



COVIDSafe Plan

C H E C K L I S T &
S U P P O R T I N G
I N F O R M A T I O N

Knox Basketball COVIDSafe Plan

About this template

- This COVIDSafe Plan template has been developed for businesses to maintain a COVIDSafe work place and prepare for a suspected or confirmed case of COVID-19 in the workplace.
- To comply with public health directions.
- All Victorian businesses with on-site operations must complete and document a COVIDSafe Plan.
- COVIDSafe Plans should be developed in consultation with workers and relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you must meet your obligations under the Occupational Health and Safety Act 2004.
- You must modify your COVIDSafe Plan if you are directed to do so by an Authorised Officer or WorkSafe Inspector.

In addition to the general restrictions for all businesses, some industries are subject to additional obligations due to a higher transmission risk. For more information see: coronavirus.vic.gov.au/additional-industry-obligations.

Understand your responsibilities



This symbol indicates mandatory public health requirements. Your COVIDSafe Plan must detail how you will meet these requirements.

- All other guidance is strongly recommended to keep workplaces COVIDSafe.
- Some requirements and recommendations may not apply to your business and should be marked N/A (not applicable).
- Businesses with multiple worksites must complete a plan for each worksite.

When to review your COVIDSafe Plan

You should review your plan regularly, especially when restrictions change. You do not have to submit your plan to the Victorian Government. You must modify your plan if directed to do so by an Authorised Officer or WorkSafe Inspector. Compliance with COVIDSafe Plans is monitored by virtual and physical inspections.

Share your COVIDSafe Plan with employees

Employees must comply with the COVIDSafe Plan. Where possible, discuss the plan with employees before it is finalised. Employers should share the completed plan with employees and occupational health and safety representatives.

For further guidance on preparing your COVIDSafe Plan or any other questions, visit coronavirus.vic.gov.au or call the Business Victoria Hotline on 13 22 15.



Your COVIDSafe Plan

Business name:

Knox Basketball Incorporated

Address:

Knox Basketball Stadium
7 Park Crescent,
Boronia
3155

State Basketball Centre
291 George Street,
Wantirna South
3152

Plan completed by:

Grant Harrison	CEO
Dean Andrews	Competition and Operations Manager
Nathan Sewell	Venue and Facilities Manager
Xavier Howard	Assistant Venue Manager

[Signature]
Grant Harrison
CEO

Date reviewed: 19/11/2021

Next review: As per DHHS updates.



[Signature]
Michelle McCrum
Chairperson
Board Director
19/11/2021



1. Physical distancing



RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?</p> <ul style="list-style-type: none"> • Density quotients can change. One person per four square meter or one person per two square meters may apply to your workplaces or venue. • You must display signage showing the maximum number of people allowed in the space. • Shared work areas are only accessible to workers and should only include workers in the density limit. • Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis. <p>For more information about restrictions for your workplace, density quotients and signage visit: coronavirus.vic.gov.au/business</p>	<p>Refer to Knox Basketball pre-opening checklist additional information (page 12)</p>	Venue Manager
<p>You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?</p>	<p>Café Staff- are employed to work in one café or another.</p> <p>Office staff continue to split working from home with onsite time.</p> <p>BA/BV staff based at SBC continue to work from home.</p>	Venue Manager
<p>Where possible aim for workers and visitors to maintain physical distancing of 1.5 meters in the workplace. How will you do this?</p>	<p>Limited numbers in the office at any one time.</p> <p>Also signed in areas where there are queues such as entry points and café marking out a 1.5 meter distance.</p> <p>Additional info in KBI facilities pre-opening checklist (page 13)</p>	Venue Manager



1. Physical distancing



RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
You should give training to workers on physical distancing while working and socialising. How will you do this?	KBI workers do not car-pool into work. BV/BA staff are not back on site	Venue Manager



2. Face masks



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must ensure all workers adhere to current face mask requirements. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/face-masks</p>	<p>Relevant signage will be placed around the stadium and digital communications will be sent out as per DHHS guidelines.</p>	<p>Venue Manager</p>
<p>You should give training and information on how to correctly fit, use and dispose of PPE. How will you do this?</p>	<p>Refer to attached KBI Facilities pre-opening checklist. (page 13)</p>	<p>Venue Manager</p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> • adhere to extra face mask requirements • appoint Covid Marshals • conduct surveillance testing for COVID-19. <p>How will you do this?</p> <p>For more information visit coronavirus.vic.gov.au/additional-industry-obligations</p>	<p>Relevant dot point here is appointing Covid-Marshals.</p> <p>Refer to attached KBI Facilities pre-opening checklist (page 13)</p>	<p>Venue Manager</p>



3. Hygiene



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g., doorknobs, telephones, toilets and handrails. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/cleaning</p>	<p>Refer to attached documentation. 1. KBI Facilities pre-opening checklist. (page 12) 2. SBC Covid Cleaning Program. (page 36-39) 3. SBC Cleaning scope. (page 40-42). Knox Covid Cleaning Program. (page 30-33) 5. Knox Cleaning scope. (page 34-35)</p>	Venue Manager
<p>You should display a cleaning log in shared spaces. How will you do this?</p>	<p>Refer to attached documentation. SBC Covid Cleaning Program (page 39-42) and Knox Covid Cleaning Program. (page 43-45)</p>	Venue Manager
<p>You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?</p>	<p>Refer to attached KBI Facilities Pre-Opening Checklist (page 23)</p>	Venue Manager



4. Record Keeping



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers and visitors. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/about-victorian-government-qr-code-service</p>	<p>Please see attached Knox Basketball Facilities Pre-Opening checklist (page 12 and page 21)</p>	<p>Venue Manager</p>
<p>Some venues must have a COVID-19 Check-in Marshal at all public entrances whenever the facility operates. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/covid-check-in-marshals</p>	<p>Please see attached Knox Basketball Facilities Pre-Opening checklist. (page 13)</p>	<p>Venue Manager</p>
<p>You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/vaccine</p>	<p>Please see attached Knox Basketball Facilities Pre-Opening checklist. (page 13)</p>	<p>Venue Manager & CEO</p>



4. Record Keeping



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>It is strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?</p> <p>This includes having a plan:</p> <ul style="list-style-type: none"> • to respond to a worker being notified they are a positive case or a close contact while at work • to clean the worksite (or part) in the event of a positive case • to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts • to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace • if you have been instructed to close by the Department of Health • to re-open your workplace when cleared by the Department of Health and notify workers to return to work. <p>For additional resources: business.vic.gov.au/emergency-planning </p>	<p>Please see attached Confirmed Case Action Plan (page 14-16)</p>	<p>Venue Manager</p>



5. Enclosed Spaces and Ventilation

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You should reduce the time workers spend in enclosed spaces. How will you do this?</p>	<p>KBI staff are working both from home and from the office.</p> <p>Basketball Victoria and Basketball Australia staff are continuing to work from home</p> <p>When staff are onsite, no closed-door meetings will be held. Meetings will be encouraged to take place outside where possible.</p>	<p>Venue Manager</p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate. conduct surveillance testing. <p>How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/additional-industry-obligations </p>	<p>NA for our industry as per Coronavirus Victoria website.</p>	<p>NA</p>



6. Workforce Bubbles

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this?</p>	<p>KBI staff continue to work from both the office and home.</p> <p>BA and BV staff continue to work from home.</p>	Venue Manager
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> • limit or stop workers working across multiple sites where practical • keep records of workers who are working for different employers across multiple premises. <p>How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/additional-industry-obligations </p>	<p>NA for our industry as per Coronavirus Victoria website.</p>	NA



COVIDSafe PLAN

KBI Facilities Pre-Opening Checklist and Additional Information

Knox Basketball venue management staff has worked diligently to prepare ourselves for the re-opening of both the Knox Basketball Stadium and the State Basketball Centre.

The additional information in this document is to verify the requirements of the Victorian State Government COVIDSafe Plan.

As per each time we have returned to basketball we have gone above and beyond in meeting the requirements as outlined in the checklist with all plans previously approved by Knox City Council.

The link below is the simplified version of our plan which is available for all members on the Knox Basketball website.

[Knox Basketball- Return to Basketball Guidelines](#)

Additional information on the checklist sub-headings below:

GENERAL ACTIONS:

1. COVID Responsible Officer
Nathan Sewell- KBI Venue and Facilities Manager
Mob: 0437 959 829
Email: nathan.sewell@knoxbasketball.com.au
2. Information on what to do in the event of a confirmed is attached with these documents labelled Confirmed Case Action Plan.
3. Knox Basketball currently utilizes the Service Victoria QR code check-in system as well as having manual sign-in sheets available to ensure everyone entering our facilities has checked in. We have a different QR system for each of the venues we manage and that our teams play at across the weekend. During our competition we also have both door-keepers and designated covid marshals ensuring compliance in this area.

As well as the Service Victoria QR code check-in system our Competition Manager has lists of all teams and families contact numbers that are readily available to contact anyone that may have been exposed to the risk of COVID-19 in light of a confirmed positive case.

4. All persons/groups that hire the courts are being briefed in our plans by staff and sent the link to the Knox Basketball- Return to Basketball Guidelines.



5. KBI has conducted a staff meeting to brief all staff on our return plans as well as explain the documentation. Staff have also been put through a Federal Government COVID Hygiene course as have a number of our Senior KBI Casual staff.
6. Knox City Council has supplied KBI sneeze screens for both the door entrance and café at both facilities. Basketball Victoria has installed a sneeze screen at their front reception desk.
7. KBI staff have been instructed that they are not to attend work if they are feeling unwell or suffering any mild COVID-19 symptoms – this includes ensuring they test negative before returning to work. Signage is also at the entrance points of our facilities advising people not to enter if they have covid symptoms. These are signs that were part of the Basketball Victoria return to sport signage distributed to associations.
8. KBI activities continue to fall under the Basketball Victoria insurance policy as the State Governing body.

PHYSICAL DISTANCING:

Knox Basketball is compliant with all items under the Physical Distancing section of the checklist. As well as displaying mandatory signs supplied by Basketball Victoria KBI has purchased both social distancing pop-up banners as well as floor decals for queuing spaces that will be displayed to ensure social distancing occurs. KBI will have covid marshals and both Venue Manager and Door Keepers on site.

HYGIENE:

Knox Basketball is compliant with all items under the Hygiene section of the COVIDSafe plan. In the Return to Basketball guidelines you will note there are maps of both the State Basketball Centre and Knox Basketball Stadium showing where our sanitising stations are located (both wall-mounted and portable). These are regularly checked and re-filled by both staff and cleaners.

CLEANING:

Knox Basketball CEO Grant Harrison and Venue Manager Nathan Sewell met with a Knox City Council Hygiene Accessor and Nicole Columbine to discuss our cleaning plans. These have served us well after each lockdown and will continue to be used as we move out of the pandemic. KBI cleaners are now onsite during office hours and Saturday competition to ensure the continual cleaning and wiping down of high-touch points and surfaces.



Confirmed Case Action Plan

Knox Basketball will follow the below protocols in the event of a confirmed case or suspected case of COVID19 in our facilities.

All cases will be confirmed to Venue and Facilities Manager Nathan Sewell whose mobile number has been distributed to all members of Knox Basketball and available in the KBI Covid Guidelines on the Knox Basketball website.

In the event of a confirmed case of COVID-19 within our organisation, we will be prepared to respond and take necessary action to reduce the risk of transmission. The following is the general process we will follow as part of our Action Plan.

**FIRSTLY, A PHONE CALL MUST BE MADE TO
KBI VENUE MANAGER NATHAN SEWELL (0437 959 829)**

**WHO WILL IMMEDIATELY CONTACT
KBI CEO GRANT HARRISON (0490 104 356)**

Establish a clear line of reporting for potential or suspected cases

1. Notify DHHS of confirmed case on **1800 675 398**
2. Notify Council of confirmed case (**Bronwyn Commandeur on 0403 443 579**)
3. Conduct a contact / analysis assessment
4. Notify potentially exposed members/volunteers
5. Notify other members/volunteers
6. Take immediate action to reduce potential transmission

REPORTING:

Contact Name: Nathan Sewell (Venue Manager)

Contact Phone Number: 0437 959 829

Contact Name: Grant Harrison (Chief Executive Officer)

Contact Phone Number: 0490 104 356

NOTIFICATION TO COUNCIL:

Person Responsible: Nathan Sewell

Council Contact: Bronwyn Commandeur

Contact Phone Number: 0403 443 579



CONTACT ASSESSMENT:

Knox Basketball currently utilizes the Service Victoria QR code check-in system as well as having manual sign-in sheets available to ensure everyone entering our facilities has checked in. We have a different QR system for each of the venues we manage and that our teams play at during the weekend. During our competition we also have both doorkeepers and designated covid marshals ensuring compliance in this area.

As well as the Service Victoria QR code check-in system our Competition Manager has lists of all teams and families contact numbers that are easily available to contact anyone that may have been exposed to the risk of COVID-19 in light of a confirmed positive case.

Upon ringing the Department of Health and Human Services they assign a case worker that then gives you a set of information to follow regarding contact potentially exposed members. If this was to be a KBI staff member requirement this would be done by Venue and Facilities Manager Nathan Sewell.

Knox Basketball CEO Grant Harrison and KBI Venue and Facilities Manager Nathan Sewell will have a media release ready to go to inform members if there has been a positive case in our facilities and the necessary instructions for patrons to follow if they have been affected.

OPERATIONAL CHANGES:

Knox Basketball will ensure council is automatically notified upon a positive or suspected case of COVID19.

If we are notified of a confirmed case, we will follow all Victorian Government Coronavirus Guidelines.

WHAT HAPPENS IF OUR VENUES ARE AN EXPOSURE SITE?

An exposure site is a place where a confirmed case of COVID-19 has attended while they were infectious. Anyone who had contact with the confirmed case at the Tier 1 exposure site should [get tested immediately for COVID-19](#) and must isolate for seven days if fully vaccinated or 14 days if not fully vaccinated.

