

## Business Concierge FAQs

### Markets

- **Are we required to check vaccinations for all customers entering markets?**

Customers attending general retail and essential retail will not be required to provide information on being fully vaccinated

- **Are market staff required to be double vaccinated?**

Workers in general retail and essential retail are required to be vaccinated by 26 November 2021 (second dose)

- **Will we be required to check vaccinations for all customers in Phase D?**

As Victoria enters Phase D of the Roadmap all customers attending *general retail* must be fully vaccinated to allow density limits to be lifted.

- **As we are not employers of our stallholders, on what legal basis can we ask for proof of vaccination status?**

- Employers of workers are responsible for complying with vaccination requirements and must collect, record, and hold vaccination information for any worker going on-site.
- Workers are required to provide their employer with evidence of their vaccination status for record-keeping.
- The vaccine requirement applies to volunteer work, unpaid work, or student placement work on-site.
- It is encouraged that market management inform stall owners that they must comply with worker vaccination requirements.

- **Does each stall need to have their own QR code?**

- **Retail facilities with a total indoor space accessible to public is 2,000 sqm or more, or market:**
  - o prominently display signage at all points of sale so members of the public can record attendance using Service Victoria QR code app
  - o staff must request all members of public who attend, to record attendance at the entrance
- **Retail facility with a total indoor space accessible to public is less than 2,000 sqm or market stall:**
  - o prominently display signage at all points of sale so members of the public can record attendance using Service Victoria QR
  - o staff who interact with members of public at point of service must request members of the public record attendance using Service Victoria QR Code app

### Office Workplaces

- **What are the obligations for checking vaccination status of workers for buildings with one reception servicing multiple businesses (when tenants are the employers)?**

and/or

**For face-to-face meetings must I first verify my clients' vaccination status?**

- Employers of workers are responsible for complying with vaccination requirements and must collect, record, and hold vaccination information for any worker going on-site.
- Workers are required to provide their employer with evidence of their vaccination status for record-keeping.
- The vaccine requirement applies to volunteer work, unpaid work, or student placement work on-site.
- It is encouraged that building management inform tenants that they must comply with worker vaccination requirements.

- **What cleaning is required to keep my workplace safe and/or if a positive case is detected?**
  - Every workplace should already have an established routine cleaning schedule.
  - The routine schedule should include cleaning of frequently touched surfaces including light switches, doorknobs, stair rails, lift buttons, phones and computers, EFTPOS machines, counters and desks.
  - Information is available online at [Preventing infection in the workplace](#) including checklists, guides, templates, and fact sheets
  - Download – [How to clean and disinfect after a COVID-19 case in non-healthcare settings – Information for cleaners, business owners, managers, and individuals](#)
  - Within 48 hours of a positive detection undertake a deep clean of the workplace or areas identified in the Workplace risk assessment.
- **Do my patients have to be double vaccinated to attend mental health appointments?**

Vaccination is strongly encouraged for anyone entering a healthcare setting or a residential aged care facility, but it is currently not required.
- **Are double vaccinations required for an office worker to return to their office?**
  - **Phase C - 80% vaccinated**
    - *Fully vaccinated or excepted workers:* work from home if you can, but onsite work is permitted.
    - *Partially vaccinated and unvaccinated workers:* if no vaccination requirement applies to your role, in most cases you may only work outside your primary place of residence if your work cannot be performed from home.
  - **Phase D - 90% fully vaccinated (12+ years)**
    - *Fully vaccinated or excepted workers:* onsite work can return.

## Sports and Fitness

- **What are accepted options for check-in if a mobile phone is not an option?**
  - Businesses must keep records to show compliance with the Directions including all logs.
  - If patrons/clients/customers can't check in themselves (e.g. a person who does not have a smartphone) the business should
    - use the [Kiosk check-in service](#) or,
    - as a last, resort, pen and paper.
- **Are my clients required to wear masks indoors?**
  - You do not need to wear a face mask when exercising if you are undertaking an activity and you are out of breath or puffing.
  - You must always carry a face mask with you unless you have a lawful reason not to.
  - It is recommended that masks be worn when physical distancing can't be maintained.
- **Who falls under the banner of 'community sport'?**

The definition of community sport is all community sport playing activities that are authorised by the State Sporting Association.
- **Does my business require a COVIDSafe Marshal?**

COVID marshals are not mandatory for this industry
- **What are indoor canteen requirements?**
  - A canteen does not fall under community sport. Canteens etc. they fall under hospitality.
  - Customers need to be double vaccinated to be seated indoors.
  - Single- and/or Un-vaccinated customers can only be served for takeaway collection.