

Coronavirus (COVID-19) Information about business and activities

Non-essential Business, Activity and
Undertaking Closure Direction (No. 10)



Questions and answers about business and activities

Stage 1 of easing restrictions

Effective 16 May 2020

What is a non-essential service or business?

A non-essential business or service is usually a service that does not sell food or groceries, health or financial support, or utilities. For example, a gym is a non-essential service.

Queensland's roadmap to easing restrictions aims to re-open many non-essential services and businesses in a controlled manner.

Example: a restaurant is a non-essential business but may re-open for up to 10 seated patrons as well as continuing to provide takeaway.

What businesses and facilities must stay closed?

Some businesses, activities and undertakings must continue to close until further notice. Queensland's roadmap to easing restrictions paves the way for non-essential businesses and facilities to conditionally re-open in a staged approach. The first stage of this roadmap commences on 16 May 2020.

Please refer to the [Non-essential Business, Activity and Undertaking Closure Direction](#) for more information about whether your business or facility can operate.

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

The detailed table of business types can be found in the [Non-essential Business, Activity and Undertaking Closure 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/shop or facility.

Chief Health Officer [Directions](#) are published on Queensland Health's website, which outlines the businesses, facilities or activities that are impacted.

Further information

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



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Can I take my inside business and make it outdoors?

If your business has the ability to operate outdoors, we encourage you to do so if it aligns with the current public health Directions and restrictions. For example, a café can have seated patrons outdoors. However, you should consider business registration, licence conditions and insurance details.

We ask that business owners exercise common sense and sound judgement when making this decision. It is not appropriate or in line with the public health Directions and restrictions, for example, for a gym to move equipment outside and reopen.

What does the 4 square metre requirement mean?

It means that if offering an eligible service, there needs to be enough space within the business premise, either indoors or outdoors, that equates to one person per 4 square metres.

The requirement applies to areas of the business or facility that are open to or used by the public (for example for a café or restaurant, the dining area, but not the kitchen).

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

This rule applies to customers, workers and visitors, which depending on the size of your premise or number of staff on site, may limit the number of customers being allowed regardless of specified limits. For seated dining, this rule applies to patrons.

Note, the 1.5 metre physical distancing rule applies at all times, and people must not be grouped or clustered together within the premise, unless there are exceptions – for example in hairdressing.

HOSPITALITY – FOOD AND DRINK

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

From 16 May 2020, you can have up to 10 people (not including staff) at your business premise at any one time providing you have suitable indoor and outdoor space to meet the requirement for no more than one patron per 4 square metres and have a completed and signed COVID Safe Checklist on display.

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[Can I simultaneously have the maximum number of patrons in both my indoor and outdoor areas \(e.g. 10 in each\)?](#)

No. The maximum number of patrons is for each business premises, and is inclusive of indoor and outdoor seated dining areas.

However, at stage 2 certain eligible businesses, such as restaurants, pubs and clubs etc., will be able to lodge 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.

[I have three separate dining areas in my venue – can I have 10 patrons in each?](#)

No. The maximum number of patrons is for each business premises, and is inclusive of indoor and outdoor seated dining areas.

However, at stage 2 certain eligible businesses, such as restaurants, pubs and clubs etc., will be able to lodge 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.

[Do I have to get a meal at café, pub or restaurant to go out for drinks?](#)

Yes. Restaurants, cafés, pubs, registered and licenced clubs, RSL clubs and hotels can open for dining in, with a maximum of 10 patrons at any one time. Alcohol can be provided at the table as part of your meal, but there is no service at the bar.

[How long can I stay at a cafe or restaurant? \(e.g.: is there a time limit?\)](#)

No, there is no time limit however, 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. We're asking for Queenslanders to use common sense and good judgement during this time.

[Restaurants and cafés – how do I know it's safe?](#)

Restaurants, cafes and other venues will all be allowed to open progressively as restrictions relax. Eased restrictions for restaurants and cafes 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.

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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 cafe not maintaining appropriate physical distancing or other stage 1 requirements, perhaps have a chat to the staff and find out what measures they have put in place or ask to see their COVID Safe Checklist.

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

How will compliance of the public health directions be regulated at restaurants and cafes?

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

Why are pubs and clubs allowed to open, but casinos can't?

Due to the increased risk of transmission, from touching machines, chips, etc, and being unable to accommodate social distancing around tables, gaming rooms and floors cannot open.

Any restaurants or cafes within casinos may open during stage one for up to 10 customers at a time, in line with the public health Direction.

Bar service is not permitted and alcohol can only be served in accordance with seated dining.

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

Food courts are closed for seated patrons, however, food businesses within a food court can operate only on a takeaway basis.