The organization may be listed on the Department of Health's [public exposure site webpage](#). This is to make sure that information is available to anyone who attended and cannot be contacted from QR check-in data. While we try to contact you before the details are published, exposure sites need to be published on the website promptly to manage public health risk.

INFORMATION FOR STAFF?

All staff that have had face-to-face contact with the confirmed case for any period of time or shared a closed space with the case during the period of interest are required to get tested immediately and quarantine.

Staff will be notified of their testing and quarantine requirements.



INFORMATION WE WILL PROVIDE TO DHHS

The following information, where possible, will be provided to DHHS for everyone who had contact with the case as defined above at the site during the period of interest:

- First and Last Name
- Date of Birth
- Phone number
- [Last date of exposure to the confirmed case if case was present on multiple days]

This will be sent to allocations POD@health.vic.gov.au as soon as possible.

The department will contact these individuals to make sure they are safe and have everything they need to safely isolate and provide them with information about accessing support payments.

REQUIRED CLEANING

In line with the latest DHHS regulations, business' are no longer required to close for a mandatory deep clean after a COVID positive case.

Business' **do not need to close** if:

- Evidence that high touch surfaces in areas that the confirmed COVID-19 person had been are included in routine daily and additional COVID-19 (twice daily cleaning and disinfection of high touch surfaces in communal/high traffic areas) cleaning schedules.
- Areas can be closed off to staff and public and high touch surfaces cleaned and disinfected.

KBI will continue to ensure our facilities are cleaned as per our cleaning scope. A key focus in our cleaning will be on high touch points and amenities throughout our facilities.



Positive Covid Case Procedure

As per recent changes made by the Department of Health and Human Services (DHHS) surrounding positive cases of coronavirus as they relate to community sports, please find the following procedures that all Junior Domestic Clubs must adhere to.

Positive Covid Case:

- When a club becomes aware of any positive Covid case where that person has **attended** or been **involved** in training or games at a Knox Basketball venue, you MUST.
 - Email covidresponse@knoxbasketball.com.au with details regarding the:
 - Date & time of QR check in
 - Venue name
 - Club, Team and Age Group
 - What capacity that person attended (player, coach, parent, scorer, spectator etc.)

Clubs are NOT permitted to divulge that person's identity **to any other person** other than to KBI and MUST NOT post any details about this positive case on any social media platform.

Classification:

- KBI have two (2) classifications regarding exposure to COVID-19.
 - Where a person was **involved** in the game (in a capacity such as coach, referee, scorer, player).

OR

 - Where a person **attended** a game (in the capacity as a spectator).

Social Contacts:

- DHHS has advised that under both circumstances above, persons who were **involved** or **attended** a game or training are deemed as social contacts.
- Under DHHS guidelines, social contacts are "**strongly recommended**" to get a standard PCR test at a testing centre and isolate until you get a negative result. However, testing is not mandatory for social contacts.

For further assistance please call Dean Andrews on 9847 2303 or visit the Coronavirus website at <https://www.coronavirus.vic.gov.au/checklist>.





RETURN TO BASKETBALL

GUIDELINES

COMING TO OUR STADIUMS

Knox Basketball are under strict restrictions when we return to basketball. As such, we need everyone involved to work together and follow our directives.

Our first step is to ensure no one enters the stadium if they are feeling unwell

Please refer to the document to the right and follow all directives.

DO NOT ENTER

IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:



FEVER



COUGHING



FATIGUE



SHORTNESS OF
BREATH



SORE THROAT



PLEASE STAY AT HOME IF UNWELL



FACE MASKS

Relevant signage will be placed around the stadium and digital communications will be sent out as per DHHS guidelines to keep everyone updated.



Masks reduce transmission risk

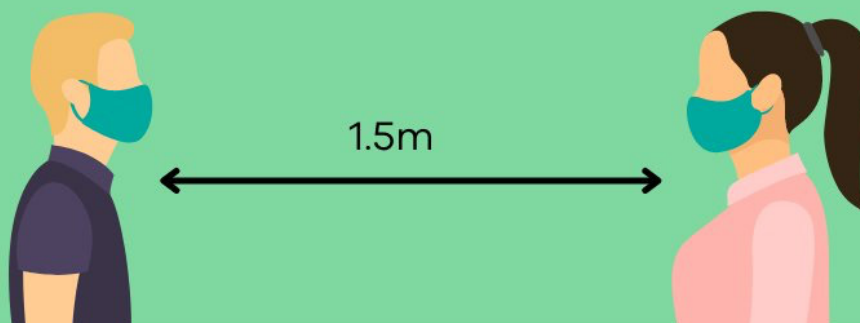
High
transmission
risk



Lower
transmission
risk



Lowest
transmission
risk



WHEN YOU ARRIVE

EVERYONE who enters any stadium must check in. That means participants, family of participants, staff/volunteers and coaches.

You can check in via QR Code's near stadium entry points.

Please check in no earlier than 5 minutes before entering the venue, and if you check in before the venue make sure you do not close the confirmation page until you show KBI staff.

**YOU WILL NOT BE ALLOWED INSIDE THE VENUE UNLESS YOU SHOW
THE COMPLETED FORM UPON ENTERING.**

DO NOT CLOSE THE PAGE UNTIL YOU WALK IN.



ONCE YOU GET INSIDE

Complete the following steps:

- 1. Sanitise your hands
- 2. Follow social distancing rules and proceed to your court

If you would like to utilise the cafe, you must adhere to social distancing regulations. You will see signage around the stadiums and on floors to help you with this.

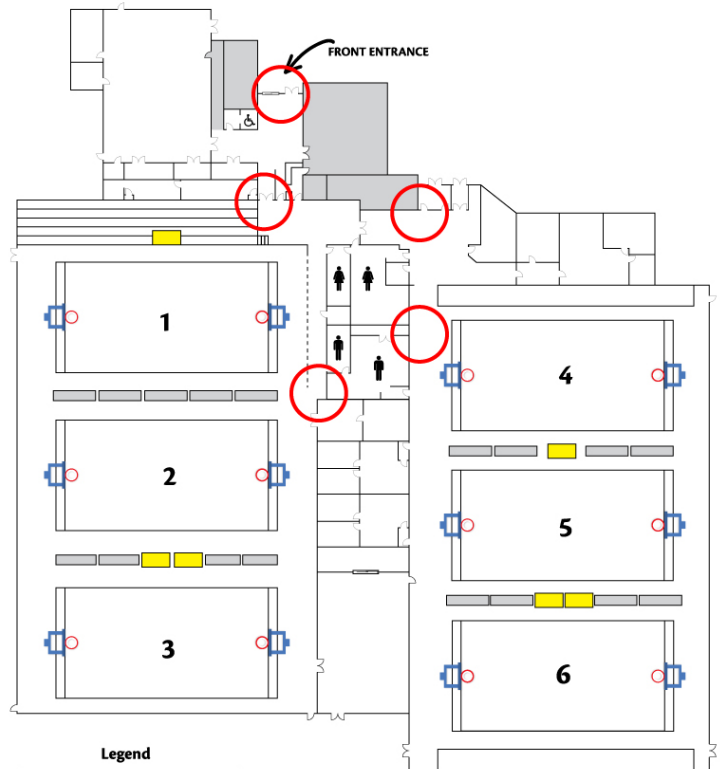
PLEASE PAY WITH EFTPOS WHEREVER POSSIBLE.



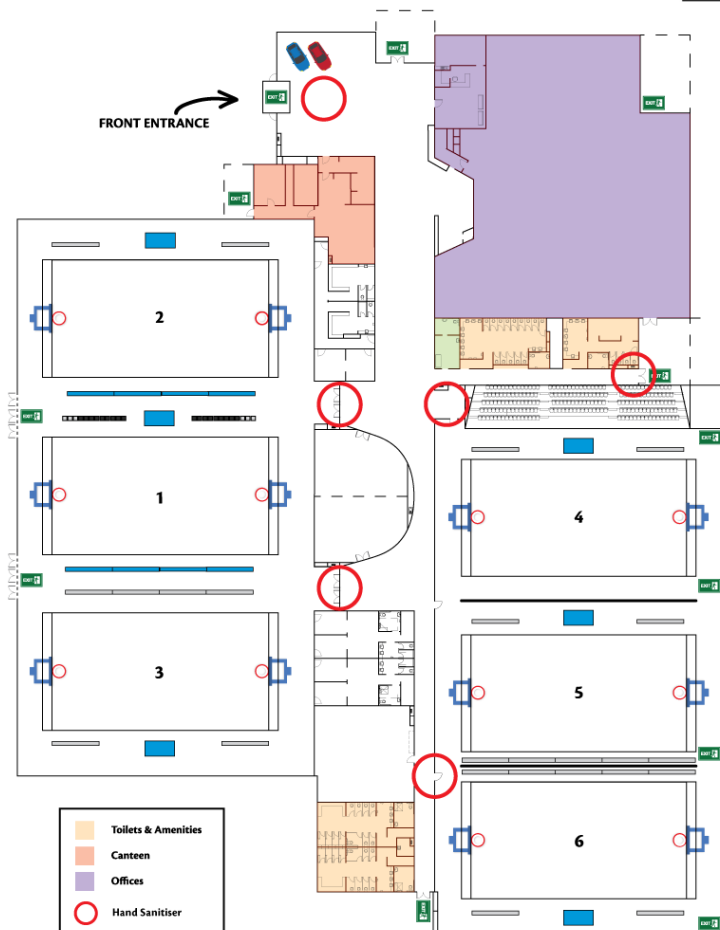
HAND SANITISATION STATIONS

Knox Basketball Stadium

At both of our facilities, you will find portable and wall mounted hand sanitisation stations at these locations



State Basketball Centre



Sanitiser can also be found at the front reception, the cafe counter as well as the scorebench at each court



VACCINATION AND DENSITY LIMITS

As per Victoria's Roadmap: Delivering the National Plan at the 90% of 12+ fully vaccinated rate community sport indoor and outdoor can resume regardless of vaccination status. Indoor sport does not have a density limit as confirmed by DHHS.

Knox Basketball will keep all members up to date with any changes to the guidelines.

https://www.premier.vic.gov.au/sites/default/files/2021-10/211024%20-%20Metro%20Roadmap_0.pdf



IF SOMEONE TESTS POSITIVE

Once you have followed the advice of the government's COVID-19 Hotline and your GP, it is imperative that you contact Knox Basketball.

You will need to advise us of the time and date you were in the venue and what court you were on.

Contact details:

NATHAN SEWELL
VENUE AND FACILITIES MANAGER

NATHAN.SEWELL@KNOXBASKETBALL.COM.AU
9847 2308 OR 0437 959 829

Novel Coronavirus in Victoria

Concerned? Call the Coronavirus
hotline 1800 675 398
Please keep Triple Zero (000)
for emergencies only.





One Page Cheat Sheet for Return to Basketball

1. Stay home if you are unwell. Especially if you have a fever, are coughing, feeling fatigued, have shortness of breath or a sore throat.
2. Try to limit arriving early.
3. Check in to any venue upon arrival.
4. Maintain social distancing in the stadium.
5. Listen to staff at all times.
6. Depart quickly after your session.
7. If you test positive, notify us immediately.

CLEANING SCHEDULE

Front Amenities Cleaning Sign-Off

[illegible]

Back Amenities Cleaning Sign-Off

Month

[illegible]

Foyer + Referee Cleaning Sign-Off

Month

[illegible]

Knox Basketball Stadium:

Full Covid-19 Cleaning Program

Knox Basketball Venue Management staff will ensure all areas of the facility are continually cleaned based on the recommendations of the Australian Government and Victorian Health Department.

Knox Basketball staff will be onsite around the clock to maintain cleaning of common areas and to ensure any risks are minimised.

Cleaning of the facility is divided into three distinct scenarios:

- Day Time/Office Hours Cleaning
- After Hours Cleaning
- Basketball Related Activities Cleaning

DAY TIME /OFFICE HOURS CLEANING

Listed below are the areas of cleaning that the Venue Staff at the Knox Basketball Stadium will maintain and perform multiple times throughout standard office hours.

- Doors
- Door Handles
- Entrance Mats
- Windows
- Window Ledges
- Skirtings
- Counter Tops
- Toilets
- Taps & Handles
- Basins
- Handrails
- Washing of basketball courts after use
- Any additional high touch points

AFTER HOURS CLEANING

After hours cleaning scope by contracted cleaners and/or Knox Basketball Venue Management Staff.



Main Entrance / Customer Service Area / Common Areas

- Empty bins and replace liners (Daily)
- Spot clean front glass door panels (Daily)
- Clean customer service desk (Daily)
- Sweep & mop entrance foyer (Daily)
- Vacuum carpet and entrance mats (Daily)
- Vacuum and mop customer service area (Daily)
- Sweep & mop all common areas (Daily)

Administration Offices

- Empty bins and replace liners (Daily)
- Vacuum carpet (Daily)
- General Dusting & Mop Floors

Male / Female / Disabled Toilets

- Clean toilets and urinals (Daily)
- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Full clean all mirrors (Daily)
- Spot clean doors and cubicle walls (Daily)
- Sweep and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)

Referee's Rooms

- Empty bins and replace liners (Daily)
- Vacuum carpet & Mop all hard floors (Daily)
- Spot Clean Glass (Daily)

Lunch Room

- Empty bins and replace liners (Daily)
- Vacuum carpet (Daily)
- Spot clean windows & Ledges (Daily)



Stadium Seating Court 4

- Empty bins and replace liners (Daily)
- Clean stadium viewing areas (Daily)
- Sweep & mop floors around seating (Daily)

Basketball Courts

- Full sweep of all 6 courts (Daily)
- Empty and replace bin liners (Daily)
- Fringe mop all 6 courts (Daily)
- Spot clean glass both sides (Daily)
- Wash & Burnishing of Courts 1, 2 & 3 (Weekly)
- Wash & Burnishing of Courts 4, 5 & 6 (Weekly)

Team Change Rooms

- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Full clean all mirrors (Daily)
- Clean, scrub and disinfect shower walls, clean drains, doors and floors (Daily)
- Wipe down seats in change rooms (Daily)
- Remove dust and hair from hair dryers (Daily)
- Spot clean doors and cubicle walls (Daily)
- Vacuum and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)
- Dust all other surfaces (Daily)



Public Showers / Change Rooms

- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Clean, scrub and disinfect shower walls, clean drains, doors and floors (Daily)
- Wipe down seats in change rooms (Daily)
- Remove dust and hair from hair dryers (Daily)
- Spot clean doors and cubicle walls (Daily)
- Vacuum and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)
- Dust all other surfaces (Monthly)

BASKETBALL RELATED ACTIVITIES CLEANING

Following Basketball Victoria's Return to Sport Guidelines, an appointed Bio-Safety Officer will ensure the following points are met in conjunction with the Venue Preparation Checklist.

