

## **Information for Food Businesses Providing Takeaway and Delivery Services - Coronavirus (COVID-19)**

All persons have a responsibility to stop or reduce the spread of coronavirus (COVID-19). With the introduction of Australian Government restrictions on cafes and restaurants in relation to social distancing as a measure to control the transmission of COVID-19, many businesses are exploring the option to provide takeaway and delivery services to continue to provide a service to the community.

This fact sheet has been developed to assist food business operators in implementing effective measures to ensure they protect themselves and their customers from the risk of spread of COVID-19, as well as provide only safe and suitable food to the community.

### **How does COVID-19 affect the food industry?**

Currently, the greatest risk of spreading COVID-19 is through direct contact with an infected person or droplets from their cough or sneeze. This means that food businesses need to be extremely diligent with maintaining health and hygiene procedures, including during the provision of takeaway and delivery services.

### **Do I need to obtain a licence or notify Council if I want to provide takeaway and/or delivery services?**

Provided all food is prepared and packaged at the premises to which your food business licence relates and no further food handling is being performed off-site, you are not required to notify Council or hold an additional licence under the *Food Act 2006* (the Act) to undertake takeaway and delivery services. For businesses that are exempt from licensing under the Act, a licence is not required to provide these services if there have been no other changes to your business operations (i.e. changes in menu, introduction of additional food handling practices).

Should you require further information in relation to licensing requirements, please contact Council's Environmental Health Section on 1300 79 49 29.

### **How do I ensure the safety of food being delivered or collected?**

#### **Deliveries**

Before commencing a delivery service, it is recommended that the delivery area being serviced be clearly defined, with the longest journey from the food business not to exceed a fifteen (15) minute travel time.

Delivery orders and payment should be received over the telephone where possible and customers should be screened for signs of illness. Orders should not be accepted if any persons present at the place of delivery are experiencing symptoms of COVID-19. For orders that are accepted, food is to be prepared as normal in accordance with the requirements of the Food Standards Code.

Once prepared, food should be packaged in single-use containers suitable for the purpose before being held appropriately (e.g. potentially hazardous food under temperature control) and/or placed in a sealed and insulated container in a clean and hygienic delivery vehicle that complies with the requirements of the Food Standards Code. Food should be delivered as soon as possible after being prepared.

Potentially hazardous food must be transported under temperature control or the two-hour/four-hour rule effectively implemented and documentation maintained to that effect. It is recommended that the temperature of food be measured and recorded prior to departure and again upon delivery, with the duration of the journey also noted.

Delivery personnel should exercise social-distancing measures, again asking if persons are experiencing any signs of illness. Should payment need to be collected upon delivery, pay pass using a portable eftpos device is recommended. Delivery personnel should exercise good hand hygiene and workplace hygiene practices. The use

of shared delivery vehicles is discouraged. Where shared delivery vehicles are used, all commonly touched surfaces must be cleaned and sanitised on a regular basis and between each user.

In addition to the above, the address details for all deliveries should be recorded and maintained to assist with traceability in the event of a COVID-19 outbreak investigation.

### Takeaway

Before commencing a takeaway service, you need to provide suitable facilities to ensure the food is stored appropriately, such as a designated holding location, bain marie or refrigerator. Takeaway orders and payment should be received over the telephone where possible and customers should be screened for signs of illness. Orders should not be accepted if persons placing the order, or any persons they have been in contact with in the last 14 days, are experiencing symptoms of COVID-19. For orders that are accepted, food is to be prepared as normal in accordance with the requirements of the Food Standards Code.

Once prepared, food should be packaged in single-use containers suitable for the purpose before being held appropriately (e.g. potentially hazardous food under temperature control). Potentially hazardous food must be maintained under temperature control or the two-hour/four-hour rule effectively implemented and documentation maintained to that effect.

Collection times for customers to collect their orders should be staggered where possible to prevent queuing and to limit the number of persons sitting in waiting areas. If this is not possible then provide distance (minimum 1.5 metres) in between clients within waiting areas.

Where possible and provided food safety is not compromised, entrance doors to the premises should remain open to prevent people contacting door handles and to increase natural ventilation. Additionally, where possible, separate entry and exit points to the premises should be designated to prevent customers crossing paths. Hand sanitiser should be made available for use by customers upon entry to the premises and they should be encouraged to use this before handling any surfaces.

Staff and customers must exercise social distancing during all interactions. For customers paying upon collection, pay pass using a portable eftpos device is recommended. All consumables (i.e. single-use straws, utensils etc.) should be stored behind the counter and dispensed by staff upon request from a customer (individually wrapped consumables are recommended).

### Additional measures that should be implemented include:

- Assigning roles to staff members to ensure commonly touched surfaces are frequently cleaned and sanitised (i.e. door handles of main doors to the building as well as equipment such as refrigerators and microwaves, tap levers, amenity facilities, dining tables, countertops, armrests to chairs, controls to light switches, air-conditioning units and other electronic devices, handsets to phones, headsets, POS systems, computer keyboards and mice)\*. Disposable gloves are to be used when undertaking cleaning activities and these, along with cloths, wipes or paper towel, are to be disposed of appropriately immediately after use.

**\*Please note:** Electronic devices should be cleaned with a suitable product designed for the intended use and in accordance with manufacturers' instructions. Do not directly spray disinfectant on these surfaces. Wipe over with a 'just damp' cloth or paper towel moistened with disinfectant. Do not clean mobile phones whilst charging- unplug the phone beforehand. Discard the cloth or paper towel immediately after use.

- Displaying signage and education material in various locations throughout the premises, including at entrances, reminding people of good hand hygiene and cough/sneeze hygiene practices. Businesses should also recommend that persons exhibiting symptoms refrain from entering the premises.

- Staff illness should be monitored, with staff directed not to come to work if they exhibit any symptoms or have been in contact with persons experiencing symptoms. Staff must immediately remove themselves from the work environment if they develop symptoms during their shift (supervisor to be notified, preferably by electronic communication media rather than face-to-face). Businesses should keep records of staff attendance and absenteeism to assist with COVID-19 outbreak investigations.



#### Where can I get the latest information or further advice?

To keep up-to-date with current advice and directives from the Federal and State Governments, please refer to the following links:

Department of Health's website: <https://www.health.gov.au/>

Queensland Health's website: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

For further information or assistance, please contact:  
Council's Environmental Health Section on **1300 79 49 29** or  
Queensland Health on **13 74 68**.