

Frequently Asked Questions

This information applies to the *Roadmap to Easing Queensland’s restrictions - Tourism and Events Industry*.

You can find more information about the Roadmap and being COVID Safe at:

- Website: <https://www.covid19.qld.gov.au/>
- Hotline: 134 COVID (13 42 68 43)

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2 COVID SAFE

In relation to COVID Safe Plans - is there a local Health Authority contact we should be working with to help businesses get approved COVID Safe Plans?

Industry COVID Safe Plans will be considered and approved by the Chief Health Officer. Site Specific Plans for large, unique businesses must also be submitted to Queensland Health, and may be delegated to the local health authority.

There is information on COVID Safe plans and checklists info at:
<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

What does COVID Safe look like on a whale boat or a 40-seater 4WD bus or on any sort of tour where groups of people normally come together in a premise, in a vehicle or on a boat?

The 1 person per 4sqm rule must be adhered to throughout all Roadmap stages. Social distancing also applies – keep 1.5 metres away from others as much as possible. If not possible, only people from the same household should be accommodated on such tours and activities.

What is a COVID Safe plan? When does a business need to have one? What are the requirements for the plan? Is there a submission and approval process associated with the plan, or is it a self-assessment?

A COVID Safe Plan is referred to in the Roadmap to Easing Restrictions. These will be industry best practice and demonstrate that businesses in compliance with the plan have created a safe environment which may allow greater flexibility in the application of the restrictions.

More information can be found at: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Safe businesses once an industry has developed an Industry COVID Safe Plan it must be submitted to Queensland Health for approval.

Industry COVID Safe Plans will be considered and approved by the Chief Health Officer.

Site Specific Plans for large, unique businesses must also be submitted to Queensland Health, and may be delegated to a local health authority. When complete and ready for approval, eligible businesses can submit a plan by emailing: COVID-19.Industryplans@health.qld.gov.au

Can my business apply for an exemption from the restrictions, across any/all stages of the Roadmap to easing restrictions, and what is the process to do this?

A business can prepare a COVID Safe Plan to enable more people on the premises than allowed under the Roadmap to Easing Restrictions, ensuring that there is no more than 1 person per 4 square metres.

More information can be found at: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Once an industry has developed an Industry COVID Safe Plan it must be submitted to Queensland Health for approval.

Industry COVID Safe Plans will be considered and approved by the Chief Health Officer.

Site Specific Plans for large, unique businesses must also be submitted to Queensland Health, and may be delegated to a relevant health authority.

When complete and ready for approval, eligible businesses can submit a plan by emailing: COVID-19.Industryplans@health.qld.gov.au

3 SOCIAL DISTANCING AND MAXIMUM LIMITS

Does the 1 person per 4sqm when indoors apply to all indoor venues, regardless of the number of persons allowed (10/20/100)? For example, if my café can usually seat 20 people but if I adopt 1 person per 4sqm it can only seat 10 people, am I allowed 20 people in Stage 2? Or am I still restricted by the 1 per 4sqm rule?

The number of people allowed in each step is a maximum. All businesses must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons). For example, a business with a usable floor space of 20 square metres could accommodate a total of five people. Social distancing also applies – keep 1.5 metres away from others as much as possible.

Do the maximum patronage limits (10/20/100 people) refer to customers only, or do they include staff?

The maximum patronage limits include customers and staff, and the number of people allowed in each step is a maximum number. All businesses must operate with the one person per four square metres adhered to appropriately, and this includes everyone on the premises (staff and customers). Social distancing also applies – keep 1.5 metres away from others as much as possible.

Do the 1 person per 4sqm rule and 10/20/100-person cap apply in tandem? Do businesses with large areas (e.g. Billabong, Bungalow Bay, Herveys Range Tea Rooms, Texas Long Horns) need to observe the 10/20/1100-person cap when they have ample space (e.g. 11 hectares at Billabong Sanctuary) to accommodate the 4sqm rule?