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

The person limit applies to seated dining in at restaurants, cafes, pubs, clubs and hotels. Anyone waiting for takeaway orders should be encouraged to wait outside as they are not included in the 10 person rule.

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

- keeping 1.5 metres between people;

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- one patron per 4 square metres – including those people ordering, waiting or collecting takeaway;
- taking all reasonable steps to direct persons away from gathering to consume takeaway on, or near, the business/shop. For example, remove all tables and chairs;
- all cutlery and utensils provided for self-service takeaway must be single use.

Does the 10 person maximum for café, restaurants and pubs apply to all sizes of venue?

A maximum of 10 patrons are permitted in restaurants, cafes, pubs, clubs and hotels, not including the staff. The business must prepare and comply with a COVID SAFE checklist, including ensuring physical distancing and frequent cleaning and disinfection.

How many people can I have in an Outback café?

The limit is 20 local patrons at a time in the Outback, so restaurants can have multiple sittings. Businesses must prepare and comply with a COVID SAFE checklist, including allowing 4 square metres per patron.

A local means a person whose principal place of residence is in the Outback or a person who is performing work or volunteering under the Home Confinement, Movement and Gathering Direction (No. 5) or its replacement. For example, a fly-in fly-out worker, seasonal worker, contractor or locum.

RETAIL & 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.

Market operators must ensure:

- people do not gather in groups of more than 10;
- people are appropriately physical distancing by allowing 4 square metres per person.

Can I go to a drive-in cinema?

Yes, you can go to a drive-in cinema with members from your household. You should remain in your vehicle and social distancing should be observed in common areas and shared facilities to the extent possible.

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Are swimming pools open?

Swimming pools may open ensuring the following rules:

- One person per lane
- A maximum of 10 swimmers per pool
- No spectators, except for up to one parent/carer per child, if necessary.

Please note that communal showers and change rooms will be closed. Swimmers are asked to shower with soap before and after swimming at home.

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 gather and play sporting based activities at community facilities?

Community facilities includes places such as recreation centres and lawn bowls, tennis and golf clubs. Community facilities does not include public spaces such as parklands or walking tracks.

Groups of up to 10 patrons can be present at community facilities. The total number of up to 10 patrons is for the entire premises or venue, and the premises must be able to accommodate one person per 4 square metres and appropriate social distancing for patrons and any staff required to be present on site (for example to open the facility).

If the facility has both indoor and outdoor area, there should be no more than a total of 10 patrons across both indoor and outdoor areas. An additional 10 patrons can not be inside the club-house, cafe or restaurant that may also be part of the facility.

Some community facilities have large outdoor areas, with multiple fields, courts or greens that could accommodate more than 10 people on each court, field or green. However, please maintain up to 10 patrons for the entire premises.

Queensland's plan to ease restrictions is being implemented in a staged way to gradually increase people's interactions and contact with one another. In stage 2, from 12 June, there will be further increases to the number of people that can gather.

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Can I borrow a book from the library?

Libraries are permitted to open in stage 1. The decision to open your local library rests with local government. If a library is open only 10 people are allowed inside at any one time, ensuring social distancing and hygiene measures are maintained.

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 10 people are only allowed to be inside at a time. No interactive exhibitions can operate at this stage.

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

Yes, open house inspections are permitted. Up to 10 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 28 days to assist with contact tracing if required.

The agent should ensure that physical distancing including 4 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 ten 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 ten people inside (not including the three agents/assistants), they will need to wait until someone leaves the house to enter.

Will people be shown a house one at a time? Or can all ten people go in at once?

Ten people (not including the three agents/assistants) are able to be inside the house at one time. Any additional people should wait outside and only enter once someone leaves the house. Social distancing should be observed, with no more than one person per 4 square metres.

Given the close interaction involved, real estate agents are required to keep a record of all guests' contact information, including name, address and mobile number, for at least 28 days to assist with contact tracing if required.

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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 4 square metres.

Can I go to an auction?

Yes, auction houses are permitted due to the easing of restrictions allowing public gatherings of up to 10 people (excluding the auctioneer and two assistants), ensuring social distancing is observed and no more than one person per 4 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 28 days 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?

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.

How far can I travel to view an open house inspection?

As per the Home Confinement, Movement and Gathering Direction you are able to attend an open house inspection outside the 150km radius of your home. Remember, the 150km radius should be observed when participating in recreational activities, for example going on a picnic or going for a drive.

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 4 square metres.

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I am a tour operator, how do I operate a tour 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 Chief Health Officer Directions, use common sense and follow social distancing principals, including:

- maintain 1.5m distance from other people
- 1 person per 4 square metres
- stay home if you are unwell or have flu-like symptoms (e.g. cough), and get tested for COVID-19
- 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 from Translink](#) and additional resources in the [Safe Work Australia COVID19 Resource Kit](#).

