

Business Specialists Webinar

Navigate your business through restrictions from 17 December

2 December 2021

Queensland
Small Business
Commissioner



Queensland
Government

Initially established as a COVID emergency response

Now becoming a permanent service for small business

- **Who we help:**

- small businesses across all of Queensland

- **What we do:**

- Assistance

- provide information and advisory services to small businesses
- dispute assistance (commercial tenancy matters) which includes free mediations

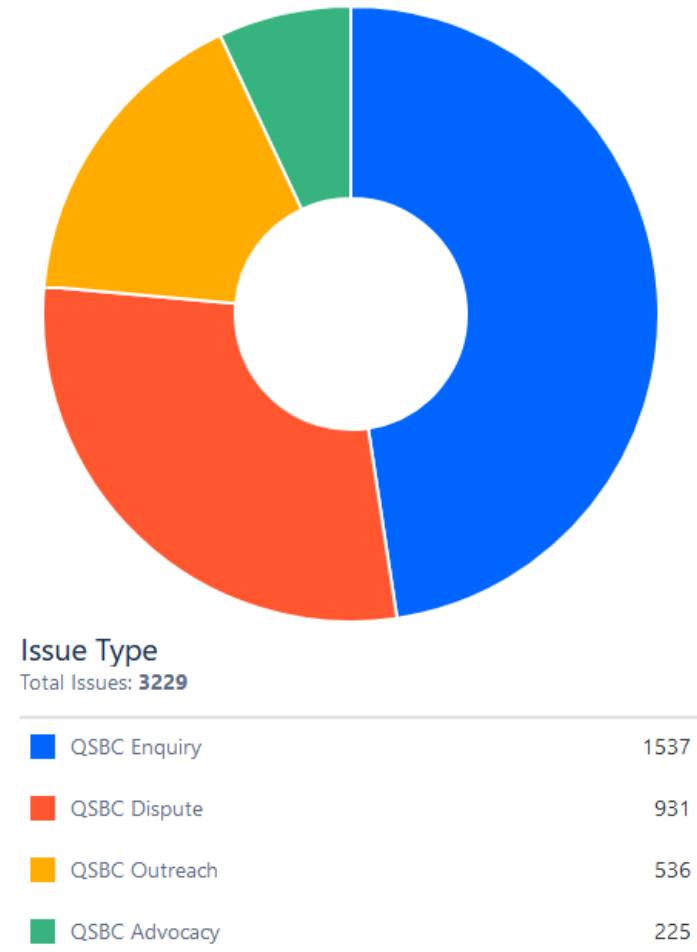
- Advocacy

- advocate for Queensland small businesses inside Qld Government, but also other levels of government
- act as an interface between small business and government
- collaborate efforts with industry bodies, chambers, associations and business networks
- Small Business Friendly Council initiative

- **6,756 contacts since May 2020**
- **1,000** Dispute cases
 - **65%** initiated by tenants
 - **35%** initiated by landlords
- **542** mediation conferences delivered, more booked for November
- **5.75** hrs average mediation time Oct – Dec qtr
- **536** outreach activities delivered / scheduled
- **89,730** unique web page views

As at 30 November 2021

QSBC - Total activities by type



Its an information tsunami! So, we have handpicked the good stuff and sorted it according to relevance to small business:

- Grants, loans and rebates
- Services (free or almost free)
- Health and wellbeing
- For employers
- Training and skills
- Resources and tools

Access the document here!



Our role is to help business to navigate the changes:

- Unpack the rules - who they apply to and when
- Sharing intel with industry groups and business support crew to get to more SB
- Call out unintended consequences and seek change (eg firm start date)
- Pass on feedback, questions and concerns

Ultimately the policy decisions are made by others – we are messengers, a conduit and interpreter

If you missed last week's special update you can review a copy [here](#).

When do changes occur: From 17 December 2021

What applies to who:

Entry restrictions for unvaccinated staff and customers of “non-essential leisure” businesses and vulnerable settings – this includes:

- Restaurants
 - Cafes
 - Pubs
 - Indoor and outdoor entertainment venues
 - [Find the full list of businesses here](#)
- In return these businesses will have density restrictions lifted

Both fully vaccinated and unvaccinated people will be able to access essential services and activities

- This means unvaccinated people can still go to:
 - Grocery stores
 - Pharmacies
 - Post offices
 - Hairdresser or beauty salons
 - Health services or hospital (as a patient)
- Density restrictions may still be in place at these types of businesses.

We have collated the list of key information and links to Frequently Asked Questions (FAQs) that we use to help businesses navigate the changes.

Important to note

Restrictions have implications for two distinct groups for non-essential businesses:

- Customers
- Staff

Agencies have been answering specific questions for both groups

Both groups must show proof of vaccination or contraindication

No changes are planned for essential businesses (including retail, hair and beauty)

Available resources

[Signage](#) for businesses to print and display

[Online training](#) for businesses and staff to get on front foot with:

- understanding the changed rules
- dealing with customers
- de-escalating conflict

The Fair Work Ombudsman (FWO) has [released FAQs for employers and employees re vaccinations.](#)

- This includes top questions received by FWO, such as:
 - I am an employer and a public health order requiring vaccination applies to my business. What are my obligations to comply?
 - There is no public health order that applies to the business. Can vaccinations be mandated?
 - Can employees be asked to provide evidence of their vaccination status?
- FWO has also published:
 - More [detailed guidance on vaccinations in the workplace](#)
 - List of [other states with employee vaccination mandates](#) (handy for businesses with employees working in multiple states, or peaks trying to provide navigation across multiple states)

Safe Work Australia have developed [guidance](#) to help answer questions such as:

- Do I need to include mandatory vaccination as a control measure to comply with my WHS duties?
- Can my workers refuse to come to work because another worker isn't vaccinated?
- Some of my workers cannot be vaccinated because of medical conditions. How do I protect workers from COVID?

Workplace Health and Safety Queensland

- Workplace Health and Safety Queensland have [published a template](#) to help businesses develop a risk management plan for COVID-19.

Office of the Australian Information Commissioner

- The Office of the Australian Information Commissioner has published [privacy guidance for businesses collecting COVID vaccination information](#).
- Following their 9-step process will assist businesses to determine:
 - Whether they can ask their customers / visitors to show evidence of vaccination:
 - If they are able to collect this information: and
 - Their privacy obligations when handling the information.

Other Health Directions for workers may apply such as for workers in:

- [Health care settings](#) (from 15 Dec)
- Hotel quarantine
- Border staff
- Transport and Logistics
- Public safety and Qld Health

List of employee vaccination mandates by state - if you have employees working in different states (Fair Work Ombudsman):

<https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/covid-19-vaccinations-and-the-workplace/covid-19-vaccinations-legislation-and-public-health-orders>

New vaccination mandate for business types

- On 30 November 2021, the Premier announced that there are new businesses where vaccines are mandated for workers:
 - Schools
 - Early childhood centers
 - Correctional centers
 - Youth detention facilities
 - Airports
- Dose one is required by 17 December 2021
- Both doses required by 23 January 2022

Tools that may help:

If you missed last week's special update you can review a copy [here](#).

Training content available from **1 December** from the [TAFE Queensland website](#).

We encourage you to look through the links in this slideshow or contact our office with an [online enquiry](#).

Subscribe for news and updates

QUESTIONS

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