The number of people allowed in each step is a maximum. All businesses must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons). For example, a business with a usable floor space of 20 square metres could accommodate a total of five people. Where stipulated, a business can prepare a COVID Safe plan to request more people on the premises than allowed, which will be approved by health authorities.

Is there any assistance or advice available to businesses who have been using the Safe Work templates, who need support in adapting the guidelines to their specific circumstances? For example, do dining tables in cafes need to be bigger than 1.5m, as this is the social distancing space the guidelines require.

Any resources will be updated by the relevant department in line with the updated restrictions. Speak to the relevant department as required, or check your relevant industry's approved Industry Plan.

Does the 1.5m social distancing rule apply to guests from the same household? For example, are a couple who live together permitted to sit closer than 1.5m on a tour?

No, it doesn't.

Will consideration be given to allowing more than 100 people in Stage 3 if a COVID Safe Plan is in place? Some operators require high volume visitation to operate sustainably. For some, it would not be financially viable to open on 10 July if restricted to 100 visitors at any one time.

Yes. Any business wanting to do more than allowed in step 2 and 3 must submit a COVID Safe Plan. For information on COVID Safe Plans, visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Is social distancing required for household groups? For example, if a household group of five goes out to dinner at a restaurant, do they need to be distanced, or can they sit in a 'traditional' configuration?

If a household of five goes on a bus tour/boat tour, can they sit next to each other, but 1.5m away from others? Or do they need to be spaced? (How do families manage young children if they need to be spaced?)

Social distancing rules do not apply for people in the same household.

Is there any longer-term plan beyond July? Many businesses are looking to plan for the future, and this is difficult when the current plan is only a few months ahead.

Not at this stage. All restrictions will be assessed along the way at the checkpoints indicated on the Roadmap to Easing Restrictions.

4 ACCOMMODATION

Does the 20-person limit apply to accommodation providers? From Stage 2 onwards, is there any restriction on the number of rooms accommodation providers can operate? Are they allowed to operate at full capacity, provided social distancing regulations are followed in shared areas?

There is no limit, however, all businesses must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons). For example, a business with a usable floor space of 20 square metres could accommodate a total of five people.

Can accommodation providers open their indoor or outdoor pool for usage with a maximum of 20 people in the area with social distancing rules applied?

Communal swimming pools are open for recreation, training and rehabilitation purposes, with a maximum of 20 people at a time in any one area (i.e. in and around the pool). The following rules also apply:

- one person per lane for lap swimming (if appropriate for size of pool)
- no spectators, except for 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).

Guests and businesses are both responsible for adhering to the 1.5 metre social distancing guidelines.

Are hotel/accommodation provider facilities such as conference rooms (with catering) able to re-open, provided the 4sqm rule and 20 people max rule are followed?

In Stage 2 the facilities can be used with a maximum of 20 people and up to 1 person per 4sqm. Social distancing also applies – keep 1.5 metres away from others as much as possible.

Can school groups resume visits and school trips? What restrictions, such as maximum numbers, will be in place? For example, a metropolitan school visiting the outback on an excursion.

Yes – in Stage 2 there is unlimited travel within Queensland, however restrictions apply with up to 1 person per 4sqm for tourism experiences, dining etc. Social distancing also applies – keep 1.5 metres away from others as much as possible.

What are the restrictions on shared facilities (e.g. communal facilities such as kitchens, laundries, BBQ areas, games rooms etc)?

All businesses must operate with the one person per 4sqm adhered to appropriately and includes everyone on the premises (staff and patrons). This included common spaces like shared kitchens, laundries, and BBQ areas. For example, a business with a usable floor space of 20 square metres could accommodate a total of five people. Social distancing also applies – keep 1.5 metres away from others as much as possible.

If you operate accommodation with shared facilities, such as a caravan park, bed and breakfast, hostel, boarding house etc, you will need a health management plan in place. Please see the Non-Essential Business Public Health Direction for further information.

Are health management plans for shared accommodation remaining in place? If so, until when?

Health management plans are still in place until otherwise advised. Please see the Non-Essential Business Public Health Direction for further information.

Can operators accept bookings for multiple people not from the same household? For example, can three families from different households (related or unrelated) book a holiday home together.

