

Office of Liquor and Gaming Regulation

Easing COVID-19 restrictions



Friday 15 May 2020

Dear licensee

Queensland's Chief Health Officer has [released the latest closure direction](#) on non-essential business, activity and undertaking. This commences at 11.59pm tonight (Friday 15 May 2020) and provides important advice for Queensland licensees.

Queensland Health has also [released a Q&A document](#) that relates to this updated direction.

To assist further, please find below common Q&A's that relate to stage 1 easing of restrictions for liquor and gaming licensees.

Please remember, if you intend to offer seated dining this weekend, **you must** review your [Work Health and Safety \(WH&S\) Plan](#) to incorporate COVID-19 risks and complete the [COVID-19 Safe Checklist](#). You must conduct your business in compliance with the Plan and Checklist. Both documents must be publicly displayed at your venue.

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.

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.

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 the 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., may be able to operate under 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., may be able to operate under 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.

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

Yes. A maximum of 10 patrons are permitted to dine in restaurants, cafes, pubs, clubs and hotels, not including the staff.

Are small bars that serve food able to work under the cafe / restaurant category? As in no more than 10 people in the venue?

Yes. However, you must ensure you maintain appropriate physical distancing of 4sqm per person and 1.5m between persons. You may have to reduce the numbers of patrons to less than 10 to comply with these requirements.

Can I serve drinks from the bar?

No. Bars are unable to open in stage one due to the increased risk of transmission from touching surfaces and moving around the venue. The serving of alcohol must be restricted to table service only for dining in customers.

Can a household who is dining in sit within 1.5m of each other?

You should arrange your tables and seating so that all persons are practicing physical distancing as it can be difficult to determine which groups are from the same household and which are not.

Do I have to get a meal at café, pub or restaurant to go out for drinks? What is considered a meal?

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. The provision of alcohol is subsidiary to dining.

A meal is food of sufficient substance served to person sitting at a table, or similar fixed structure.

Selling a small meal, such as a single bowl of chips or side to a table of people to allow them to consume liquor would mean that the service of food would be secondary to the supply of liquor. This does not meet the dining-in restriction.

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?)

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.

I don't currently offer food at my licensed venue, can I arrange to have a food truck at my venue so I can sell alcohol to patrons?

No. At Stage 1, food trucks can only operate as a takeaway service.

The intention of the relaxations relating to licensees is to allow them to undertake their dining-in operations (open their kitchens etc). Liquor supply is subsidiary to the dining-in operations. Having people dine on food they bring themselves, or that they get as take-away is not in line with the relaxation.

Do we need to use takeaway cutlery for our dine-in customers?

You can choose to use disposable crockery.

Non-disposable crockery is permitted only when cleared after each course, washed using a commercial grade dishwasher or glasswasher, and workers wear gloves to remove.

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 is not included in the 10 person count but social distancing requirements must be observed. Ideally persons ordering takeaway should be encouraged to wait outside.

Businesses/facilities providing takeaway food and drink can continue to provide these services but must ensure social distancing measures are being implemented and monitored by staff (including contractors):

- keeping 1.5 metres between people;
- 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.

How many people can I have in an Outback café? I understand we are only allowed to seat locals but would patrons performing work in the community, such as fly-in-fly-out workers be considered locals for the purpose of in-house dining?

The limit is 20 local patrons at a time in the Outback. 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.

I run an outback hotel. Given our distance from the next closest town, am I required to keep an attendance record or similar when we are dealing with strictly local customers?

To enable contact tracing in the event of a COVID case, contact information must be kept for all dine in customers, workers and contractors for a period of 28 days. This includes name, address and mobile number.

How do I know if I'm classified as an outback venue and what restrictions apply to me?

Special consideration is given to outback areas during the easing of Queensland's restrictions. You can find a list of the outback Local Government Areas and the restrictions that apply at www.covid19.qld.gov.au/government-actions/outback-queensland

Do I need to operate ID scanning at my venue?

If you are normally required to operate ID scanning under the *Liquor Act 1992*, you do not need to in stage 1. This will be reviewed again ahead of stage 2.

I am in an industry that requires a COVID Safe Checklist. What training is available for me/my staff?

An online training program is currently being developed to provide all staff in industries requiring a COVID Safe Checklist with training which will allow them to help ensure a COVID Safe work environment. This training will be mandatory and must be completed within two weeks of a business

opening/reopening. Staff that commence with your business after this two-week period must complete this training before commencing.

The COVID Safe training programs will be available online for in-dining services through TAFE Queensland shortly. Details will be made available on the COVID-19 website soon and you can register for the training [here](#). You will be notified once the training is online.

Industry training will be reviewed by Queensland Health and the Office of Industrial Relations. DESBT will facilitate this review. Please contact info@desbt.qld.gov.au for assistance.

Why do I need to record the name, address and phone number for customers?

These details will provide important information for the purposes of contact tracing in the event of a COVID infection. A register with contact information for customers and workers must include the name, address and mobile number of a person at each table. Contact information must also be kept for at least 28 days.

You do not need to collect contact information for customers ordering/collecting takeaway or third-party delivery drivers. Records are to be kept confidentially and securely at the premises.

What do I do if a customer refuses to provide their name, address or contact number?

Place signs at entry points to inform customers that they must provide their name, address and contact number to assist with contact tracing if they wish to be seated at the premises. Businesses have the right to refuse service if they cannot comply with the COVID safe checklist.

Do transport/delivery workers add to my 10 person limit? Or my 20 person limit in the Outback?

No, staff and contractors do not count towards the 10 person limit or 20 person limit in the Outback however you should:

- direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

Can BYO containers such as beer kegs, growlers and squealers be filled for patrons?

Yes, BYO containers can be filled for patrons with hand hygiene measures observed between refills.

Under WHS laws licensees have a duty to ensure the health and safety of their workers. Your WHS Plan and COVID Safe Checklist should identify how you are controlling the risk of transmission from the handling of customers' vessels. You also need to comply with any food standard requirements.

Are buffets allowed?

Self-serve buffets are not allowed to operate at this time.

Regards,

Victoria Thomson
Commissioner for Liquor and Gaming