- Sanitisation of Score Bench (Between Games/Trainings)
- Sanitisation of Laptops (Between Games/Trainings)
- Sanitisation of Basketballs (Between Games/Trainings)
- Sanitisation of Score Bench Controller (Between Games/Trainings)
- Court Cleaning (Between Games/Trainings)
- Toilet Cleaning (As required)
- Cleaning of Vending Machines ((As Required) Not applicable till Green-100)

For further information please call:

- Nathan Sewell- Venue Manager (0437 959 829)
- Xavier Howard- Assistant Venue Manager (0401 930 941)
- Thomas Corrigan- Venue Assistant (0412 010 514)
- Grant Harrison- CEO (0490 104 356)



KNOX BASKETBALL STADIUM

BORONIA CLEANING SCOPE

CLEANERS NAME	
CONTACT NUMBER	
DATE OF CLEAN	

MAIN ENTRANCE / FOYER / RECEPTION	DAILY	WEEKLY	OTHER	INITIAL
Empty bins and replace liners	D x 2			
Sport clean front glass door panels	D x 2			
Clean customer service desk	D x 2			
Sweep & mop entrance foyer	D x 2			
Vacuum carpet and entrance mats	D x 2			
Vacuum & mop customer service areas	D x 2			
Sweep & mop all common areas	D x 2			

ADMINISTRATION OFFICES	DAILY	WEEKLY	OTHER	INITIAL
Vacuum carpet			M	
Empty bins and replace liners			M	
General dusting & mop floors	D x 2			

MALE / FEMALE / DISABLED TOILETS	DAILY	WEEKLY	OTHER	INITIAL
Clean toilets and urinals	D x 2			
Clean hand basins and benches	D x 2			
Empty and replace bin liners	D x 2			
Full clean all mirrors	D x 2			
Spot clean doors and cubicle walls	D x 2			
Sweep and mop floors with disinfectant	D x 2			
Restock paper products and soap supplies	D x 2			

REFEREE'S ROOMS	DAILY	WEEKLY	OTHER	INITIAL
Empty bins and replace liners	D x 2			
Vacuum and mop all hard floors	D x 2			
Spot clean glass	D x 2			

STADIUM SEATING COURT 1	DAILY	WEEKLY	OTHER	INITIAL
Empty bins and replace liners	D x 2			
Clean stadium viewing areas	D x 2			
Sweep & mops floors around seating	D x 2			



LUNCH ROOM	DAILY	WEEKLY	OTHER	INITIAL
Empty bins and replace liners	D x 2			
Vacuum and mop all hard floors	D x 2			
Wipe and disinfect all tables and benches	D x 2			

BASKETBALL COURTS	DAILY	WEEKLY	OTHER	INITIAL
Full sweep and spot mop of all 6 courts		T/F/Sa		
Empty and replace bin liners	D x 2			
Fringe mop all 6 courts	D x 2			
Spot clean glass both sides	D x 2			
Wash and burnishing of courts 1/2/3/4/5/6			M	

FUNCTION ROOM & KITCHEN	DAILY	WEEKLY	OTHER	INITIAL
Vacuum carpet				
Empty bins and replace liners				
Vacuum & Mop All Hard Floors				
Wipe all benches				
Spot clean all glass				

VISITORS CHANGE ROOMS	DAILY	WEEKLY	OTHER	INITIAL
Clean hand basins and benches		W		
Empty and replace bin liners		W		
Full clean all mirrors		W		
Clean, scrub and disinfect shower walls, clean drains, doors and floors		W		
Wipe down seats in change rooms		W		
Remove dust and hair from hair dryers		W		
Spot clean doors and cubicle walls		W		
Vacuum and mop floor with disinfectant		W		
Restock paper products and soap supplies		W		
Dust all other surfaces		W		

SHOWERS / CHANGE ROOMS	DAILY	WEEKLY	OTHER	INITIAL
Clean hand basins, benches & mirrors		W		
Empty and replace bin liners		W		
Clean, scrub, disinfect shower walls, clean drains, doors and floors		W		
Wipe down seats in change rooms		W		
Remove dust & hair from hair dryers		W		
Spot clean doors and cubicle walls		W		
Vacuum & mop floor with disinfectant		W		
Restock paper products & soap supplies		W		
Dust all other surfaces		W		



STATE BASKETBALL CENTRE:

Full Covid-19 Cleaning Program

State Basketball Centre Venue Management staff will ensure all areas of the facility are continually cleaned based on the recommendations of the Australian Government and Victorian Health Department.

State Basketball Centre staff will be onsite around the clock to maintain cleaning of common areas and to ensure any risks are minimised.

Cleaning of the facility is divided into three distinct scenarios:

1. Day Time/Office Hours Cleaning
2. After Hours Cleaning
3. Basketball Related Activities Cleaning

DAY TIME / OFFICE HOURS CLEANING

Listed below are the areas of cleaning that the Venue Staff at the State Basketball Centre will maintain and perform multiple times throughout standard office hours.

- Doors
- Door Handles
- Entrance Mats
- Windows
- Window Ledges
- Skirtings
- Counter Tops
- Toilets
- Taps Handles & Basins
- Handrails
- Washing of basketball courts after use
- Any additional high touch points

Staff Kitchen (located between Basketball Victoria and Basketball Australia) cleaning to be maintained as per Basketball Victoria Cleaning Roster.

AFTER HOURS CLEANING

After hours cleaning scope by contracted cleaners and/or SBC Venue Management Staff.



Main Entrance / Customer Service Area / Common Areas

- Empty bins and replace liners (Daily)
- Spot clean front glass door panels (Daily)
- Clean customer service desk (Daily)
- Sweep & mop entrance foyer (Daily)
- Vacuum carpet and entrance mats (Daily)
- Wipe stainless steel gates, barriers and rails (Daily)
- Vacuum and mop customer service area (Daily)
- Sweep & mop all common areas (Daily)

Reception / Administration Offices / Meeting Rooms

- Spot clean glass door panels (Daily)
- Dust ledges and window sills (Daily)
- Dust skirting boards (Daily)
- Empty bins and replace liners (Daily)
- Vacuum carpet (Daily)

Male / Female / Disabled Toilets

- Clean toilets and urinals (Daily)
- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Full clean all mirrors (Daily)
- Spot clean doors and cubicle walls (Daily)
- Sweep and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)

Referee's Rooms

- Empty bins and replace liners (Daily)
- Vacuum carpet and entrance mats (Daily)
- Wipe down seats in change rooms (Daily)

Meeting Room

- Empty bins and replace liners (Daily)



- Vacuum carpet (Daily)
- Spot clean windows & Ledges (Daily)

Stadium Seating Court 4

- Empty bins and replace liners (Daily)
- Clean stadium viewing areas (Daily)
- Sweep & mop floors around seating (Daily)
- Wipe & dust walls behind seating (Daily)
- Spot clean glass (Daily)

Basketball Courts

- Full sweep of all 6 courts (Daily)
- Empty and replace bin liners (Daily)
- Fringe mop all 6 courts (Daily)
- Spot clean glass both sides (Daily)
- Wash & Burnishing of Courts 1, 2 & 3 (Weekly)
- Wash & Burnishing of Courts 4, 5 & 6 (Weekly)

Social Room

- Dust ledges and windowsills (Daily)
- Dust skirting boards (Daily)
- Empty bins and replace liners (Daily)
- Vacuum carpet (Daily)
- Spot clean windows (Daily)

Team Change Rooms

- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Full clean all mirrors (Daily)
- Clean, scrub and disinfect shower walls, clean drains, doors and floors (Daily)
- Wipe down seats in change rooms (Daily)
- Remove dust and hair from hair dryers (Daily)
- Spot clean doors and cubicle walls (Daily)



- Vacuum and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)
- Dust all other surfaces (Daily)

Public Showers / Change Rooms

- Clean hand basins and benches (Daily)
- Empty and replace bin liners (Daily)
- Full clean all mirrors (Daily)
- Clean, scrub and disinfect shower walls, clean drains, doors and floors (Daily)
- Wipe down seats in change rooms (Daily)
- Remove dust and hair from hair dryers (Daily)
- Spot clean doors and cubicle walls (Daily)
- Vacuum and mop floor with disinfectant (Daily)
- Restock paper products and soap supplies (Daily)
- Dust all other surfaces (Monthly)

BASKETBALL RELATED ACTIVITIES CLEANING

Following Basketball Victoria's Return to Sport Guidelines, an appointed Bio-Safety Officer will ensure the following points are met in conjunction with the Venue Preparation Checklist.

- Sanitisation of Score Bench (Between Games/Trainings)
- Sanitisation of Laptops (Between Games/Trainings)
- Sanitisation of Basketballs (Between Games/Trainings)
- Sanitisation of Score Bench Controller (Between Games/Trainings)
- Court Cleaning (Between Games/Trainings)
- Toilet Cleaning (As required)
- Cleaning of Vending Machines ((As Required) Not applicable till Green-100)

For further information please call:

Nathan Sewell– Venue Manager (0437 959 829)

Xavier Howard– Assistant Venue Manager (0401 930 941)

Thomas Corrigan– Venue Assistant (0412 010 514)

Grant Harrison– CEO (0490 104 356)



STATE BASKETBALL CENTRE

CLEANING SCOPE

CLEANERS NAME	
CONTACT NUMBER	
DATE OF CLEAN	

MAIN ENTRANCE / FOYER / CUSTOMER SERVICE AREA / COMMON AREAS	DAILY	WEEKLY	TIME	INITIAL
Empty bins and replace liners	D x 2			
Spot clean front glass door panels	D x 2			
Clean customer service desk	D x 2			
Sweep & mop entrance foyer	D x 2			
Vacuum carpet and entrance mats	D x 2			
Wipe stainless steel gates, barriers and rails	D x 2			
Vacuum and mop customer service area	D x 2			
Sweep & mop all common areas	D x 2			

RECEPTION / ADMINISTRATION OFFICES / MEETING ROOMS	DAILY	WEEKLY	TIME	INITIAL
Spot clean glass door panels	D x 2			
Dust ledges and window sills			M	
Dust skirting boards			M	
Empty bins and replace liners	D x 2			
Vacuum carpet	D x 2			

MALE / FEMALE / DISABLED TOILETS	DAILY	WEEKLY	TIME	INITIAL
Clean toilets and urinals	D x 2			
Clean hand basins and benches	D x 2			
Empty and replace bin liners	D x 2			
Full clean all mirrors	D x 2			
Spot clean doors and cubicle walls	D x 2			
Sweep and mop floor with disinfectant	D x 2			
Restock paper products and soap supplies	D x 2			

RETAIL AREA	DAILY	WEEKLY	TIME	INITIAL
Empty bins and replace liners		W		
Vacuum carpet and entrance mats		W		



REFEREE'S ROOMS	DAILY	WEEKLY	TIME	INITIAL
Empty bins and replace liners		W		
Vacuum carpet and entrance mats		W		
Wipe down seats in change rooms		W		

MEETING ROOM	DAILY	WEEKLY	TIME	INITIAL
Empty bins and replace liners		W		
Vacuum carpet		W		
Spot clean windows & Ledges		W		

STADIUM SEATING COURT 4	DAILY	WEEKLY	TIME	INITIAL
Empty bins and replace liners	D x 2			
Clean stadium viewing areas	D x 2			
Sweep & mop floors around seating	D x 2			
Wipe & dust walls behind seating	D x 2			
Spot clean glass	D x 2			

BASKETBALL COURTS	DAILY	WEEKLY	TIME	INITIAL
Full sweep of all 6 courts	D x 2			
Empty and replace bin liners	D x 2			
Fringe mop all 6 courts	D x 2			
Spot clean glass both sides	D x 2			
Wash & Burnishing of Courts 1, 2 & 3		Tu		
Wash & Burnishing of Courts 4, 5 & 6		Th		

SOCIAL ROOM	DAILY	WEEKLY	TIME	INITIAL
Dust ledges and windowsills			M	
Dust skirting boards			M	
Empty bins and replace liners	D x 2			
Vacuum carpet	D x 2			
Spot clean windows	D x 2			



VISITOR'S CHANGE ROOMS	DAILY	WEEKLY	TIME	INITIAL
Clean hand basins and benches			AR	
Empty and replace bin liners			AR	
Full clean all mirrors			AR	
Clean, scrub and disinfect shower walls, clean drains, doors and floors			AR	
Wipe down seats in change rooms			AR	
Remove dust and hair from hair dryers			AR	
Spot clean doors and cubicle walls			AR	
Vacuum and mop floor with disinfectant			AR	
Restock paper products and soap supplies			AR	
Dust all other surfaces			AR	

SHOWERS / CHANGE ROOMS	DAILY	WEEKLY	TIME	INITIAL
Clean hand basins and benches	D x 2			
Empty and replace bin liners	D x 2			
Full clean all mirrors	D x 2			
Clean , scrub and disinfect shower walls, clean drains, doors and floors	D x 2			
Wipe down seats in change rooms	D x 2			
Remove dust and hair from hair dryers	D x 2			
Spot clean doors and cubicle walls	D x 2			
Vacuum and mop floor with disinfectant	D x 2			
Restock paper products and soap supplies	D x 2			
Dust all other surfaces			M	
Machine Scrub Floors			AR	





KBI SIGNAGE DISPLAYED AT ALL OF OUR FACILITIES



DO NOT ENTER

IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:



FEVER



COUGHING



FATIGUE



SHORTNESS OF
BREATH



SORE THROAT



PLEASE STAY AT HOME IF UNWELL





COVIDSafe Habits

- ▶ **Wash your hands** often with soap and running water for at least 20 seconds. Dry your hands with a paper towel or hand dryer.
- ▶ **Use an alcohol-based hand sanitiser** with over 60 per cent alcohol.
- ▶ **Cover your cough or sneeze** into your elbow.
- ▶ **Carry a face mask** with you when you leave home. Wearing a face mask is recommended when at a private gathering and outdoors when you can't keep 1.5 metres distance from other people.
- ▶ **You must wear a face mask** on public transport, in taxis, ride share vehicles, tour vehicles, at airports and during flights to and from Victoria.
- ▶ **Don't touch** your eyes, nose or mouth – or your face mask, if you're wearing one.
- ▶ **If you feel unwell** stay home. Call your GP or the Coronavirus (COVID-19) hotline on 1800 675 398 for advice.
- ▶ **Get tested** if you have COVID-19 symptoms. Go straight home and isolate while you wait for your results.
- ▶ **Remember**, if you're seeing friends and family – it's safer to meet outdoors.
- ▶ **Continue health habits**. Exercise, eat a balanced diet, get plenty of sleep and stay connected. Quit smoking (Quitline 137 848).



