

FAQ: Providing Takeaway From Your Food Premises

COLAC OTWAY SHIRE - HEALTH PROTECTION UNIT



Colac Otway
SHIRE

The Victorian Government is directing all Victorians to stay at home, restricting sporting, cultural, recreational and commercial activities to help limit the spread of coronavirus (COVID-19).

Some frequently asked questions to assist you with providing takeaway from your food premises, during the Coronavirus pandemic.

Can I provide takeaway from my premises?

If your previous food handling operations were approved by a Colac Otway Shire Environmental Health Officer, included takeaway, you may continue to provide this service with control measures put in place.

If your operations did not include takeaway food service, please email the Health Protection Unit at hpu@colacotway.vic.gov.au and request a review of your operations to ensure correct food safety practices are followed.

Can I open my café/restaurant to allow customers to order takeaway?

Yes, you may still allow customers inside your premises to collect takeaway orders, however you must ensure all social distancing measures are put into place. This may mean limiting the number of people you allow in your premises at one time. You must ensure at least 1.5 metres social distancing and encourage customers to wait outside for their order.

To minimise face to face contact with customers you should consider the following infection control measures:

- online ordering;
- telephone ordering;
- keeping space between staff and customers during interactions; and
- minimise cash payments by offering card only payments.

What measures can I put in place to protect my staff and customers?

- Food handlers must not be in a kitchen or handle food when displaying gastro or flu like symptoms such as fever.
- Staff must continue to wash their hands frequently with warm water and liquid soap. Staff must dry their hands with single use paper towels and dispose immediately.
- Remove self-service single use cups, lids, cutlery, straws and napkins from counters. These should be stored protected and distributed by staff with orders.
- Ensure all food displayed on the counter is covered. Food covering must provide complete protection, e.g. food nets are not appropriate.
- Ensure food contact surfaces are cleaned and sanitised regularly throughout the day.
- Minimise face to face contact between staff and customers. If a customer is showing signs of a cold or flu like symptoms, such as fever, coughing, sore throat or a runny nose avoid immediate contact.
- Clean and sanitise hand contact surfaces such as door handles, taps, and handwash basins regularly using disposable cloths or paper towel.

For the latest Victorian information on coronavirus (COVID-19) refer to:

- Department of Health and Human Services (DHHS) Coronavirus hotline 1800 675 398
- Or www.dhhs.vic.gov.au/coronavirus

Colac Otway Shire Health Protection Unit
2-6 Rae Street, Colac

Phone: (03) 5232 9400

Email: hpu@colacotway.vic.gov.au

