

Questions and Answers

Yarra Ranges Council Re-opening for Business Webinar

Are there templates to create a basic COVID safe plan? If so where do we get access to these please?

You can download a template from this page <https://www.coronavirus.vic.gov.au/covidsafe-plan>

Do under 18's need to check in via QR codes?

Advice provided by the coronavirus hotline is that: Anyone over the age of 12 years should check in to locations visited using the QR code, for further information please see - <http://www.coronavirus.vic.gov.au/checking-in-qr-codes>

Can customers come in with a printed version of their covid19 vaccination certificate? Say if they don't have a phone and check in on paper?

Yes, a printed copy of someone's vaccination certificate is fine.

<https://www.coronavirus.vic.gov.au/get-your-covid-19-digital-certificate#proof-of-vaccination-if-you-dont-have-a-smartphone>

Under 18's CAN check in via QR codes - or the should/must check in?

Advice provided by the coronavirus hotline is that: Anyone over the age of 12 years should check in to locations visited using the QR code, for further information please see - <http://www.coronavirus.vic.gov.au/checking-in-qr-codes>

In our shop we have three different businesses, all with separate QR codes on our doors. Should we have just the one QR code in the waiting area of our shop? Our customers all use the same waiting area.

Each separate business operating from the same building should have its own QR Code available for customers. In the event that a positive case was identified as attending the building, the Department of Health will liaise with the business who then must advise of the other businesses operating from the same building.

Is VCGLR likely to support outdoor dining with red line plan adjustments or are we able to serve alcohol outdoors under this proviso without VCGLR penalty?

In response to the ongoing State of Emergency, VCGLR will support another extension of current temporary limited licences. Council will provide renewal letters with permit extensions. Individual businesses must supply VCGLR with a copy of the renewal letter and intent to extend their current temporary limited licence.

Is footpath trading permit applicable for retail, i.e. table outside the front of the store?

Yes - any type of business that wishes to trade on the footpath is required to apply for the footpath trading permit. Including for signage, display tables and merchandise or outdoor dining. These permits have fees waived for the coming year. A 1.8 metre walkway is to be kept unobstructed for normal pedestrian movement along the front of the building.

www.yarraranges.vic.gov.au/Business-Yarra-Ranges/Start-or-grow-your-business/Business-permits-and-registrations/Apply-for-a-footpath-trading-permit

Will roadside trading permit fees be waived for mobile food businesses?

The following decisions have been made regarding Roadside Trading Permits:

Existing Roadside Trading Permits will be extended until 31 December 2022 (with all fees waived)

Fees will continue to be charged for new Applications for Roadside Trading.

Fees for Community Groups applying for Roadside Trading will be subsidised by 80% as of 1 November 2021.

For new application please refer to our website: www.yarraranges.vic.gov.au/Business-Yarra-Ranges/Start-or-grow-your-business/Business-permits-and-registrations/Apply-for-a-roadside-trading-permit

How do we make application for the outdoor dining grant?

The COVIDSafe Outdoor Activation Voucher Program will assist businesses across the state to move outdoors by supporting their investment in equipment, permits and other tools needed to offer safe retail, personal services, recreation and dining options for the Victorian public during the remainder of 2021 and beyond.

Applications will open soon. Keep an eye on <https://business.vic.gov.au/grants-and-programs/covidsafe-outdoor-activation-voucher-program> and we'll share any updates via our eNews and Yarra Ranges Business facebook page. Outdoor equipment will still need meet Council permit approval.

Will the Accommodation Health & Wellbeing and Food Act registration renewals be waived for 2022?

The following decision have been made regarding Food & Health Registrations:

Existing Food & Health Registrations will have their 2022 renewal fees waived (except for Aged Care Facilities, Rooming Houses, Hospitals and Supermarkets)

Establishment/Registration Fees will continue to be charged for all new Applications for Food & Health Registrations

Establishment/Registrations Fees for Community Groups applying for Food Registrations will be subsidised by 80% as of 1 November 2021.