Find out more www.dhhs.vic.gov.au/coronavirus

For more information, call the
Coronavirus hotline 1800 675 398 (24 hours)

Choose option 0 for translating and interpreting services

Call Triple Zero (000) for emergencies only

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Department
of Health



Please keep **1.5m apart** while you **wait**

COVIDSafe Settings are in place



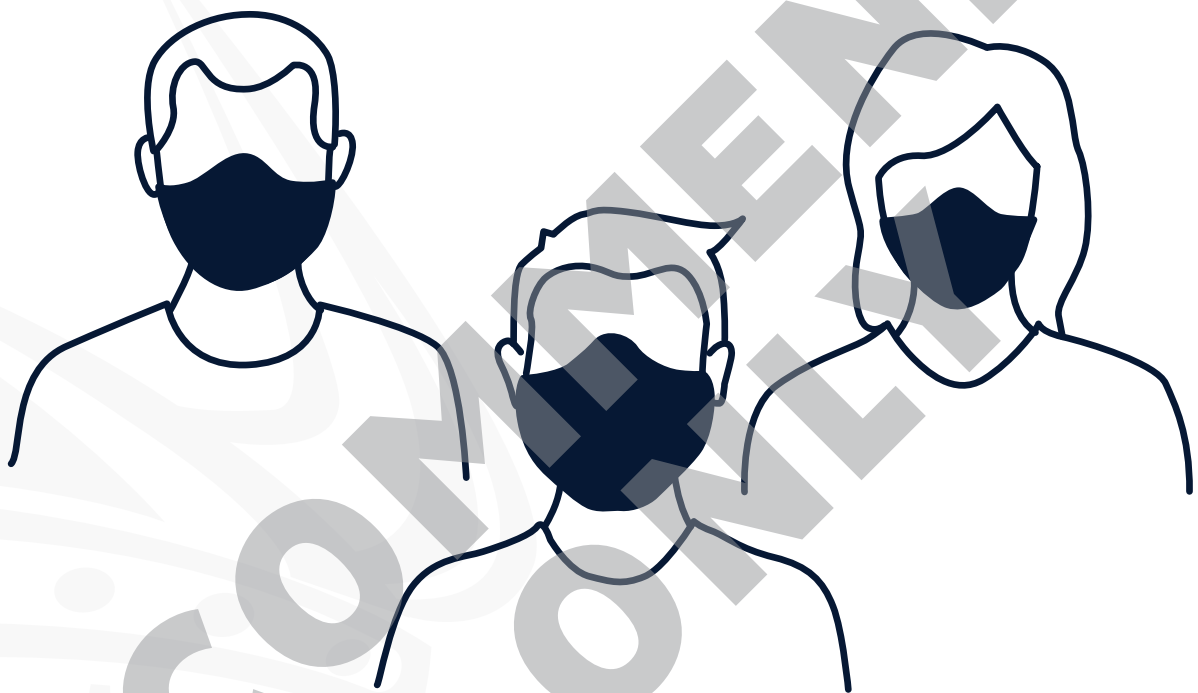
**Thank you for doing your part
to keep us safe**

**For more information go to
[CORONAVIRUS.vic.gov.au](https://coronavirus.vic.gov.au)**

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Poster updated October 2021



**You must wear
a face mask
when indoors**



COVIDSafe Settings are in place

**For more information go to
[CORONAVIRUS.vic.gov.au](https://coronavirus.vic.gov.au)**

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maximum

**The number
of people
allowed is
limited**



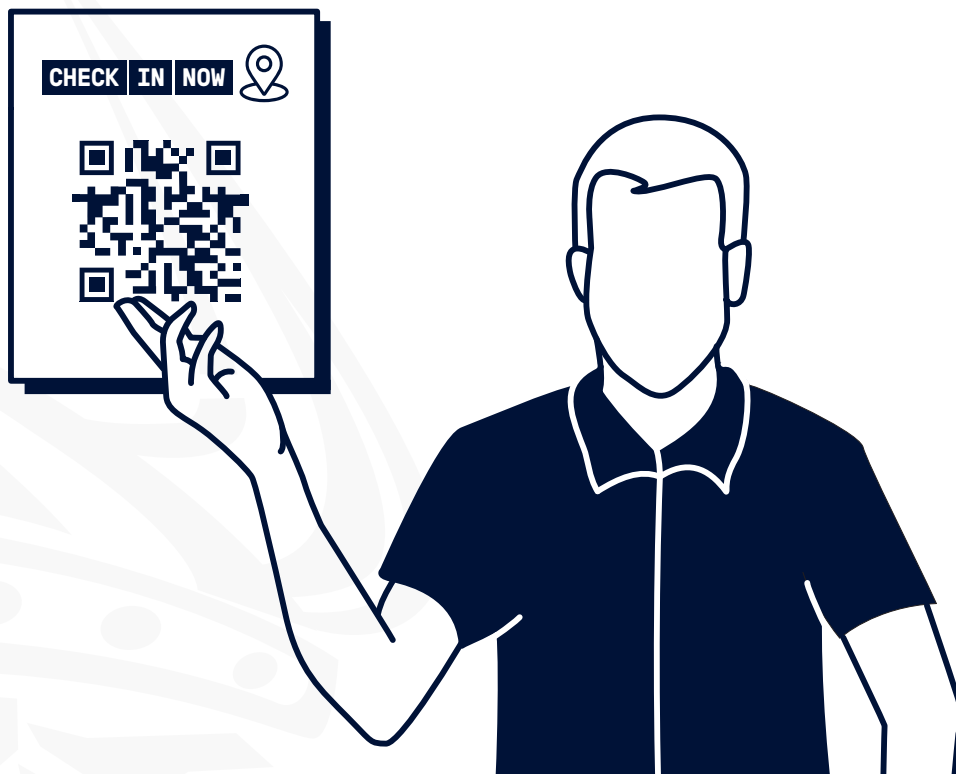
COVIDSafe Settings are in place

**For more information go to
[CORONAVIRUS.vic.gov.au](https://coronavirus.vic.gov.au)**

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Please be **patient** and respect our **staff**



**We appreciate your support
and patience**

**For more information go to
[CORONAVIRUS.vic.gov.au](https://coronavirus.vic.gov.au)**

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HOW TO **DEAL** WITH **DIFFICULT** CUSTOMERS

Some people feel strongly about COVID-19 rules.

If customers are aggressive or intimidating, your safety and the safety of your workers is the top priority.

Don't put yourself in harm's way.

DO

- **Stay calm** and speak in a clear voice
- **Listen** to the customer and be patient
- **Nominate someone** (such as the manager on site) to handle complaints

Then the nominated person can:

- **Remind the customer** that the rules have been put in place so you can safely reopen, and you must follow them or risk being shut down
- **Explain** that they must comply or leave the premises
- **Ask for help** — call in colleagues and managers to assist
- **Alert** security or contact Victoria Police if the situation escalates
- **Retreat** to a safe location if you feel threatened

DON'T

- **Argue** — try to contain and limit any hostility
- **Raise your voice** — even if the customer is yelling at you, don't yell back
- **Put your safety at risk** — go to a safe place if you need to



TIPS FOR TALKING TO CUSTOMERS

Tips on what to say to customers, workers and visitors

Proof of vaccination status

THE RULE:

All visitors to the premises, including customers, workers and contractors, must provide proof of vaccination status before entry.

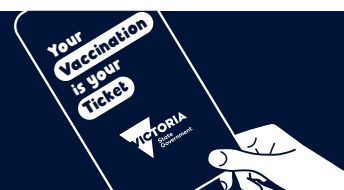
Encourage customers by saying:

- Make sure you have the Express Plus Medicare app - you can download it from the App store or Google Play store. Update your Service Victoria app at the App store or Google Play store. Open the Express Plus Medicare app. Tap 'Immunisation history'. Click on your name. Tap 'Share certificate'. You'll see a list of apps that you can share your certificate to. Tap 'share' next to Service Victoria. Read the conditions and then tap 'Accept and share'. Tap 'Add certificate'. Your COVID-19 digital certificate is now stored in your Service Victoria app and linked to the QR code check-in function.
- If you're having trouble getting the app, you can access support for the Express Plus app, Medicare online or myGov by calling 132 307 Mon - Fri: 7am - 10pm, Sat & Sun: 10am - 5pm. For help with accessing your COVID-19 Digital Certificate Immunisation History Statement Phone 1800 653 809 Mon-Fri between 8am and 5pm.
- Please check-in using the Service Victoria QR Code and a staff member will check to confirm your vaccination status before entry - it only takes a few moments.
- You can upload your COVID-19 Digital Certificate to the Service Victoria app by following the instructions on this flyer.
- If you do not have a smart phone, the Australian Immunisation Register can issue you with a printed copy of your certificate. You can also download and print a copy of your COVID-19 vaccination certificate from myGov.
- We know this is new and we haven't done this before, but we're counting on you to support us so we can get back to normal.



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TIPS FOR TALKING TO CUSTOMERS

Density quotients

THE RULE:

The square metre rule applies to limit the number of customers/visitors in a space in a venue.

Encourage customers by saying:

- Please wait. We have a maximum capacity limit of ** customers due to COVID-19 restrictions.
- Please follow the advice on the sign.

Medical exemptions

THE RULE:

If visitors have a medical exemption, they may enter the premises.

Encourage customers by saying:

- Please show evidence of your medical exemption to the business – such as a medical certificate or a letter from a medical practitioner, then you may enter.

Children

THE RULE:

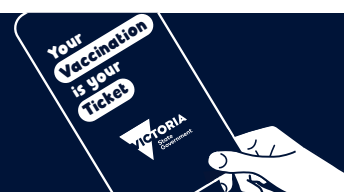
Children over 16 years must be fully vaccinated to enter venues, except those with medical exemptions. Children under 16 years do not need to be vaccinated but must be accompanied by fully vaccinated adults.

Encourage customers by saying:

- Children over 16 years must be fully vaccinated to enter, unless they have a medical exemption.
- If your child/children are under 16 years, they do not need to be vaccinated, however must be accompanied by fully vaccinated adult/s.



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TIPS FOR TALKING TO CUSTOMERS

Service Victoria app

THE RULE:

Currently only one COVID-19 digital certificate can be linked to each Service Victoria app.

Encourage customers by saying:

- Currently only one COVID-19 digital certificate can be linked to each Service Victoria app, so each visitor will need to display their vaccination status on their device. Children under 16 do not need to be vaccinated if they are accompanied by fully vaccinated adults.

No smart phone

THE RULE:

Proof of vaccination must be shown prior to entering the business and there are two alternative ways to show proof, that do not require a smart phone.

Encourage customers by saying:

- If you don't have a smart phone, you can access your immunisations history statement for free from your Medicare online account through myGov. You can then print this out and carry around with you to show proof of vaccination.
- Alternatively, you can call the Australian Immunisations Register on 1800 653 809 and ask that they send your statement. It can take up to 14 days to arrive in the post.

Requesting additional ID

THE RULE:

A venue has the right to ask for additional identification alongside a COVID-19 digital certificate – if it is provided as a hard copy.

Encourage customers by saying:

- Thank you for showing me your proof of vaccination status. Could you also please share an additional piece of ID including your name and a photo just so I can check that they match?



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TIPS FOR TALKING TO CUSTOMERS

Privacy and data concerns

THE RULE:

The Victorian Government does not have access to any data linked to a person's Medicare account, such as information about non-COVID vaccinations. Only the phone user has access to a COVID-19 digital certificate stored on the app.

Encourage customers by saying:

- Your privacy and data is safe in the Service Victoria app, only you can see the COVID-19 digital certificate stored on the app.
- We can assure you the Victorian Government does not have access to any certificates or data stored on the app, or your Medicare account.

Refusing entry

THE RULE:

A business has the right to refuse entry to someone who cannot or will not show proof of vaccination. Legal protections are in place. Patrons and visitors that visit relevant businesses and organisations must prove their vaccination or exemption status to enter a business.

Encourage customers by saying:

- I cannot let you enter our business unless you show us your vaccination status or your exemption.
- We do have the right to refuse your entry if you cannot or will not show us proof of your vaccinations. If you are unable to do this, unfortunately we are going to have to ask you to leave our business.

Aggressive customers

THE RULE:

A business has the right to refuse entry to someone who cannot or will not show proof of vaccination. Legal protections are in place.

