

WEBINAR Q&A

Please note this information was transcribed from the QTIC webinar held on 26 November 2021 and the information is correct at that time.

To view the webinar click here:

<https://attendee.gotowebinar.com/recording/3915988047436804875>

For any further updates on rules and regulations please go to:

www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/queensland-restrictions-80-percent-vaccination

Common FAQ's from the Queensland Government for Industry can be found here:

www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/travelling-to-queensland/queenslands-covid-19-vaccine-plan-industry-qas

QUESTION 1: How do we manage guests who do not have a phone?

Someone can print out the vaccination certificate ahead of time via Services Australia and show a copy to your business.

QUESTION 2: Is there a requirement for participants to use the Check in QLD App for outdoor activities? e.g surfing, horse riding or water sports.

No, outdoor activities do not need to check in. This is not expected to change when new health directives are released.

QUESTION 3: Is there a way to check-in a whole group through the Check-in QLD App?

Yes, as it currently stands multiple people can be included within one check-in. Nothing will change around check in functions on app – maintain processes you are currently using to log in frequent guests.

QUESTION 4: Will these new rules apply before 17 December, if Queensland reaches 80% double-dose sooner?

The 17 December date will not be brought forward. If we meet 80% prior to this date, the changes relating to the border may be moved forward to reunite families. Directions published in the next week around mandatory vaccination for certain venues will remain very specific around 17 December.

How do people in border regions manage testing for daytrips?

Directions are different for border communities in designated 'bubbles' – as it stands, the CHO is uncomfortable about people outside border bubbles taking day trips. When we reach 90% double vaccinated, there will be a free flow for day trips, it will be unlikely for people to be able to take day trips before we hit 90%.

QUESTION 5: Are businesses expected to physically check that every guest has checked in using the Check-in QLD App with linked vaccination certificate?

It is the obligation of the business to adhere to public health directions to the best of their ability. The expectation is that businesses and individuals will do the right thing. If vaccinations are mandated for guests to visit a particular venue, the business must make every effort to comply and check vaccination status of guests.

Collateral is being developed for businesses to display on-site and they are expected to ensure staff are aware of the new directions as soon as they are made available.

How the business chooses to ensure patrons are fully vaccinated will be entirely up to them and they can choose an approach that suits their operations – this may be on entry or point-of-service, whatever is most appropriate.

Can you be checked in if not vaccinated?

Yes, there will be no issue using the Check In QLD app to check in if you are not vaccinated.

QUESTION 6: If a business is in breach of new rules, who gets fined? The business or the individual?

Not answered.

QUESTION 7: If a business or staff member has any issues with customers, what do they do? What about in remote or rural areas?

Approach this issue as you would now if refusing entry to any normal patron. Every business will have a circumstance for this – apply same methodology. If someone is noncompliant and are required to check in/be vaccinated, business is obligated to tell them they must leave. If they refuse, then call police. Do what is normal and reasonable.

What about in remote areas? Police will do their best if they are required to attend – they will respond as they would normally. We do not expect employees or businesses to put themselves at risk.

Check In QLD in remote locations? The Check In QLD app has offline mode for remote areas, which will sync back to server once connected again. They are also working with event venues and ticketing platforms to make check in processes as smooth as possible.

QUESTION 8: Will there be any online training or support to train staff for onsite dispute management?

The Department of Tourism, Innovation and Sport is talking to the Department of Small Business and Training about resources. Some are being developed with the National Retailers Association, and options to extend to the tourism industry are currently being explored.

QUESTION 9: Will the Government release resources and collateral that business can use to communicate rules to customers?

There will be a release of materials for businesses to use, a social media campaign and an alternative media campaign. A lot on obligation of the individual. Some collateral on website now to prepare individuals.

What's the best method of contacting police when not life threatening? PoliceLink (24/7 online reporting system) or 131 444 phone number are good resources to have on hand.

QUESTION 10: How do businesses manage unvaccinated staff and/or volunteers? Is there any legislation I can refer to when standing down staff who do not wish to be vaccinated?

It is essential that each business seeks legal advice and is aware of industrial relations. Wait and see what the health directives states around the need for mandated vaccinations. Cannot indicate when the direction will be released.