ENTERTAINMENT VENUES

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

Casinos, gaming or gambling venues may provide seated dining in compliance with a COVID SAFE checklist for:

- up to 10 patrons at a time, with no more than one patron per 4 square metres and social distancing observed
- up to 20 *local* patrons at a time in Outback Queensland, with no more than one patron per 4 square metres and social distancing observed
- alcohol may be provided only in accordance with seated dining – no bar service
- no gaming
- no buffet self service
- maximum number of patrons specified is inclusive of indoor and outdoor areas.

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.

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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 4 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 28 days.

What is included in beauty therapy?

Businesses can operate to the extent they provide 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 10 customers.

The following services can be provided only if undertaken by a registered health practitioner:

- Cosmetic injections
- Personal appearance services where skin penetration is used (for example, microneedling, tattooing, body piercing, skin impacts, hair implants).

The following services cannot be provided under stage 1:

- spray tans
- saunas

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- other water based spa services, such as non-therapeutic hydrotherapy tubs, whirlpool tubs, steam rooms, steam cabinets, vichy shower
- non-therapeutic massage
- any other services listed in the relevant Queensland Health Directions as not being permitted.

A day spa may provide massage therapy by a qualified massage therapist, facials and waxing in accordance with a COVID SAFE checklist but cannot provide spray tans or saunas.

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 commence offering 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 4 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 1 of Queensland's Roadmap, beauty therapy businesses and nail salons can operate with up to 10 customers at any one time (not including staff) if they are able to maintain 4 square metres per person (customers and staff) and have a COVID SAFE checklist.

PERSONAL TRAINING AND BOOTCAMPS

Can I see my personal trainer or attend a bootcamp?

Yes, but only up to 10 people including the instructor may participate and the session must be held outdoors.

Participants must maintain the 4 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). If

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equipment is being shared, it must be disinfected between each use by the personal trainer or boot camp instructor.

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

WEDDINGS, FUNERALS AND RELIGIOUS CEREMONIES

How many people can I have at a wedding?

Weddings can have a maximum attendance of 10 people 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 10 people can attend in person. If you hire a camera operator to live stream the wedding, the camera operator will be included in the 10 person maximum.

How many people can attend a funeral?

Indoor funeral: a maximum of 20 mourners in addition to up to three funeral officials

Outdoor funeral: a maximum of 30 mourners in addition to up to three funeral officials

The maximum number of people allowed at a funeral will be determined by whether a funeral is held indoors or outdoors. 30 outdoor guests is not in addition to 20 indoor guests.

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.

Queensland can provide exemptions in relation to attendance at funerals, but only at the margin. It is important that, if you are unwell, you do not go to the funeral.

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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?

You cannot operate for holiday or leisure purposes. However, exemptions have been included so you can operate for persons who are away from their principal place of residence for a permitted purpose (for example a health practitioner working away from home), require interim accommodation if their principal place of residence is not available, or require temporary accommodation to self-quarantine or self-isolate in accordance with a public health direction or as directed by a relevant authority. Because of the distance involved, people travelling for recreation within the Outback up to 500km from their home can have overnight stays.

If your accommodation provides shared bathroom or kitchen facilities for guests, you will need to have a health management plan to manage preventing the spread of COVID19. For example, a backpacker hostel or a bed and breakfast where guests share a bathroom or kitchen. 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.

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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.

ROADMAP TO EASING RESTRICTIONS

What is classified as 'the Outback'?

Outback Queensland is defined in schedule 1 of the [Home Confinement, Movement and Gathering Direction](#).

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.

When will the next stage after stage 3 be announced?

It will be reassessed after a minimum of 4 weeks, along with other COVID SAFE check points to determine whether the restrictions can be eased.

What will happen if people don't follow the rules and cases go up again first?

Restrictions are being lifted because Queenslanders are doing a great job at listening to health advice and following the rules, however, there is the potential for our state to require tougher restrictions to be enforced if people take don't abide by the new restrictions.

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

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business regulators will also play a role in ensuring organisations are compliant with restrictions.

Example: Local Government Environmental Health Officers will monitor and ensure compliance at food premises and other businesses they routinely regulate such as beauty salons, hairdressers and backpacker accommodation.

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 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 are there four weeks between each stage?

An incubation period for COVID-19 is 14 days. Four weeks in between each stage allows for two incubation periods. In this time, we will be able to monitor and assess any new cases and make sure these don't exceed COVID SAFE check point thresholds for the next stage.

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.

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COVID SAFE CHECKLIST

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>

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