Encourage customers by saying:

- We do have the right to refuse your entry if you cannot or will not show us proof of your vaccinations. Please respect our staff. We will need to call security and Victoria Police if you do not leave our business.



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COVID-19 VACCINATION STATUS REGISTER

EXAMPLE DOCUMENT

COVID-19 Vaccination Status Register (Workers)



This is a template available for use by employers of workers in Victoria that are subject to the Mandatory Vaccination (Workers) Directions vaccine requirement. However, an employer may implement their own system to show compliance with the Chief Health Officer's COVID-19 Mandatory Vaccination (Workers) Directions.

This record must be completed for all employees who leave home for work.

If workers choose to withhold their vaccination status, under the Chief Health Officer's Mandatory Vaccination (Workers) Directions an employer must take reasonable steps to prevent the worker from working outside the home.

Privacy collection notice

This information is being collected to comply with the Chief Health Officer's COVID-19 Mandatory Vaccination (Workers) Directions, a direction made under the Public Health and Wellbeing Act 2008.

We may share all or part of this information with the State of Victoria including government departments and agencies to confirm compliance with the COVID-19 Mandatory Vaccination Directions.

This information must be provided for all workers leaving home to undertake their work, unless a valid medical exemption is provided.

All details will be recorded and securely kept for the duration necessary to confirm compliance with the COVID-19 Mandatory Vaccination (Workers) Directions.

Any personal or health information (including about vaccination status) collected, used, managed, stored, disclosed, or transferred will be in accordance with relevant Federal (Privacy Act 1988) and Victorian (Privacy and Data Protection Act 2014, Health Records Act 2001) legislation. This includes informing workers about why their COVID-19 vaccination status is being collected, collecting only the minimum amount of information required, disclosing the information on only a 'need-to-know' basis and taking reasonable steps to keep the information secure.

If you have any questions about how your personal information will be handled or would like to gain access to your personal information, you can contact

Insert details of business contact person:



COVID-19 Vaccination Status Register

A record must be completed for all persons leaving home to undertake their work, unless a valid medical exemption by an authorised medical practitioner is provided.

If workers choose to withhold evidence of their COVID-19 vaccination status, their employer must take reasonable steps to ensure they do not leave home for work purposes.

[illegible]

* Exemptions are only permitted for acute illness or contraindications. Further detail is available on the Coronavirus website [Information for industry and workers required to be vaccinated](#).

** Recording of this information is recommended to assist with managing compliance but is not required.





VICTORIA'S ROADMAP

DELIVERING THE
NATIONAL PLAN



Statewide settings at Phase D: 90% of 12+ fully vaccinated from 11.59pm Thursday 18 November 2021



Seeing friends and family

There are no limits on the number of people you can gather with in your home or in public places (e.g. a park or a beach).

We strongly recommend that everyone who you are gathering with at your home or in a public place is fully vaccinated.



Work, education and childcare

Workplaces are open, but you must be fully vaccinated if:

- you are working somewhere that's only open for fully vaccinated people (e.g. restaurant), or
- if you are a worker or volunteer who is required to be vaccinated if working outside your home

Schools, childcare centres and early childhood education are open to all ages. Masks must be worn indoors at primary school by staff, visitors and students in years 3 and above.

If you are fully vaccinated, you can attend adult education (e.g. university, TAFE). If you are not fully vaccinated, you can't enter unless you cannot be taught online.



Getting active

If you are fully vaccinated, you can attend sporting and recreation facilities (e.g. sports grounds, gyms and swimming pools) and sporting events.

If you don't meet the vaccination requirements, you can't enter.

Vaccination requirements don't apply to people involved in community sport (e.g. a local footy match) or people using swimming pools for essential medical care.



Weddings, funerals and worship

If everyone present is fully vaccinated, you can host or attend weddings, funerals and religious ceremonies at places of worship with no capacity limits or density limits.

If vaccination status isn't being checked, these events are restricted to one person per 4 sqm up to a maximum of 50 people per facility.

The cap at funerals doesn't include those required to conduct the funeral and the cap at weddings doesn't include the marrying couple, celebrant or photographer.



Masks

Masks are required indoors only in limited settings including retail, health care, aged care and justice facilities, at primary schools and on public transport/taxis/rideshare.

We recommend wearing a mask if you can't physically distance, if you have any symptoms, or if you are with people who may be vulnerable to COVID-19.



Going out

Venues you can attend if you are fully vaccinated include:

- food and drink venues (e.g. restaurants and pubs)
- nightlife venues (e.g. bars and nightclubs)
- entertainment venues (e.g. cinemas, zoos)
- events (e.g. festivals, fun runs and conferences)
- tourism venues (e.g. walking tours, buses)
- casinos/gaming venues and adult entertainment venues

If you don't meet the vaccination requirements, you can't enter these venues. Vaccination requirements don't apply to food and drink venues operating for takeaway only.

There are no capacity limits or density limits on venues where all patrons and workers are fully vaccinated



Travel

There are no limits on travel or accommodation in Victoria.

We strongly recommend that people staying in accommodation venues in Victoria (e.g. hotels, Airbnb) are fully vaccinated.

Vaccination requirements still apply to relevant settings within an accommodation complex, such as a restaurant or a gym.

There are no limits on leaving Victoria, but travel may be impacted by rules at your destination - check before you book. When you return, you must obtain a permit from Service Victoria and follow your permit conditions and requirements.



Getting goods and services

Venues you can only attend if you are fully vaccinated include:

- non-essential retail stores (e.g. book, clothes, toy and jewellery shops)
- personal services (e.g. a hairdresser and beauty parlour)
- community premises (e.g. a library) and creative arts premises
- real estate services (inspection and auction)

If vaccination status isn't being checked:

- real estate inspections can go ahead by private appointment for a single household
- community facilities can host essential public support groups, support services and health services in limited numbers

Vaccination requirements don't apply to essential retail stores (e.g. supermarkets, post office).



Visiting hospitals and aged care

There are limits on attending high-risk settings, even if you're fully vaccinated.

Residents at care facilities can have up to five visitors per day including dependents for any reason. We strongly recommend that all residents and visitors are fully vaccinated.

Visitors to hospitals are still limited to a small number of circumstances, such as end-of-life.



COVIDSafe Workplaces

All workplaces must have a COVIDSafe Plan and keep records of everyone attending using the Service Victoria app.

Workplaces must also:

- regularly clean and disinfect shared spaces and high touch surfaces;
- display signage in public spaces providing information about check-in, vaccination requirements and where relevant, mask requirements.

Additional obligations may apply for some industries.

For more information head to coronavirus.vic.gov.au

Note: Vaccination requirements will apply from the age of 12 and 2 months, unless a medical exemption applies.



Victoria's Roadmap: Delivering the National Plan

Summary of proposed restriction levels - Metropolitan Melbourne

Note 1: The settings below are indicative only and subject to change. All changes to the Chief Health Officer's Directions are based on public health advice (including epidemiological evidence) and legal advice (including as to compatibility with the Charter for Human Rights and Responsibilities) at the relevant time, in light of the specific risks to public health and changes/measures proposed. All directions must be reasonably necessary to protect public health and the Chief Health Officer (or delegate) must act in a way that is compatible with the Charter for Human Rights and Responsibilities.

Note 2: Cleaning, signage, record keeping, and other COVIDSafe requirements for work premises continue to apply for all venues and facilities with onsite operations as per Workplace Directions and Workplace (Additional Industry Obligations) Directions. Density quotients (DQ) apply to all venues and spaces that are accessible to the public.

Note 3: All proposed easings from 80% fully vaccinated (indicatively 5 November) are dependent on the ability for venues and employers to confirm vaccination status of patrons and employees, respectively.

National Plan: Phase A		National Plan: Phase B		National Plan: Phase C		National Plan: Phase D	
Category	80% of 16+ with a single dose Subject to Public Health consideration of epidemiology at the time	Returning Students to the Classroom Subject to Public Health consideration of epidemiology at the time	70% of 16+ fully vaccinated From 1159pm 21 October Subject to Public Health consideration of epidemiology at the time	80% of 16+ fully vaccinated (includes additional easing for 60% of 12+ fully vaccinated expected to be reached on a similar timeframe) From 6pm 29 October Subject to Public Health consideration of epidemiology at the time	90% of 12+ fully vaccinated Indicative date 24 November Subject to Public Health consideration of epidemiology at the time		
Social gatherings, leaving home and visitors	Stay at home unless: <ul style="list-style-type: none">shopping for necessary goods and services (once a day, one person per household)caregiving or compassionate reasonsessential work or permitted educationexercisegetting COVID-19 vaccinationOutdoor socialising in limited groups within exercise time limit (total 4 hours)other specified reasons (specific exemptions apply) Stay at home curfew from 9.00pm - 5.00am	No change	Stay Safe <ul style="list-style-type: none">No restrictions on reasons to leave homeNo curfew	No change Intrastate travel: <ul style="list-style-type: none">Allowed Interstate Borders: <ul style="list-style-type: none">Red Zone – to test on arrival and isolate until negative result for fully vaccinatedOrange zone - no further obligations for fully vaccinated International Travel: <ul style="list-style-type: none">From 1 Nov, fully vaccinated arrivals, no quarantine, test within 24 hours	No capacity limits. No density limits. No gathering limits. Masks in high risk indoor settings or settings where there are low vaccination levels and where you cannot socially distance All vaccination requirements remain including for non-essential retail Minimise cases in the community without ongoing restrictions or lockdowns		

Metro Melbourne





Metro Melbourne

Category	80% of 16+ with a single dose Subject to Public Health consideration of epidemiology at the time	Returning Students to the Classroom Subject to Public Health consideration of epidemiology at the time	70% of 16+ fully vaccinated From 11:59pm 21 October Subject to Public Health consideration of epidemiology at the time	80% of 16+ fully vaccinated (Includes additional easing for 60% of 16+ fully vaccinated expected to be reached in a similar timeframe) From 6pm 29 October Subject to Public Health consideration of epidemiology at the time	90% of 12+ fully vaccinated Indicative date 24 November Subject to Public Health consideration of epidemiology at the time
Social gatherings, leaving home and visitors	Intrastate travel: Must not travel further than 15km from place of primary residence, except: <ul style="list-style-type: none">to access necessary goods and services where those goods and services cannot be accessed closer than 15kms from hometo visit an intimate partnerto travel for authorised work and permitted educationcaregiving and compassionate reasons (specific exemptions apply)resident of metropolitan Melbourne allowed to leave the Restricted Area to receive a COVID-19 vaccination if it is in an adjacent LGA to where they reside.	No change	Intrastate travel: <ul style="list-style-type: none">Allowed across area with same restrictions.Movement between Metro Melbourne and Regional Victoria restricted to specified purposesResident may cross the Metro Melbourne/Regional Victoria boundary to receive a COVID-19 vaccination if it is in an adjacent LGA to where they reside.		
	Face coverings: <ul style="list-style-type: none">Required indoors and outdoors Private gatherings: <ul style="list-style-type: none">Private gatherings not permitted.Intimate partner visits and single person bubble visits are allowed.	No change	No change	Face coverings: <ul style="list-style-type: none">Required indoors only Private gatherings: <ul style="list-style-type: none">Private gatherings for up to 10 people per day, including dependents. Vaccination strongly recommended.	Private gatherings: <ul style="list-style-type: none">No gathering limits

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Social gatherings, leaving home and visitors	Public gatherings: <ul style="list-style-type: none"> Public gathering allowed for personal training for up to 2 people, plus the trainer. Public gathering for social interaction allowed for 2 people. Public gathering of 5 people from 2 households if all persons aged 18 or older are fully vaccinated. 	No change	Public gatherings: <ul style="list-style-type: none"> Permitted for up to 15 including dependants, vaccination strongly recommended. 	Public gatherings: <ul style="list-style-type: none"> Up to 30 people outdoors including dependants. Vaccination strongly recommended. 	
	Work: <ul style="list-style-type: none"> Must work from home Only workers on the Authorised Provider and Authorised Worker (APAW) List may leave home to work 	No change	Work: <ul style="list-style-type: none"> Must work from home 	Work: <ul style="list-style-type: none"> Work from home if you can; OR Go to work if you are fully vaccinated DQ2 for areas non-accessible to public Masks must be worn indoors in workplaces. 	
Education and Childcare	Early childhood education and care: <ul style="list-style-type: none"> Open to vulnerable and children of single parents and APAW workers. DQ of 1 person per 4sqm except in spaces used by children/for the purposes of student use. Only one parent or guardian (if two parent / guardian family) is required to be on the APAW List, either working away from home or working at home but no alternative supervision. x2 weekly PCR testing for employees crossing in-out of metro/regional 	No change	Early childhood education and care: <ul style="list-style-type: none"> Open to children already attending (vulnerable children, children of single parents, and children of parents who were APAW workers prior to 21/10) Open for children with fully vaccinated parent(s) 	Early childhood education and care: <ul style="list-style-type: none"> Open 	