In the appropriate steps, yes.

Do the restrictions around pools, gyms and restaurants apply to in-house guests of properties in Stage 2?

In the appropriate steps, yes. All businesses either need a COVID Safe checklist or plan, which covers off on these individual needs for the business - check <https://www.covid19.qld.gov.au/> for more information.

Communal swimming pools are open for recreation, training and rehabilitation purposes, with a maximum of 20 people at a time in any one area (i.e. in and around the pool). The following rules also apply:

- one person per lane for lap swimming (if appropriate for size of pool)
- no spectators, except for 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).

Guests and businesses are both responsible for adhering to the 1.5 metre social distancing guidelines.

Camping, Caravan Parks and Tourism Accommodation are specified - can we clarify that this includes on-water accommodation on boats?

It includes all businesses that provide accommodation.

5 CARAVANNING AND CAMPING

At camp sites, does the 10/20/100-person limit apply per camp site or for the entire facility? Does the 4sq metre rule and 10/20/100 limit need to be satisfied at the same time? Can multiple families camp at the same camp site?

In Stage 2 there is a maximum of 20 people per camp site and the entire facility must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons).

Caravan park and camp sites will operate with the same rules as other accommodation providers, with a health management plan required for shared facilities.

Is the following statement correct: If you are a full-time traveller, you should consider the location you have been staying during the COVID-19 crisis as your principal place of residence and your 250km radius would be from this address. From Stage 3 you will likely have more flexibility to travel however at present you MUST remain in the same region you have been in.

In Stage 2 travel is now unlimited within Queensland.

Can people from the outback go caravanning and camping anywhere in the outback or only within 250km from home?

In Stage 2 travel is now unlimited within Queensland, and you can stay overnight.

Is the 250km limit for travel from the person's home?

In Stage 2, travel is now unlimited within Queensland, and you can stay overnight.

What does this mean for full time travellers without a residential address (grey nomads) - will they be required to stay in one place? Or can they start moving around? And what is their 250km distance based on?

In Stage 2 travel is now unlimited within Queensland, and you can stay overnight.

6 CAR HIRE

Can car hire operations resume business and hire cars to people for day trips or overnight trips (Stages 2 & 3)?

Car hire companies were never directed to close under the non-essential business, activity and undertaking closure direction.

7 EVENTS AND MASS GATHERINGS

Is there any clarity on when the mass gathering restrictions may be lifted? Concerns have been raised that due to the planning and promotion requirements of these events, unless a date is announced soon, it may be unlikely that any events will take place for the remainder of 2020.

Not at this stage. All restrictions will be assessed along the way at the checkpoints indicated on the roadmap. Further information on COVID Safe planning for events will be available soon.

Events are not mentioned but some events may be able to safely go ahead with up to 100 people – will this be permitted?

Only as outlined in the roadmap. Further information on COVID Safe planning for events will be available soon.

If events are permitted to go ahead, will there be restrictions on the type of events that can take place. For example, will outdoor festivals be permitted?

Only as outlined in the roadmap. Further information on COVID Safe planning for events will be available soon.

8 FOOD, DRINK AND DINING

Can restaurants have a live musician playing? Does this count towards the 10/20/100-person cap?

The number of people allowed in each Stage of the Roadmap is a maximum. All businesses must operate with the one person per 4sqm adhered to appropriately and includes everyone on the premises (staff and patrons). Social distancing also applies – keep 1.5 metres away from others as much as possible.

For example, a business with a usable floor space of 20 square metres could accommodate a total of five people. For information on COVID Safe Plans, visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Are wineries and cellar doors being treated the same as bars under the Stage 2 regulations? Are they able to operate while observing social distancing?

The following rules apply for winery operators:

- must prepare and comply with a COVID Safe checklist if providing seated dining
- takeaway and home delivery allowed
- seated dining for up to 20 customers at a time with no more than one customer per 4 square metres
- no buffet style self-service
- alcohol may be provided in accordance with seated dining.

Cellar Doors are considered a non-essential retail provider.

