

# New rules for staff wearing masks indoors

## Face mask rules & exemptions



To help you keep your business up to date with the changes to COVID rules, we've pulled together a quick summary so you know what you need to do to keep yourself, your staff and your customers safe.

**These amendments apply to businesses in Greater Sydney (which includes Wollongong, Central Coast, the Blue Mountains and the southern zone of the Northern Beaches).**

See further down this email for rules that apply to Sydney's Northern Beaches (northern zone) and regional and rural businesses.

It is **mandatory to wear a face mask indoors** if you are working in retail or a business that provides goods or services to the public, including a:

- supermarket or shopping centre
- hospitality business who deals directly with the public
- bank or post office
- hairdressing, nail, beauty, tanning or waxing salon and spa
- betting agency, gaming lounge, and casino
- indoor entertainment venue, including cinema and theatre
- place of worship
- residential aged care facility
- public transport, including taxis and ride-share
- tattoo or massage parlour

From Monday 4 January a \$200 on the spot fine can apply to individuals for not wearing a mask.

**If you are the operator of a hospitality business you are responsible for making**

**sure all staff are wearing face masks unless they have an exemption.** A \$1,000 fine can apply for an individual who owns or runs a business, and a \$5,000 fine can apply for a corporate operator if these rules are not adhered to.

[> Face mask rules and exemptions](#)



## Important info to keep your business COVID Safe

- Check to see if your business is one of the industries that is required to be [registered as COVID Safe](#)
- Check if the [COVID-19 Safety Plan](#) for your industry has recently been updated
- Ensure your staff are following your business' updated Safety Plan
- If you or your staff [feel unwell](#), leave work and [get tested](#) immediately
- Ensure your [customers are checking in](#) for contact tracing
- Your staff need to wear a mask when travelling to work on public transport – including taxis and ride-sharing

[See COVID Safe info](#)



# Changes for Greater Sydney business

From Sunday 3 January, these rules are in place for **Greater Sydney**:

## Gym classes

A maximum of [30 people](#) per class applies to gym classes.

## Weddings, funerals and memorial services

[Weddings, funerals and memorials](#), and gatherings after the services, will be limited to a maximum of 100 attendees, subject to the:

- 1 person per 4 square metre rule for indoor areas; and
- 1 person per 2 square metre rule for outdoor areas.

## Nightclubs

Premises may not be used for the purpose of a [nightclub](#).

## Outdoor rehearsals and performances

[Performances and rehearsals](#) of performing arts can be held outdoors with a maximum of 500 people (subject to the 1 person per 2 square metre rule).

## Protests

Protests may have a maximum of 500 attendees.

## Planned outdoor events

The maximum number of people who can attend a [planned outdoor event](#) is, subject to the 1 person per 2 square metre rule, up to:

- 500 people if people are assigned to a seating area; or
- 2,000 people if the people are each assigned to a specific seat.

[See more info](#)



## Rules for Sydney's Northern Beaches (northern zone) business

Restrictions for the [northern zone of the Northern Beaches](#) remain the same with stay at home orders in place until 9 January 2021;

- [Some businesses](#) remain closed
- Face masks are required for workers in [certain businesses](#)

[See more info](#)



## For Regional and Rural NSW

For all business venues outside Greater Sydney, up to 25 customers are permitted at the venue, before the 1 person per 2 square metre rule applies.

[Info for Regional & Rural NSW](#)



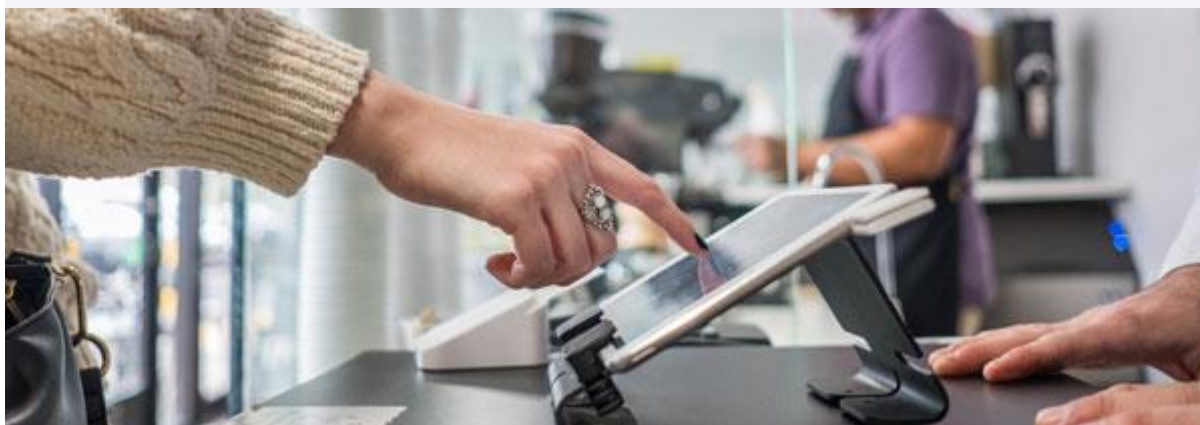


## Mandatory check-in to hospitality venues and hairdressers from 1 January

From 1 January, your customers are **required to use the Service NSW COVID Safe Check-in** to record their contact details.

This is to make sure **NSW Health Contact Tracers can quickly get in touch with customers** who may have visited a location with a confirmed case – which is one of the most effective ways to stop COVID-19 outbreaks.

[How to set up your QR code](#)



## COVID Safe Check-in with Service NSW

To help you with contactless customer record keeping, all businesses that register as COVID Safe receive **a free QR code** that your customers can scan when they visit.

Even if your business doesn't use the Service NSW COVID Safe Check-in you need to make sure you have an electronic check-in process that accurately captures customer contact details.

It makes check-in easier because accurate customer information is sent directly to Service NSW. This means the data doesn't have to be stored by your business and it can be quickly accessed by NSW Health.

COVID Safe Check-in is available to all businesses in NSW and is provided as part of the [COVID Safe registration](#) pack.

### How to get your COVID Safe Check-in QR code

When you [register your business as COVID Safe](#) you'll be emailed your unique QR code, your business' online check in form, and COVID safety posters.

If you've already registered your businesses as COVID Safe you can get your QR code from the [business resources page](#).

### How customers use the COVID Safe Check-in

1. When a customer arrives at your business, they scan your QR code with their phone.
2. **Customers who have the Service NSW app** will be taken to the app.

Customers who *don't* have the Service NSW app installed can either:

- **download the Service NSW app**, create an account and check-in, or
- check-in using **the Service NSW online form**. It opens automatically on the customer's phone.

3. A staff member should **view the customers phone** to make sure the check-in was successful.

4. If the **customer doesn't have a phone** you can enter their contact details on your business' Service NSW Check-in form on your tablet or laptop (the Check-in form is created for your business when you register as COVID Safe).

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### COVID resources for businesses are available in other languages including:

[普通话](#), [廣東話](#), [Tiếng Việt](#), [عربي](#), [हिंदी](#), [한국어](#) and [Ελληνικά](#)

Or call the free National Translating and Interpreting Service (TIS) on [131 450](#) and ask them to call the Business Concierge on [13 77 88](#).

If you need more information please call Service NSW

[13 77 88](tel:137788)