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Education and Childcare	Schools: <ul style="list-style-type: none"> Remote learning for most students but open to vulnerable children and the children of APAW workers. x2 weekly PCR testing for employees crossing in-out of metro/regional 	Schools: <ul style="list-style-type: none"> In addition to vulnerable children and children of APAW workers On 5 October, GAT students From 6 October, on-site learning for VCE Unit 3/4, final year VCAL and IB students From 18 October, on-site learning for: <ul style="list-style-type: none"> Prep (Monday - Wednesday) Year 1 & 2 (Thursday - Friday) Out of school hours care operating all days On-site learning must have safety measures in place 	Schools: <ul style="list-style-type: none"> Vulnerable children VCE Unit 3/4, final year VCAL and IB students Prep (Monday - Wednesday) Year 1 & 2 (Thursday - Friday) From 22 October, on-site learning for: <ul style="list-style-type: none"> Years 3 & 4 (Tuesday - Wednesday) Years 5 & 6 (Thursday - Friday) Year 7 (full-time, five days) Years 8 & 9 (Tuesday - Wednesday) Years 10 (Thursday - Friday) Years 11 (full-time, five days) Out of school hours care operating all days On-site learning must have safety measures in place 	Schools: On-site learning for all levels with safety measures in place	
Places of worship	Adult education: <ul style="list-style-type: none"> Closed, remote learning only. Final exams to proceed enabled by APAW List. 	No change	Adult education: <ul style="list-style-type: none"> Must learn from home, on-site learning for hands-on, skills-based learning Final exams to proceed enabled by APAW List. 	Adult education: <ul style="list-style-type: none"> Learn from home if you can, on-site learning for hands-on, skills-based learning AND, On-site if you are fully vaccinated (DQ2) Density limit does not apply to teaching and learning spaces 	
Funerals	Religion: <ul style="list-style-type: none"> No in-person gatherings permitted. Broadcast permitted (maximum 5 people in attendance). 	No change	Religion: <ul style="list-style-type: none"> Fully vaccinated: Outdoor cap of 50 with DQ4 OR Indoor cap of 20 with DQ4 OR, Unknown vaccination status: indoor cap of 10 with DQ4 OR outdoor cap of 20 DQ4 	Religion: <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Unknown vaccination status: 30 cap, DQ4 	
	Funerals: <ul style="list-style-type: none"> Involves no more than 10 people (and those necessary to conduct the funeral) 	No change	Funerals: <ul style="list-style-type: none"> Fully vaccinated: Outdoor cap of 50 with DQ4 OR Indoor cap of 20 with DQ4 OR, Unknown vaccination status: indoor cap of 10 with DQ4 OR outdoor cap of 20 DQ4 	Funerals <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Unknown vaccination status: 30 people per facility (and those necessary to conduct funeral), DQ4 	

Category	80% of 16+ with a single dose	Returning Students to the Classroom	70% of 16+ fully vaccinated	80% of 16+ fully vaccinated	90% of 12+ fully vaccinated
Weddings	Weddings: <ul style="list-style-type: none"> Not permitted unless end of life or other compassionate reasons. Involves only 5 people (and marrying couple plus those necessary to conduct wedding) 	No change	Weddings: <ul style="list-style-type: none"> Fully vaccinated: Outdoor cap of 50 with DQ4 OR Indoor cap of 20 with DQ4 OR, Unknown vaccination status: Indoor cap of 10 with DQ4 OR outdoor cap of 20 DQ4 	Weddings <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Unknown vaccination status: 30 people per wedding (and marrying couple plus those necessary to conduct wedding), DQ4 	Indicative date 24 November Subject to Public Health consideration of epidemiology at the time
Physical recreation & sport (Includes indoor playcentres, indoor skateparks and indoor trampolines)	Physical recreation & community sport: <ul style="list-style-type: none"> Outdoor facilities open for contactless recreation All others closed Fully vaccinated: Outdoor personal training up to 5 cap If not fully vaccinated: Outdoor personal training up to two people plus the trainer Five people allowed to broadcast online classes at a physical recreation facility (e.g. gym, dance studio) 	No change	Physical recreation & community sport: <ul style="list-style-type: none"> Fully vaccinated: Outdoor only, DQ4, 50 cap Outdoor community sport open for training only (no competition); minimum number required Change rooms closed 	Physical recreation & community sport: <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Community sport permitted indoors and outdoors, regardless of vaccination status, with minimum number required, for spectators public gathering limits apply 	
Swimming pools, hydrotherapy pools, spas, saunas, steam rooms, steam rooms, springs	Swimming pools, spas, saunas, steam rooms and springs (Indoor and outdoor): <ul style="list-style-type: none"> Closed, exceptions for hydrotherapy for essential medical care. 	No change	Swimming pools, spas, saunas, steam rooms and springs (Indoor and outdoor): <ul style="list-style-type: none"> Fully vaccinated: Outdoor only, DQ4, 50 cap Change rooms closed Indoor pools, saunas, steam rooms closed, exceptions for hydrotherapy for essential medical care. Vaccination status unknown: exceptions for essential medical care 	Swimming pools, spas, saunas, steam rooms and springs (Indoor and outdoor): <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap 	
Outdoor playgrounds, outdoor skateparks, outdoor gym equipment	Outdoor playgrounds, outdoor skateparks, outdoor gym equipment: <ul style="list-style-type: none"> Open. 	No change	No change	Outdoor playgrounds, outdoor skateparks, outdoor gym equipment: <ul style="list-style-type: none"> Open 	





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Community Facilities	Community Facilities: <ul style="list-style-type: none"> Closed, unless hosting an essential public support service Permitted for groups of 10 for essential support. Permitted to remain open for 'click and collect' purposes to facilitate loaning, and returning books, toys, and other items from these facilities 	No change	Community Facilities: <ul style="list-style-type: none"> Fully vaccinated: Outdoor only, DQ4, 50 cap Permitted for groups of 10 for essential support (vaccinated status does not apply). 	Community Facilities: <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap 	
Creative Studios	Creative Studios: <ul style="list-style-type: none"> Closed 	No change	Creative Studios: <ul style="list-style-type: none"> Fully vaccinated: Outdoor only, DQ4, 50 cap 	Creative Studios: <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap 	
Events				Events: business, community sporting participation, music festivals <ul style="list-style-type: none"> Fully vaccinated: crowds of up to 5,000 patrons, subject to any restrictions related to the venue. Larger events can apply for exemption through Public Events Framework. 	Major Events <ul style="list-style-type: none"> Events may proceed with no attendee caps or density limits for the fully vaccinated subject to COVIDSafe measures. State Significant Venues hosting major events will need to submit a one-off venue COVIDSafe Plans. Capacity limits may apply depending on level of vaccination at the event.

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Entertainment and Leisure When an entertainment or leisure facility hosts an activity which fulfils the definition of a public event, the Restricted Activity Directions allow for organisers to apply for their activity to be considered under the Public Events Framework (PEF)	Entertainment venues: <ul style="list-style-type: none"> • Closed • Up to five people can attend an entertainment venue to broadcast a performance/event. 	<ul style="list-style-type: none"> • No change. 	Entertainment venues: <ul style="list-style-type: none"> • Fully vaccinated: Outdoor only, DQ4, 50 cap Animal facilities (zoos): <ul style="list-style-type: none"> • Fully vaccinated: 25% capacity, indoor spaces closed 	Non-seated indoor entertainment venues: <ul style="list-style-type: none"> • Fully vaccinated: Indoors DQ4. Seated indoor entertainment <ul style="list-style-type: none"> • Fully vaccinated: 75% capacity, OR DQ4, up to 1000 Outdoor seated entertainment: <ul style="list-style-type: none"> • Fully vaccinated: DQ2 up to 5000 per venue. Indoor spaces DQ4. Outdoor non-seated entertainment (for example animal facilities): <ul style="list-style-type: none"> • Fully vaccinated: DQ2 up to 5000, indoor spaces DQ4. <p>Significant venues to be considered for larger fully vaccinated crowds.</p>	
	Arcades, escape rooms, bingo centres: <ul style="list-style-type: none"> • Closed 	No change	No change	Arcades, escape rooms, bingo centres: <ul style="list-style-type: none"> • Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap 	
	Drive-in cinemas: <ul style="list-style-type: none"> • Closed 	No change	Drive-in cinemas: <ul style="list-style-type: none"> • Open patrons must remain in cars unless accessing takeaway food or toilets 	Drive-in cinemas: <ul style="list-style-type: none"> • Open, hospitality limits apply 	
	Amusement parks: <ul style="list-style-type: none"> • Closed 	No change	Amusement parks: <ul style="list-style-type: none"> • Fully vaccinated: Outdoor only, DQ4, 50 cap 	Amusement parks: <ul style="list-style-type: none"> • Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap per space 	
	Casino: <ul style="list-style-type: none"> • Closed 	No change	No change	Casino: <ul style="list-style-type: none"> • Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap per space 	
	Retail betting venue: <ul style="list-style-type: none"> • Closed 	No change	No change <ul style="list-style-type: none"> • Unless operating in "trucks" outdoors 	Retail betting venue: <ul style="list-style-type: none"> • Open with DQ4 	





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Entertainment and Leisure (cont)	Electronic gaming: <ul style="list-style-type: none">• Closed	No change	No change	Electronic gaming: <ul style="list-style-type: none">• Remain seated• Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap	
	Sex on premises, brothels and sexually explicit venues: <ul style="list-style-type: none">• Closed	No change	No change	Sex on premises, brothels and sexually explicit venues: <ul style="list-style-type: none">• Fully vaccinated: Indoors DQ4	
	Karaoke and Nightclubs: <ul style="list-style-type: none">• Closed	No change	No change	Karaoke and Nightclubs: <ul style="list-style-type: none">• In line with food and drink facility limits• Seated service only Indoors• Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap• Dance floors permitted outdoors	
General retail	Essential retail: <ul style="list-style-type: none">• Open, DQ 1 person per 4sqm Other/general retail: <ul style="list-style-type: none">• Closed (contactless click and collect/delivery only). Auction houses: <ul style="list-style-type: none">• Closed (open for online only).	No change	Essential retail: <ul style="list-style-type: none">• Open, DQ 4 Other/general retail: <ul style="list-style-type: none">• Open for outdoor service only (plus contactless click and collect/delivery). Auction houses: <ul style="list-style-type: none">• Closed (open for online only).	All retail: <ul style="list-style-type: none">• Open with DQ4	
Hairdressing, beauty, personal care	Hairdressing, beauty, personal care: <ul style="list-style-type: none">• Closed	No change	Hairdressing, beauty, personal care: <ul style="list-style-type: none">• Fully vaccinated: Indoors DQ4 and 5 patron cap	Hairdressing, beauty, personal care: <ul style="list-style-type: none">• Fully vaccinated: Indoors DQ4	

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Hospitality	Food and drink facility <ul style="list-style-type: none"> Open for take-away only; masks cannot be removed to consume food and drinks in shopping centres. 	No change	Food and drink facility <ul style="list-style-type: none"> Seated service only Fully vaccinated customers and staff: <ul style="list-style-type: none"> Outdoor cap of 50 with DQ4 Indoor cap of 20 with DQ4 Unknown vaccination status: existing settings continue to apply, open for take away only. 	Food and drink facility <ul style="list-style-type: none"> Seated service only indoors Small venues: up to 25 people if fully vaccinated before DQ applies Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Dance floors permitted outdoors 	
	Food courts: <ul style="list-style-type: none"> Closed Takeaway only; mask cannot be removed indoors to consume food or drink 	No change	No change	Food courts: <ul style="list-style-type: none"> Open at DQ4 Mask can be removed to consume food and drink 	
	Accommodation: <ul style="list-style-type: none"> Closed, unless for permitted reasons, or shelter in place. No new bookings except for authorised reasons. An authorised worker is allowed to book accommodation if they are required to travel for their work irrespective of them being a Victorian resident or not 	No change	Accommodation: <ul style="list-style-type: none"> Household and up to 10 additional people (dependents included) permitted (in line with private gathering) 	Accommodation: <ul style="list-style-type: none"> Open, in line with private gathering limits Vaccination strongly recommended 	
Real Estate Services	Real Estate Services (inspections and auctions): <ul style="list-style-type: none"> Auctions: Closed (remote auction only with the agent working remotely). Real estate: <ul style="list-style-type: none"> Single household can inspect vacated property (with agent outdoors) for end of lease or new purchase 	No change	Real estate: <ul style="list-style-type: none"> Inspections: Single household can inspect vacated property (with agent outdoors) for end of lease or new purchase Auctions: <ul style="list-style-type: none"> Fully vaccinated: Outdoor only, DQ4, 50 cap 	Real estate: <ul style="list-style-type: none"> Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Unknown vaccination: inspection by private appointment, single household only 	



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Tours and tour transport	Tours (e.g. walking tours, cycling tours): <ul style="list-style-type: none"> • Closed Tour transport (e.g. tour buses): <ul style="list-style-type: none"> • Closed 	No change	Tours (e.g. walking tours, cycling tours): <ul style="list-style-type: none"> • Fully vaccinated: Outdoor only, DQ4, 50 cap Tour transport (e.g. tour buses): <ul style="list-style-type: none"> • Closed 	Tours (e.g. walking tours, cycling tours): <ul style="list-style-type: none"> • Open • Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap Tour transport (e.g. tour buses): <ul style="list-style-type: none"> • Open • Fully vaccinated: Indoors DQ4, outdoors DQ2 and 500 cap 	



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Care Facilities Visitors	<ul style="list-style-type: none"> Two visitors at a time up to two per day, except for end of life or life threatening conditions (2 visitors at a time with no total limit per day). Visits must be for a purpose which includes: <ul style="list-style-type: none"> To provide care and support for the resident's physical and emotional wellbeing For residents under 18 years of age As a nominated person under the Mental Health Act To provide interpreter or informal language support To support the resident's care upon discharge Do not have to be from the same household. No time limits. A group may exceed the "two visitors at a time" rule if dependents of a visitor (or patient in hospital) are in the group and care for the dependents cannot be arranged. Prospective residents not permitted except as: <ul style="list-style-type: none"> Inpatients in acute hospitals awaiting discharge to residential aged care facilities (RACFs) (noting this may need to be a nominated family member in some scenarios, not the inpatient) Residents of care facilities that are due to close and require support to find alternative accommodation prior to the closure of their current accommodation Non-essential contractors (such as hairdressers) are not permitted to enter. 	No change	No change	Visitor restrictions: <ul style="list-style-type: none"> Up to 5 visitors per resident per day (dependants included), strongly recommend that all residents and visitors are fully vaccinated 	



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Hospital Visitors	<ul style="list-style-type: none"> Two visitors at a time up to two per day, except for end of life or life-threatening conditions (2 visitors at a time with no total limit per day). Visits must be for a purpose which includes: <ul style="list-style-type: none"> As a parent, guardian or carer of a child who is a patient in hospital To provide support that is necessary for the patient's emotional or physical wellbeing. As a nominated person under the Mental Health Act To providing interpreter or informal language support For leaning to support the resident's care upon discharge As a carer of a patient with a disability Accompanying someone to the emergency department or outpatient clinic As a partner of a pregnant woman or patient in a maternity ward Do not have to be from the same household. No time limits. A group may exceed the "two visitors at a time" rule if dependents of a visitor (or patient in hospital) are in the group and care for the dependents cannot be arranged. Non-essential contractors (such as hairdressers) are not permitted to enter. 	No change	No change	Visitor restrictions: <ul style="list-style-type: none"> No change 	





COMMUNITY FACILITIES INFORMATION PACK



12 November 2021

Nathan Sewell
Venue and Facilities Manager
Knox Basketball Inc

By email: nathan.sewell@knoxbasketball.com.au

Dear Nathan

Reopening of community facilities

Thank you for providing the necessary documents and for your work in planning and preparing to implement additional measures to reduce the spread of COVID-19.

