum conditions will continue to apply, such as maintaining one person per four square metre rule, observing social distancing to the extent possible and collecting contact information for contact tracing purposes.

How many customers can I have in my beauty salon?

As part of Stage 2 of Queensland's Roadmap, beauty therapy businesses and nail salons can operate with up to 20 customers at any one time (not including staff) if they are able to

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maintain four square metres per person (customers and staff) and have a COVID Safe checklist. Beauty salons can have more than 20 customers at one time with a COVID Safe Plan.

Questions about exercise and sport

Can I see my personal trainer or attend a bootcamp?

Yes, but only up to 20 people including the instructor may participate.

All sessions/activities must be in outdoor areas, and strict social distancing rules apply. Participants must maintain four square metres per person (two big steps away from other people) and are encouraged to bring their own equipment where possible (e.g. gym mat).

No contact sports or skills training is allowed, unless with members of the same household. Example: boxing with a partner.

These businesses can adopt a COVID Safe Plan, which if approved by the relevant health authority, will allow individual premises to offer services to an increased number of customers.

Can I go to my gym/ yoga studio/ indoor sport centre/ dance studio?

Gyms, yoga studios, indoor sporting centres and dance studios can also reopen in Stage 2 with up to 20 people attending and social distancing practiced. No contact sports or skills training is allowed. These venues are only able to open if supervised and staff are available to conduct regular cleaning and enforce social distancing.

These businesses can adopt an approved industry COVID Safe Plan, which will allow larger premises to offer services to an increased number of customers.

These businesses can also operate with a maximum of 20 people per defined area or space within a premise, if there is four square metres of space per person, and they are operating in accordance with a COVID Safe Plan.

Questions about weddings, funerals, religious, civil and non-denominational ceremonies

How many people can I have at a wedding?

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Weddings can have up to 20 guests in addition to the couple and celebrant with social distancing and hygiene requirements in place. It is important if you are unwell, that you do not go to a wedding.

A record of names and contact details of each guest must be kept to assist in contact tracing if required.

[Can I livestream my wedding?](#)

You can live stream your wedding but only a maximum of 20 people can attend in person. If you hire a camera operator to live stream the wedding, the camera operator will be included in the 20 person maximum.

[How many people can attend a funeral?](#)

A maximum of 50 mourners can attend a funeral in addition to up to three funeral officials.

For all funerals, the social distancing and hygiene requirements must be observed and a record of names and contact information of each person who attends the funeral must be kept to assist in contact tracing if required.

It is important that, if you are unwell, you do not go to the funeral.

[How many people can attend a religious service?](#)

Private worship and religious ceremonies of up to 20 people is allowed, with social distancing observed. However, larger celebrations are not yet permitted and are still to be live streamed.

[How many people can attend a civil services, cultural ceremonies or non-denominational service?](#)

Civil services, cultural ceremonies and non-denominational services (for example naming ceremonies) can be attended by up to 20 people, with social distancing observed. However, larger celebrations are not yet permitted and are still to be live streamed.

Questions about residential facilities and accommodation

[Can I operate my short-term rental or short-term accommodation \(for example, serviced apartment or Airbnb listing\) for holiday and leisure purposes?](#)

Further information

visit www.health.qld.gov.au/coronavirus
or call **13 HEALTH (13 43 25 84)**.



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Yes. Accommodation providers can operate in Stage 2 for both essential reasons, like someone travelling for work, and for recreational purposes like a holiday. This includes campgrounds. There is no limit on the number of customers for accommodation providers.

Some accommodation providers are required to have a health management plan to manage preventing the spread of COVID-19. For example, a backpacker hostel or a bed and breakfast. If you rent out part of your home using an online hosting platform such as Airbnb and your guests share your kitchen and/or bathroom, you will also need a health management plan. Fully self-contained apartments or houses will not require a health management plan.

What is a health management plan?

A health management plan demonstrates compliance with COVID-19 public health directions and describes the measures that can be implemented to minimise risks of transmission of COVID-19 amongst residents, workers and people staying at the accommodation facility, and the community. Please refer to the www.health.qld.gov.au/healthdirections for more information.

A seasonal worker needs to self-quarantine at my accommodation facility. What are my obligations?

Your accommodation facility must be able to provide suitable arrangements for sleeping, eating and hygiene. The seasonal worker should not be sharing a bathroom, bedroom or cooking facilities with other workers or guests unless those people are also undertaking [self-quarantine](#) for the same period.

Where can I find additional information about health management plans and seasonal workers?

Please refer to the [Seasonal Workers Health Management Plans Direction](#) for more information. There is also industry specific information available on the Department of Agriculture and Fisheries website.

Can shared facilities at campgrounds and in hostels open?

Yes, in Stage 2 shared bathrooms or kitchens for people staying at the facility can open. As long as the facility has a health management plan in place.

Further information

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Questions about the roadmap to easing restrictions

Why are restrictions being eased?

Queensland has done a great job flattening the curve, which means we can start to get back to business as usual whilst maintaining social distancing. We need to ease restrictions in phases and manage this sensibly.

What happens after stage 3?

After stage 3, following advice from National Cabinet and the Australian Health Protection Principal Committee, the Queensland Government will determine whether all restrictions can be removed.

How will this be enforced?

Queensland Police and other enforcement officers will enforce the lifting of these restrictions and ensure Queenslanders are doing their part to slow the spread. Industry and business regulators will also play a role in ensuring organisations are compliant with restrictions.

Why is this list of restrictions being eased?

These restrictions are being eased due to the great work Queenslanders have been doing to date. The selected restrictions are being lifted based on recommendations determined by Australian Health Protection Principal Committee (AHPCC) and Queensland's Chief Health Officer.

Why can't some regions be exempted from restrictions entirely, given they have been COVID-19 free for weeks?

Easing restrictions in some parts of the state and not others, would require locking those areas down entirely – meaning no one could come in or out. That's not practical for a number of reasons.

Queenslanders have done a great job in adhering to the restrictions in place to protect us all. Collectively, we're flattening the curve sooner than anticipated, which means we can now commence lifting restrictions across the whole state. We now have a clear roadmap in

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place to lift restrictions in stages, however moving through each stage will require all Queenslanders to be patient and comply with the Directions so we don't undo the great work.

Why do the numbers jump from 20 to 100 people between stage 2 and stage 3? Is this safe?

The maximum of 100 persons permitted in stage 3 is subject to further planning and review. Prior to entering any new stage, a COVID SAFE check will be conducted to assess impact before further easing of restrictions.

Questions about COVID SAFE CHECKLISTS

Where can I get a COVID SAFE Checklist?

The COVID SAFE Checklists are available for download at <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

Questions about COVID Safe Plans

What is a COVID Safe Plan?

Starting from Stage 2 under [Queensland's Roadmap to Easing Restrictions](#) eligible businesses who wish to have additional customers on their business premises, and whose business premises are large enough to do so and still meet the four square metre rule, will be able to apply the protocols outlined in their relevant approved Industry COVID Safe Plan to do so. Find out more information on the Queensland Government COVID Safe Business website: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

What if I don't belong to an industry body?

You don't have to belong to an Industry body to adopt the Industry Plan that most reflects your business. Plans will be available at no cost here: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

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