How will social distancing directives apply to wait and kitchen staff?

Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers.

Will hours of operation be limited/ regulated for food and drink related businesses e.g. cafes, restaurants, clubs, pubs?

Not at this stage.

Are there any restrictions to how meals are to be served? Can we still offer a buffet? Shared coffee / tea / juice service?

All businesses either need a COVID Safe checklist or plan, which covers off on these individual needs for the business – check <https://www.covid19.qld.gov.au/> for more information.

The phrase in the roadmap "dining in: restaurants, cafes, pubs, registered and licensed clubs, RSL clubs and hotels (with COVID Safe Checklist)" - does the "with COVID Safe Checklist" stipulation apply to all the listed businesses or only to hotels?

All of the listed businesses are considered high risk and are required to complete and display a COVID Safe Checklist.

9 OPERATORS – FERRY OPERATIONS

Queensland Health has noted there are two types of ferry services - those boats that:

1. effectively run 'shuttle' services to the island - they run on a timetable, and people on the boat may be a mix of Island staff, people delivering essential goods and services, locals doing a day trip. For example, Fitzroy Island, Great Keppel Island.
2. offer a day trip experience with lunch, snorkelling, diving, etc. but essentially all the people on the boat are part of the same group. These are considered tourism experiences, which are not able to start up again until Stage 2.

Ferry operators are not listed as non-essential in Non-Essential Business, Activity and Undertaking Closure Direction (No. 10), which means they can operate from Stage 1 provided they are not offering a tourism experience. They are offering a shuttle service to a timetable.

Ferry operators need to maintain social distancing and hygiene on their boats. The vessels must be able to maintain 1 person per 4 sqm including passengers and crew.

In terms of compliance, please take a look at the FAQs for COVID Safe Checklists and Plans:

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0024/127653/COVID_Safe-FAQ.pdf

The ferries operating in South East Queensland have taken steps to assure the public that the ferries are safe, with an emphasis on visual signs such as checklists, alternative seats taped off, hand sanitiser available etc.

Queensland Health suggest ferry operators take similar steps to assure the public their ferries are safe.

It would be a judgement for the private ferry operators running shuttle services as to whether it is viable to operate.

10 RECREATIONAL HIRE

Is the following activity allowed in Stage 2 and Stage 3:

(i) Recreational hire items such as stand-up paddle boards, kayaks, boats, scooters and surfboards are not listed as non-essential businesses and are able to operate while adhering to social distancing and travel distance rules relevant to each stage of the restrictions (particularly Stage 1), as well as good hygiene practices, for clients.

(ii) Lessons (along the lines of personal training - instructor plus one) on recreational craft such as paddle boards, kayaks or surfboards are permitted while adhering to social distancing and travel distance rules relevant to each stage of the restrictions (particularly Stage 1), as well as good hygiene practices, for clients."

In line with the Non-essential Business, Activity and Undertaking Closure Direction (No. 10) these businesses can operate.

11 TOURISM EXPERIENCES AND ATTRACTIONS

11.1 Water Based Experiences

What are the requirements for dive operations?

Assuming compliance with the 1 person per 4 sqm rule for usable indoor and outdoor space, other social distancing and hygiene requirements, dive operations across the state can operate as follows:

Stage 2

1. Start dive vessel operation however numbers on the vessel would be limited to 20 members (including customers and staff). With individual rooms dive operator tours can provide single accommodation for up to 20 guests.
2. Open dive training centres (e.g. Pro Dive and Quicksilver Dive training centres) - all group numbers are less than 20 customers
3. Operate a day boat with up to 20 people on board (customers and staff).

Stage 3

1. Operate all dive products. Each vessel can have a maximum of 100 persons on board subject to the social distancing requirements.

Can dive boats, sailing boats and fishing charters offer overnight trips with guests staying onboard, on a pontoon or on an island?

Stage 2 allows 'tourism experiences' up to 20 people at any one time and this includes overnight stays.

Clarify restrictions on number or crew and guests permitted on boats - GBR day trips, Whitsundays day sailing trips, etc. Is it a maximum of 20 persons or dependent on vessel layout?