For temporary visa holders: There is provision in the public health direction that will allow for international vaccination certification to be used as proof of vaccination status. Must be a TGA approved vaccine.

Short trips: If taking a 72hr trip, get tested before you leave and receive result while away.

QUESTION 11: Can unvaccinated staff return to work once the state reaches 90% double-dose?

Will return with clarification by COB 26 November.

QUESTION 12: Does the mandate for vaccination of staff include those who are not customer facing, e.g maintenance personnel or back-of-house staff?

The public health direction is around venues and will apply to areas of the venue and their use.

QUESTION 13: Can you provide any guidance on the protocols for exposure sites and/or possible snap lockdowns after 17 December and the implications if there is a positive case onsite, and what the quarantine requirements might be for staff and guests?

Will not change border situation but may mean localised lockdowns. There will be a case-by-case assessment by local public health unit. It is also recommended to look at historical precedents and risk assessments.

QUESTION 14: When and how do we confirm the vaccination status of guests when they're booking? Is there any guidance available on a refund policy for unvaccinated guests?

Business should determine most appropriate approach. QPS will not look at businesses if vaccinations are not mandated for them.

QUESTION 15: Will these new rules apply to external suppliers, e.g. stock delivery, delivery of catering or transport operators bringing guests to the venue/activity?

No, delivery persons/business are not required to be vaccinated. They are employee of a company providing service. If that external supplier company falls under a mandate, then yes.

QUESTION 16: Is there any clarification around hostels and/or accommodation providers? Are un-vaccinated guests allowed room service, drinks service by the pool or similar? What if check-in or registration is within a hospitality location?

Unvaccinated guests at accommodation can order room service, food delivery or takeaway. For accommodation facilities, it comes down to venue set up. Unvaccinated guests can stay at hotel, can use pool, but if there's hospitality or food service in that area, that would be classed as a hospitality venue, so only vaccinated patrons could access the area.

QUESTION 17: Where does private-hire transportation fit into the new rules, e.g. transfer services, water taxis, tour buses, trail rides or tuk-tuks?

Clarification needed prior to reporting to industry.

QUESTION 18: Will kids under 16 have to wear a mask or social distance themselves from other customers and staff/crew?

Public health directions do not currently require mask wearing. Always encourage social distancing.

QUESTION 19: Can unvaccinated patrons order online, then wait outside for food delivery?

Yes.

QUESTION 20: What if the business covers multiple classifications, e.g. a non-government owned museum which serves food or has a gift shop. Is this business classified as a 'Hospitality Venue' or 'Retail'?

Public Health direction is venue based – relevant rules apply to each area of the venue based on the use of that area.

QUESTION 21: Will there be any guidance provided on mass participation events for participants, spectators, such as triathlons?

There are no restrictions on these events now, and none proposed.

QUESTION 22: With some businesses having limited staffing, how is it feasible to manage customer movement throughout a venue/location which covers different classifications?

Department have tried very hard to manage specific questions, if in doubt, contact the support line.

QUESTION 23: We have multiple distinct venues within our operation on a single site. If we separate staff can we run a normal operation for vaccinated people and a separate Private Hire or 1 per 4sqm venue for unvaccinated people?

Covered in previous responses.

QUESTION 24: What if our business/event/activity doesn't fit within the prescribed classifications, e.g. Visitor Information Centre or Outdoor Event?

If a business isn't currently a Schedule 1 business in public health directions – there will be no further restrictions applied to them. Outdoor events mostly won't have restrictions. Directions will be clear when released.

Will there be any funding available for businesses who lose money due to mandate? Very unlikely.

Final remarks: As direction gets settled and policy is clear, we are willing to reengage. We need the directions to operationalize. A risk-based compliance approach will be taking over the clear cut gateway compliance approach. More than happy to reengage once directions are released. We have appointed regulators across government agencies. Approach to enforcing compliance will be changing in a similar manner to QPS.

Approved COVID-19 vaccination certificates can be entered the Australian immunization register and added to the Check In QLD app, but it must be approved by TGA. Documents must be in English. A health care identifier is needed if a person does not have a Medicare card – see a GP to have it added to the register.

Further questions should be sent to the Tourism Response Team (tourismresponse@dtis.qld.gov.au).