We are pleased to advise that access to the facilities at the State Basketball Centre and Boronia Basketball Stadium are now available, subject to its operation within State Government restrictions.

We understand COVID-19 has created unique challenges for community groups, clubs and organisations and appreciate your cooperation in ensuring health and safety measures are in place to protect our community.

It is important to understand your organisation's legal responsibilities and potential liability and to make sure you are protected, especially during such changing times. Council will continue to provide support for community and sporting groups wherever possible.

As this situation is rapidly evolving, some requirements may alter as restrictions ease further (subject to the advice of Victoria's Chief Health Officer) so please take the necessary steps to remain aware of any changes on an ongoing basis.

If you have any questions or concerns, please don't hesitate to contact Bronwyn Commandeur.

Yours sincerely



Nicole Columbine
Manager Active and Creative Communities

Enquiries: Bronwyn Commandeur
Document ID: D21-265079



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Keeping COVIDSafe

There are a few key elements to consider in planning your return, which are included in your COVIDSafe Plan.

They are:

1. Physical distancing
2. Face masks
3. Cleaning and hygiene
4. Record keeping (including QR codes and vaccination requirements)
5. Limiting indoor activities

We have provided further information and resources in this pack for how to apply these measures to your activities. Some groups and activities will have different requirements so be sure to check the individual guidance for your industry. You may also receive specific advice from your relevant governing body, such as a sporting code.

As restrictions ease and more community activities and events recommence, it's more important than ever that we all keep practicing COVIDSafe behaviour to minimise the spread of the virus and protect ourselves and one another.

What if we're not ready to reopen?

We understand that some groups may find these requirements harder to meet or may struggle to adapt their activities to the current guidelines. There is no obligation to reopen immediately and Council will support you as needed if you choose to continue operating outdoors only (in the case of community sport) or to delay your reopening for now.



COVIDSafe Plan templates

Community organisations, groups and clubs will be required to prepare a COVIDSafe Plan (or update their existing plan to meet new requirements) and submit this to Council before recommencing activities.

COVIDSafe Plans may vary between different groups and activities depending on the restrictions and guidance that applies.

Please see links below and select the template most relevant to your group.

- **Business** – *can be used by any organisation without a specific industry template, such as seniors groups, community organisations, or arts and culture groups.*
[Click here to download the template](#) or visit <https://www.coronavirus.vic.gov.au/covidsafe-plan> (also includes templates in languages other than English)
- **Community sport and recreation**
[Click here to download the template](#) or visit <https://www.coronavirus.vic.gov.au/sport-exercise-and-physical-recreation-services-sector-guidance>



New safety requirements

To minimise the risk of transmission of the virus and ensure our facilities can reopen in the safest way possible, a number of additional operating procedures will be required for groups using Council facilities.

Organisations, clubs and groups will be required to meet some or all of the following:

- **Ensure all patrons check in using QR codes** – If your group or venue requires people to check-in on arrival, QR codes must be displayed at entrances and you'll need to ensure patrons check-in on entry. For facilities that Council operates, we will supply QR codes. If you have a lease agreement with Council, you will need to supply the codes. Templates are included at the end of this pack.
 - **Appoint a COVID Check-in Marshall at each entrance** – This can be a staff member or volunteer who is responsible for ensuring all patrons (members, volunteers, staff and visitors) check in and assist anyone who needs help to do so.
- **Check vaccination status of all patrons on entry** – many of our community venues will require staff and patrons to be fully vaccinated (two doses) in order to enter. You do not need to record a person's vaccination status, simply view it and confirm the proof so they can enter.
- **Contact Council regarding sub-letting and hire arrangements** – all arrangements where a third parties uses community facilities, such as those to whom you may hire or sub-let a venue, must be approved by Council. If approved, they will also need to meet all COVIDSafe requirements. We will prioritise existing sub-let arrangements before assessing casual enquiries on a case-by-case basis. Please reach out to your contact at Council regarding requests and enquiries for sub-letting and hire arrangements.
- **Ensure face mask rules are followed** – face masks are now only required indoors but are strongly encouraged outdoors when social distancing cannot be maintained. Ensure you stay up to date on the latest mask rules as these may change over time.

Continuing safety requirements

Many measures that were put in place when restrictions eased last year will still be required. **You should review your previous COVIDSafe Plan or preopening checklist and ensure it is up to date.**

The following must be met by all organisations, clubs and groups:

- **Appoint a COVID-19 Responsible Officer** to become the key contact point for things COVID related. This can be the same person as your COVID Check-in Marshall if required.
- **Develop a plan to manage any positive cases or outbreaks** – as part of your COVIDSafe Plan, you will need to plan for how your group will respond in the event someone within your organisation, or a customer, member or participant tests positive to COVID-19. Advice on what to include in this plan is provided in the COVIDSafe Plan templates.
 - **You must also immediately notify your Council contact of a confirmed case** (this is a requirement). In the event of a confirmed case, Council will require the facility to be closed and will conduct a deep clean prior to re-opening – you can reference this in your COVIDSafe Plan.



- **Communicate changes to your organisation** – ensure that members, volunteers, and participants are aware of what's changed, particularly if they have new requirements they'll need to meet or enforce. Reiterate the importance of staying home if they are unwell and make sure they know where to access information, ask questions or raise concerns.



Physical distancing

Before a service or facility can resume, we must ensure it is able to meet the physical distancing requirements set by the State Government.

For most community facilities, the following requirements will apply:

- **Indoors:** a maximum of one person per 4 square metres of space in the facility (referred to as a density quotient of 4 or DQ4 for short)
- **Outdoors:** a maximum of one person per 2 square metres of space (DQ2), up to a total of 500 people

Note that these limits apply to fully vaccinated people.

These are expected to change over time. Please check the Coronavirus Victoria website regularly for up to date limits people only.

You should determine the usable space at your facility (excluding toilets, change rooms and storage rooms) to confirm your density limits. In some venues Council has already determined the density quotas.

How to apply physical distancing

Signage must be displayed at the entry to each space that specifies the maximum number of people allowed at one time, based on floor space. A template has also been provided at the end of this pack, should you wish to display additional copies.

There are also a number of things you can do to support your members and participants to maintain physical distancing. These include:

- Ensuring seating in a room is spaced 1.5m apart and that attendees do not move chairs
- Providing 1.5m spacing reminders in the facility, such as floor markers in areas where people may queue
- Capping attendance numbers based on room/facility restrictions
- Avoiding activities that are prohibited or require or encourage physical proximity



Face masks, hygiene & cleaning

Taking personal responsibility for our safety and hygiene, and supporting our community to do the same, is an incredibly important measure to lower the risk of transmission of the virus, or any illness.

Volunteers and participants should be encouraged to practice good hygiene and to stay away from public facilities if they are unwell.

Face masks

Face masks are currently required to be worn indoors at all times unless a valid exemption applies. This is the case regardless of a person's vaccination status. Face masks are also strongly encouraged outdoors when physical distancing cannot be maintained.

Make sure you stay up to date on the latest mask rules as these may change over time. More information on face masks, including valid exemptions and appropriate mask types, is [available on the Coronavirus Victoria website](#).

How to support additional hygiene measures

- Consider whether regular hand washing can be integrated into your group's activities
- Provide hand sanitiser for use on entry and exit from the space
- Check that face masks are worn indoors.
- Provide instructions to members and participants on hygiene practices, including signage to remind those in the space

State government advice on personal hygiene

The [Victorian Government provides the following advice](#) regarding personal hygiene:

Wash your hands

- Wash your hands regularly with for at least 20 seconds, using soap and water or a hand sanitiser that contains at least 60 percent alcohol.
- Wash your hands when you get home, arrive at other people's homes, or arrive at work.
- Wash your hands after blowing your nose, coughing, sneezing, or using the toilet.

Other actions

- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Consider providing disposable crockery and cutlery in addition to not sharing bottles, crockery and cutlery and tissues
- Do not share drink bottles, crockery or cutlery other than with people you live with.



- Get vaccinated for flu (influenza). This will help reduce the demand on the healthcare system as it deals with coronavirus (COVID-19). Vaccines are now available from your GP and pharmacy.
- For information for people who have a chronic illness or who are immunocompromised, see [About coronavirus](#).

Stay home if you are unwell

It is more important than ever that you stay at home if you are unwell. Even if you only have mild symptoms or feel a little unwell you should stay at home.

- If you are unwell, do not visit anyone, especially vulnerable people.
- If you are unwell, you should not go to work or school.
- If you feel unwell, even if you have previously tested negative for coronavirus (COVID-19), you should stay at home until completely well and it has been three days (72 hours) since you last had a fever.
- If you have the [symptoms of coronavirus](#) you should get tested.
- You can find information on [getting tested for coronavirus](#).

Some posters and information regarding hygiene measures have been provided at the end of this pack.

Cleaning – your obligations in Council facilities

Evidence suggests COVID-19 can survive on some surfaces for many hours and potentially even days. As we reopen community facilities and increase the number of people using public spaces, it is critical that we maintain regular, thorough cleaning practices to reduce the risk of transmission.

The most important action you can take is the regular cleaning and disinfecting of high-touch areas in our facilities. 'High-touch' areas includes surfaces with which many people regularly interact – such as tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.

The Department of Health provides the following [advice regarding cleaning and disinfecting](#).

1. First step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products stocked at supermarkets for cleaning.
2. Second step is to disinfect the surface. Supermarkets stock common household disinfection products - it is important to use products that are labelled "disinfectant" and to follow the instructions on the label.

Groups will need to ensure all high-touch areas are cleaned regularly. This may include wiping down surfaces after each group, or minimising shared equipment and cleaning it after use.

We also recommend groups avoid cash payments where possible.



Record keeping, QR codes & vaccination requirements

Record keeping is a crucial part of keeping our community safe by supporting contact tracing in the event of an exposure.

The Victorian Government QR code service is the simplest way to ensure people are checked in correctly.

How to check-in using the Service Victoria app

1. Download the latest version of the Service Victoria app onto your smart phone from the Apple Store or Google Play.
2. Open the Service Victoria app on your smart phone (rather than your phone camera)
3. Tap the contact tracing check-in button at the bottom of the screen.
4. Point your phone at the QR code on the poster until you see it on your screen and wait for the prompts.
5. Enter your details and tap "Check-in to this location". Next time your details will be saved.
6. Look for the green tick. You're checked in!

Helping community members to check in

Staff and patrons should be encouraged to check in using the Service Victoria app and QR codes wherever possible. If someone is unable to do so, there are two options available to groups to assist them:

1. **Use a paper-based check-in form** – paper-based forms should be a last resort for checking in. You can [download a check-in log template from the Coronavirus Victoria website](#), or find it at the end of this pack.
2. **Use the Kiosk check-in service** – this is an electronic form that allows venue staff to enter someone's details for them. Venues will need to be pre-registered in order to use the Kiosk service, so please reach out to your Council contact if you think you will require this option.

Advice for patrons – Scammers posing as Service Victoria

Please note the following advice from the Victorian Government regarding a recent scam warning.

Scammers pretending to work for Service Victoria are leaving threatening voicemails against members of the public. These methods are designed to scare people into revealing personal and financial information.

If you receive a threatening voicemail claiming to be from Service Victoria, delete it immediately. And if you can, you should block the number.

The best way we can stop these scams is to report them to [Scamwatch](#).

Frequently asked questions

A number of frequently asked questions are available on the Coronavirus Victoria website at www.coronavirus.vic.gov.au/checking-in-qr-codes



Vaccination requirements

Many venues and facilities will be required to check that all visitors, patrons and staff over the age of 16 are fully vaccinated (two doses) before entering. Please check the specific guidance for your industry or activity type to find out if this applies to you.

How to check vaccination status

The quickest and easiest way to check vaccination status is via the Service Victoria app when patrons check-in using the Victorian Government QR code. However, there are other ways that businesses can check the vaccination status of their patrons, if they don't have access to a smart device or are under 16 years of age.

- COVID-19 digital certificate using the Service Victoria app
- COVID-19 digital certificate in a smart phone wallet
- Printed copy of COVID-19 digital certificate or immunisation history statement
- Australian Immunisation Register certificate
- Medical certificate or a letter from an authorised medical practitioner.

More resources are available on the Coronavirus Victoria website:

- [Proof of vaccination status](#) – visual guide of the methods above to assist you in confirming proof
- [How to get your proof of vaccination](#) – information to help your patrons and members, including those who are not eligible for Medicare, don't have a myGov account or cannot use a smartphone.

Your rights and responsibilities

Groups operating in community facilities must take reasonable steps to ensure that only people who are fully vaccinated, or have a medical exemption signed by their doctor, enter the venue.

You do not need to record vaccination status, just view it and confirm the proof so they can enter.

You are responsible for:

- Checking the vaccination status of your patrons before allowing entry
- Ensuring posters outlining vaccination requirements and Service Victoria QR codes are clearly visible (links are provided at the end of this pack)
- Preparing staff to check proof of COVID-19 vaccination status (or a valid exemption) and what to do if someone refuses to be checked or is not vaccinated
- Reminding members and customers of vaccination requirements, such as via your social media channels, newsletters or when taking bookings

You have the right to:

- Request to see proof of someone's vaccination status
- Refuse someone entry if they cannot or will not show proof of vaccination
- Ask for help, alert security, contact Victoria Police or retreat to a safe location if a situation escalates



Frequently asked questions

A number of frequently asked questions regarding vaccination status are available on the [Coronavirus Victoria website](#) and may assist you in helping members and visitors.