Will businesses have the opportunity to extend car park dining post June 2022?

The Car Park dining program was rolled out as a temporary measure in response to the State of Emergency. It is Council's intention to gently wind back the Temporary Car Park Dining program by 30th June 2022, of course we will monitor the State of Emergency over this period and decisions will be made on the necessity of the program in the second quarter of next year.

The Place Recovery team will be coming out to visit all car park dining permit holders over the coming months to discuss each location personally. It has been acknowledged that some car park dining locations are better suited and complimentary to the appeal of the area which has positive effects for all businesses in the area, the Urban Design team will be involved in considering these location with an Urban Design Framework approach which will include parking and traffic assessments for consideration of long term installations.

This strategic work will take time and will not be available for all current permit holders.

If someone refuses to use the QR code to come into my studio or uses the QR code but they do not show up as being vaccinated do I have to refuse them entry and service?/

Are there fines for business owners if they continue to operate with unvaccinated employees? Same for allowing unvaccinated customers into a business - what are the penalties?

*Yes, penalties may apply to businesses not complying with Public Health Order requirements. Information in relation to penalties can be found on the Corona Virus website:
<https://online.fines.vic.gov.au/News/Covid-restrictions-and-penalties-in-Victoria>*

I contract to Parks Victoria at the redwood forest. Can I find out how VicPol plan to operate there?

We are unable to comment on Parks Victoria process, please contact them direct to discuss further.

Accommodation: Do all guests have to be double vaccinated? Are we required to view each guests vaccinating passport? With properties that offer self check-in like Air BnB, how to they ensure that these guests check-in via QR code or that they are double vaccinated? In the event of a positive case, are we required to close for 14 days?

As of 21 October 2021

Accommodation:

Vaccination requirements for guests - Household and up to 10 additional people (dependents included) permitted (in line with private gathering), vaccination of guests is strongly recommended however not currently mandatory. As advice is consistently being updated it is important to monitor official advice.

QR codes - Check-in via the Service Victoria QR Code app is not required in these situations (although attendance must still be recorded by another means): Accommodation, except where a person is not staying overnight and is attending a shared space.

Positive case - If a positive case did attend your premises, the Department of Health will conduct a risk assessment regarding the potential exposure and provide specific advice to your business regarding your requirements. For further information please see - www.coronavirus.vic.gov.au/confirmed-case-workplace

Who is allowed in a supermarket to purchase food etc?

Everyone is allowed in as supermarkets are an essential service

We host a site with many businesses onsite. Are we responsible for ensuring the businesses onsite are vaccinated- or is it up to the businesses?

It is up to individual businesses to ensure compliance to Public Health Order requirements.

I have a small home studio - I have a QR code up, and sanitiser etc, and clean between clients. But rarely at the moment have people coming to my home studio, do I still need to have a full COVID plan? Do I also need to check that clients entering my home, are double vaccinated?

Yes, all businesses are now required to use the Victorian Government QR Code system to assist with contact tracing of both patrons and staff entering the premises. Further information about the restrictions that your business-type comes under can be found here:

<https://online.fines.vic.gov.au/News/Covid-restrictions-and-penalties-in-Victoria>

We run a market with lots of businesses attending, must we ensure market stallholders are vaccinated or is that up to them?

As the market operator this would need to be included in your COVID safe plan that all operators are required to meet the COH guidelines for retail operation

Is there any indication of when un-vaxxed patrons are able to attend dine-in for cafes, restaurants etc?

Nothing official as of yet.

Do they need ID to match the certificate if printed?

It is recommended to check the name on the printed certificate again photo ID to validate the identity of the certificate holder.

I run a secondary school canteen, is there a number limit for inside, there is no seating. The students are already QR coded as they enter the school grounds do they need to repeat to come into the canteen?

Confirmation with the school and Education Department would be recommended.

We have had trouble finding professional cleaning companies in Healesville, for deep cleans, do you have any suggestions?