The number of people allowed in each step is a maximum. All businesses must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons). For example, a business with a usable floor space of 20 square metres could accommodate a total of five people.

11.2 Amusement and Theme Parks

How many patrons are allowed at theme parks and amusement parks?

The Roadmap to Easing Restrictions states a maximum of 20 people at amusement parks unless there is an approved COVID Safe plan. Theme parks are considered large, unique sites and will require their own COVID Safe plan approved by Queensland Health. Visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses> for more information.

11.3 Zoos, Aquariums, Wildlife Centres

Is it correct that if zoos and wildlife attractions want to have more than 20 people, they need to have a COVID Safe Plan?

Yes. Large zoos will require COVID safe plan approved by Queensland Health as they are considered large, unique sites. Visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses> for more information.

In Stage 3, a wildlife park will be permitted a max of 100 people. Does this limit of 100 people only apply to visitors, not staff and visitors combined? Is it 100 visitors a day or 100 visitors at any one time at the facility, or Groups within a facility with less than 100 people? That is, any one time during the day a max of 100 people could sit in the restaurant while another 100 people participate in a wildlife show and another 100 people are out on boats? "

The number of people allowed in each step is a maximum. All businesses must operate with the one person per four square metres adhered to appropriately and includes everyone on the premises (staff and patrons).

For example, a business with a usable floor space of 20 square metres could accommodate a total of five people. For information on COVID Safe Plans, visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

The number is at a point in time. For example, a business can have 100 people on the premises for a 2-hour period, then the next 2-hour period, they can have another 100 people, if they don't exceed the maximum number at any one time.

Visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses> for more information.

12 TOURS AND TRAVEL

Can tour operators & attractions that can operate with less than 20 people at one time and maintain appropriate social distancing be able to operate e.g. walking tours, farm tours, tree-top walks, quad bike tours, jet ski tours, bus and reef tours (including diving) that can assure/maintain social distancing?

Yes, Stage 2 allows 'tourism experiences' with up to 20 people at any one time (including customers and staff).

Are there guidelines on what tour companies must do if they have a confirmed case of COVID-19 in their party? Where can they seek guidance?

They should contact 13 HEALTH for advice.

The bus charter and tour industry are seeking clarify on social distancing when indoors (or on a bus in this case). Using the 4 sqm rule, a bus coach can be calculated at 30sqm (12m long by 2.5m wide), meaning that a coach of this size can carry 7 people, including staff and driver. Is this correct? The confusion comes from the fact that public transport is not currently under these restrictions (citing planes, trains, and public buses).

Correct.

Will border crossing in a coach/bus between QLD and NSW be allowed in stage 3 for commercial tourism activities? What rule(s) will be in place to limit patronage on the bus (i.e. 4sqm rule, 100pax etc)?

Not at this stage. All restrictions will be assessed along the way at the checkpoints indicated on the roadmap.

What rules apply to buses and vehicle-based tours? Are there any rules specifically around open-top vehicles?

No specific rules for open-top vehicles. The 1 person per 4sqm rule must be adhered to throughout all Roadmap stages. Social distancing also applies – keep 1.5 metres away from others as much as possible. If not possible, only people from the same household should be accommodated on such tours and activities.

13 NATIONAL PARKS

Is there any clarification around which national parks, and exactly what facilities are open?

Visit <https://parks.des.qld.gov.au/covid-19/> for all of the latest information.

14 INTERNATIONAL STUDENTS

The Federal 3 Step Program mentions further consideration of a cross Tasman, Pacific Islands and International Student Exemption. Is there any clarification on what the International Student exemption may look like? How many students, from where, and when?

Not at this stage.

15 OUTBACK TRAVEL

In regards to recreational travel within the Outback, if you live in the Outback – does this include overnight stays?

Yes, in all stages.

16 COASTAL COMMUNITIES

Concessions have been made for Outback communities – can similar concessions be made for coastal communities and cities such as Townsville, Mackay, Rockhampton and Cairns?

People currently located within Queensland can now travel freely within the state.