Dealing with difficult community members

Some people feel strongly about COVID-19 rules. If visitors or members are aggressive or intimidating, your safety and the safety of your team and volunteers is the top priority.

Do not put yourself in harm's way.

Do:

- Stay calm and speak in a clear voice
- Listen to the person and be patient
- Nominate someone (such as a manager or leader on site) to handle complaints

Then the nominated person can:

- Remind the person that the rules have been put in place so you can safely reopen, and you must follow them or risk being shut down
- Explain that they must comply or leave the premises
- Ask for help – call in colleagues and managers to assist
- Alert security (if available) or contact Victoria Police if the situation escalates
- Retreat to a safe location if you feel threatened

Don't:

- Argue – try to contain and limit any hostility
- Raise your voice – even if someone is yelling at you, don't yell back
- Put your safety at risk – go to a safe place if you need to

You can also [download these tips as a poster](#) to display or share with staff and volunteers.



Further info & resources

- [Translated resources for assistance in languages other than English](#)
- [Signs, posters and templates](#) (some have been provided in the Appendix of this pack)
- Please refer to any association, peak body and/or governing body guidelines relevant to your activities.

What happens if I don't meet these requirements?

The Victorian Government's restrictions, and processes developed by Council are designed to slow the spread of COVID-19 across Victoria and allow our community to return to the activities and networks that enrich our lives and keep us connected, engaged and entertained. It is important that as restriction ease, we continue to behave responsibly and keep a focus on community health and safety to avoid any further outbreak or transmission of the virus.

Council is here to support you as needed in meeting COVID-19 requirements and making plans that are suitable and manageable for your organisation. We encourage you to reach out to your Council staff member key contact if you have any questions or concerns regarding the information in this pack, or face any challenges in implementing the changes required.

Directions will be enforced through spot checks by Victoria Police and use of emergency powers by the Department of Health and Authorised Officers to ensure compliance with the directions of the Chief Health Officer.

Victoria Police is responsible for enforcing compliance with COVID-19 State of Emergency restrictions and serious penalties and on the spot fines apply where individuals, groups or businesses are found to be non-compliant. If a tenant of a Council-owned facility is found to not be following State Government directives, Council will issue a written instruction to comply. If this is still not addressed, Victoria Police may be contacted for further action. Depending on the circumstances, use of the Council-owned facility may also be reviewed.



Template: Check-in log

You can [download a PDF of this log](#) from the Coronavirus Victoria website (visit www.coronavirus.vic.gov.au/signs-posters-and-templates)

Public Health and Wellbeing Act 2008



COVID-19 Check-in

Name of place _____

Location e.g. courtyard, dining room _____

QR Code Check-in continues to be the most effective record keeping system.*

In the event of a COVID-19 outbreak, Victoria's contact tracers can only do their job if they can contact you quickly.

Help keep each other safe by writing your contact details down here.

Learn more about the Service Victoria app and checking in online at service.vic.gov.au/check-in

*Manual record keeping should only be used in exceptional circumstances.

Date of visit DD/MM/YY	Given name	Family name	Contact number	Arrival time e.g. 9:32am

Protecting your privacy: Your Given name, Family name, contact phone number, and time of visit at this location is being collected by the Victorian Government for the purposes of contact tracing during the coronavirus (COVID-19) pandemic. Your check in information will only be used or disclosed for contact tracing. Otherwise your data will be deleted within 28 days. Your details can't be used for marketing or other purposes or kept by this venue. If you choose not to leave your details by checking in, venues may refuse you entry. It will also be harder for us to contact you if there's a new COVID-19 case near where you checked in. Read the full details about how we protect your information and handle the information we collect at service.vic.gov.au/check-in-privacy.

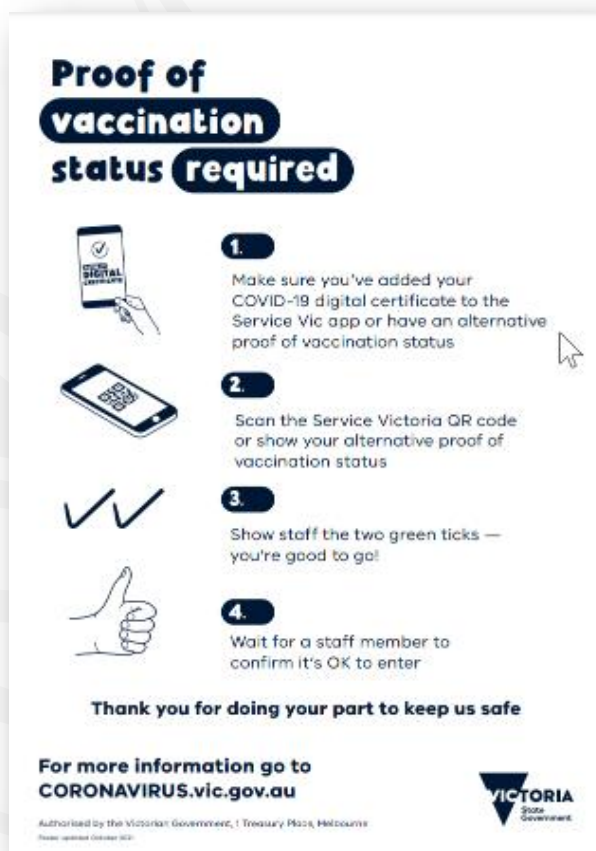


Poster: 'Proof of vaccination status required'

Download and print the poster below, for display at entrances and near QR codes.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates

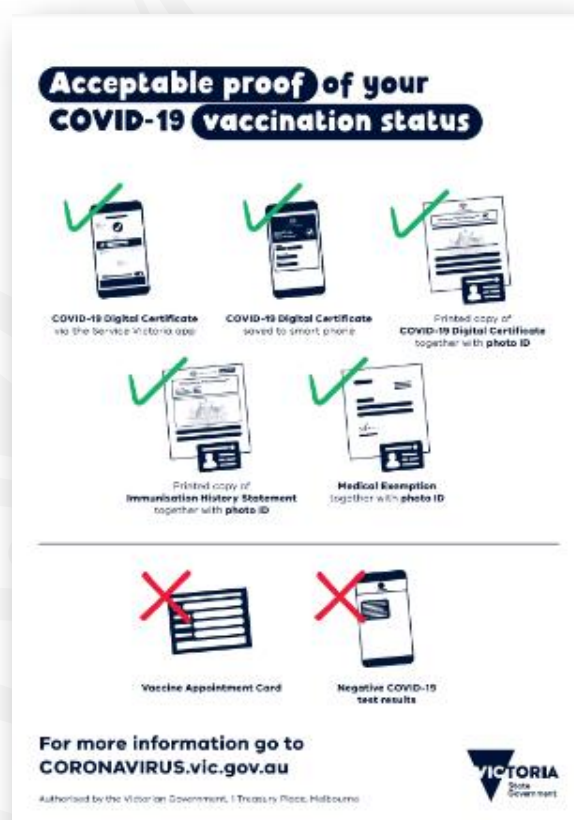


Poster: 'Acceptable proof of vaccination status'

Download and print the poster below, for display at entrances and near QR codes.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates



Poster: 'How to check the vaccination status of your customers'

Download and print the poster below to share with staff or volunteers.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates



Poster: 'How to deal with difficult customers'

Download and print the poster below to share with staff or volunteers.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates

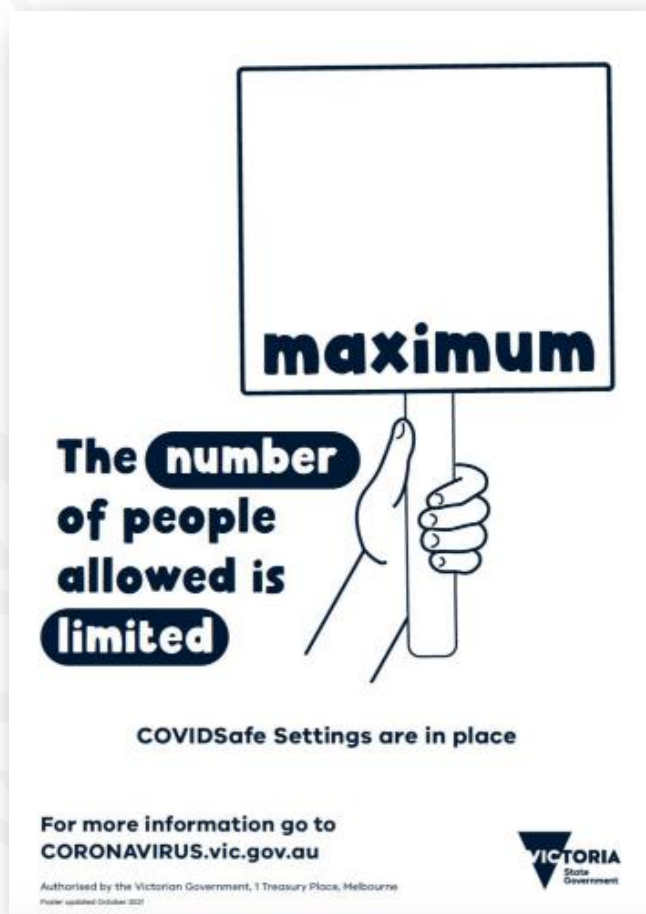


Poster: 'Density limit'

Download and print the poster below to display in facility rooms and spaces.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates

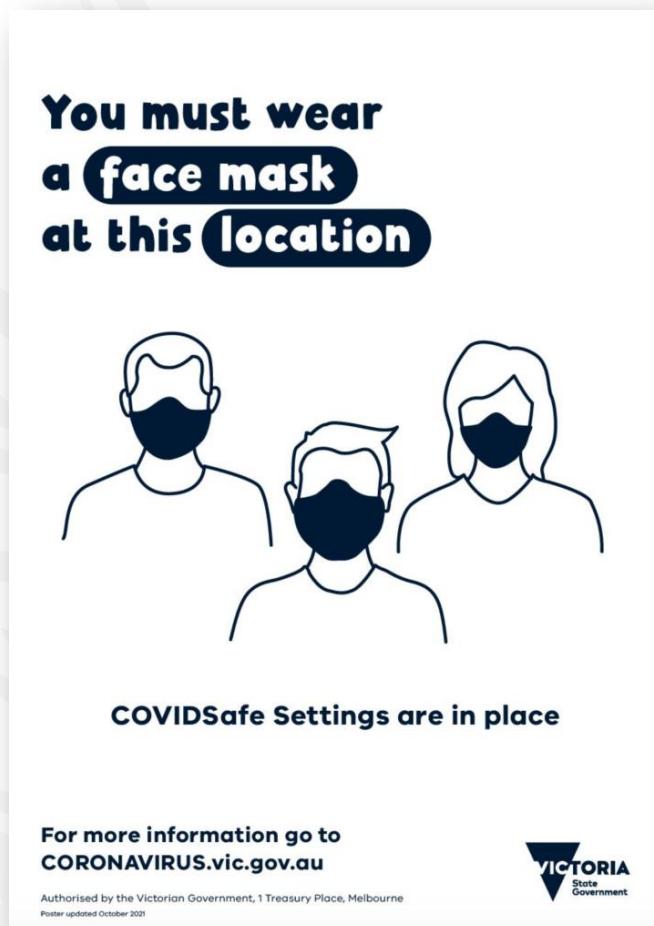


Poster: 'Face mask must be worn'

Download and print the poster below to display around your facility.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates



Poster: 'Physical distancing'

Download and print the poster below to display near entrances.

[Click here to download](#)

or visit www.coronavirus.vic.gov.au/signs-posters-and-templates



Poster: 'COVIDSafe Habits'

Download and print the poster below, for display throughout community facilities.

[Click here to download](#)

or visit www.dhhs.vic.gov.au/promotional-material-coronavirus-covid-19



The poster is titled 'COVIDSafe Habits' and features a blue header with three icons: hands being washed, two people standing apart, and a person wearing a face mask. The main body is light blue and contains a list of ten habits, each preceded by a blue arrow icon. To the right of the text are three circular illustrations: hands being washed with soap, a person wearing a face mask, and a person coughing or sneezing into their elbow. At the bottom, there is a white section with contact information for the Coronavirus hotline, followed by a small footer with accessibility information and the Victorian Government logo.

COVIDSafe Habits

- ▶ **Wash your hands** often with soap and running water for at least 20 seconds. Dry your hands with a paper towel or hand dryer.
- ▶ **Use an alcohol-based hand sanitiser** with over 60 per cent alcohol.
- ▶ **Cover your cough or sneeze** into your elbow.
- ▶ **Carry a face mask** with you when you leave home. Wearing a face mask is recommended when at a private gathering and outdoors when you can't keep 1.5 metres distance from other people.
- ▶ **You must wear a face mask** on public transport, in taxis, ride share vehicles, tour vehicles, at airports and during flights to and from Victoria.
- ▶ **Don't touch** your eyes, nose or mouth – or your face mask, if you're wearing one.
- ▶ **If you feel unwell** stay home. Call your GP or the Coronavirus (COVID-19) hotline on 1800 675 398 for advice.
- ▶ **Get tested** if you have COVID-19 symptoms. Go straight home and isolate while you wait for your results.
- ▶ **Remember**, if you're seeing friends and family – it's safer to meet outdoors.
- ▶ **Continue health habits**. Exercise, eat a balanced diet, get plenty of sleep and stay connected. Quit smoking (Quitline 137 848).

Find out more www.dhhs.vic.gov.au/coronavirus

For more information, call the
Coronavirus hotline 1800 675 398 (24 hours)
Choose option 0 for translating and interpreting services
Call Triple Zero (000) for emergencies only

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