We encourage business owners to add their details to our Buy Local Business Directory so they can be easily found

<https://www.yarraranges.vic.gov.au/Business-Yarra-Ranges/Buy-Local-directory>

Is there or will there be updated and clear direction of what happens if our business becomes a tier one exposure site i.e. how long do we close down for, do all staff need to isolate for 14 days. This morning this information was updated for schools. Is this expected to be changed for hospitality businesses. Hospitality businesses cannot continue to open close week on week. What is the future for this?

If a positive case did attend your premises, the Department of Health will conduct a risk assessment regarding the potential exposure and provide specific advice to your business regarding your

requirements. For further information please see - <http://www.coronavirus.vic.gov.au/confirmed-case-workplace>

Are there any protections for business owners against patrons presenting a fraudulent vaccine status or will businesses be required to prove innocence?

It is advised that Businesses need to practise "due diligence."

I run a retail store where we assist clients with trying products on, therefore we need to breach the 1.5 metre. Are we risking being fined?

Council has no enforcement powers, may be a question for Vic Pol or the coronavirus hotline (1800 675 398).

Where will 'industry specific guidelines' be uploaded ?

Once industry specific guidelines are available they will be located on the Coronavirus website - <http://www.coronavirus.vic.gov.au/sector-guidance>.

We have an outside tourism attraction, do we need to check each visitor for vaccination status prior to entry?

You will need to have QR code check in available for visitors. Yes, information located in the roadmap for tours and tour transport requires persons attending to be fully vaccinated.

Is there an example of what the official medical exemption letter/certificate looks like? So we know we are verifying a recognised document rather than a homemade one?

Please refer to the information available on the coronavirus website - www.coronavirus.vic.gov.au/information-workers-required-to-be-vaccinated

Daniel Andrews seems to be saying this morning (Wed, 20/10), that double vax employees are the only ones that can work this Friday in Hospitality. I thought the second dose was to be in place for 26 nov. We thought staff could work with 1st dose. Trying to roster staff.

The advice around this has changed from initial Roadmap conditions, and requirements have been brought forward. The Victorian Government has announced that from Friday 22 October, all staff and patrons must be fully vaccinated (unless you have a medical exemption) to enter a hospitality venue.

Originally the Government said that from 15 October, workers must have had their first dose of a COVID-19 vaccine or evidence of a vaccination appointment before 22 October, and must have received both doses by 26 November 2021.

This is no longer the case. To reiterate: all staff and patrons who are on your premises must be fully vaccinated from this Friday(22/10).

Do we have to hold a register to prove we have checked the certification? i.e. if we are investigated 'post fact' and find someone wasn't compliant, how do we prove that we checked the vax status?

Businesses need to practice due diligence in ensuring Public Health Orders are complied with.

I need to have two extra staff to check and monitor this extra work required with checking in I am a small business who can't cope with this extra outgoings. What is your advice on this?

We are passing your feedback on to Business Victoria as we continue to advocate for our small businesses who are struggling with extra requirements.

Are we able to ask customers for proof, if they tell us they have an exemption for masks or vaccinations?

Face Masks: I have a medical condition that prevents me from wearing a face mask, do I need a medical certificate stating I don't need to wear a face mask?

You do not need a medical certificate stating that you have a lawful reason for not wearing a face mask. If you have a lawful reason for not wearing a face mask, you do not need to apply for an exemption or permit.

If you are stopped by police in a setting where face masks are mandatory, they will ask you to confirm the lawful reason you are not wearing a face mask. For further information please see here - www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask. Vaccinations: Businesses need to practice due diligence in ensuring Public Health Orders are complied with. As the CHO directions only permit fully vaccinated patrons to enter hospitality premises you are able to request evidence of the exemption.

Do passengers using transfer services in buses/ cars need to show double vax?

Commercial passenger vehicles are required to use the free Victorian Government QR Code Service for record keeping Commercial passenger vehicles.