

Guide for hospitality staff about face masks

Hospitality staff

You must wear a face mask at all times when working at a hospitality venue in the ACT in a role which requires you to deal directly with members of the public. A hospitality venue is a venue that sells food and beverages (including alcohol), including take away services, and a casino and betting agency.

Back of house staff (e.g. chefs and kitchen staff) do not need to wear a mask if they are not interacting with members of the public.

Hospitality venues a & face mask requirements

Although the Public Health Direction does not require patrons to wear a mask when in a hospitality venue, ACT Health recommends that patrons consider wearing a mask when they are moving within a venue, for example if they are ordering at a counter, using the bathrooms, or standing in an area whilst waiting for take away.

There is no need to wear a mask when seated. This aligns with the regional NSW advice.

However, if a patron is in any indoor part of premises licensed under the Liquor Act that is used primarily for the purposes of gaming, including a gaming lounge, they must wear a mask.

Masks add another line of defence as we work to keep COVID-19 out of Canberra. This is to reduce the risk of transmission of COVID-19 within your venue. Evidence from other jurisdictions indicates that the Delta variant that is currently circulating is more infectious and can be transmitted through fleeting contact. Wearing a mask will help to limit transmission.

Some people are not required to wear a face mask

Some people will have a condition which means that they are not required to wear a face mask. If a customer tells you they can't wear a mask, that is OK and you should allow them into the business. Businesses should not ask a person to explain the nature of the condition that prevents the person from wearing a face mask.

Face mask requirements do not apply to:

- A child aged 12 years and under.
- A person with a physical or mental health illness or condition, or disability that makes wearing a fitted face covering unsuitable, including for example a skin condition, an intellectual disability, autism or trauma.

Where can I find more information?

www.covid19.act.gov.au/act-status-and-response/face-masks

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Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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