

Overview

The below information has been prepared to provide you with advice on operational approaches to Shopping Centre staff and Contractors wearing a face covering. Wearing a face covering helps keep you and others safe and provides an additional physical barrier to assist in reducing community transmission. Coronavirus (COVID-19) is spread from close contact with an infected person and can be spread when a person coughs or sneezes.

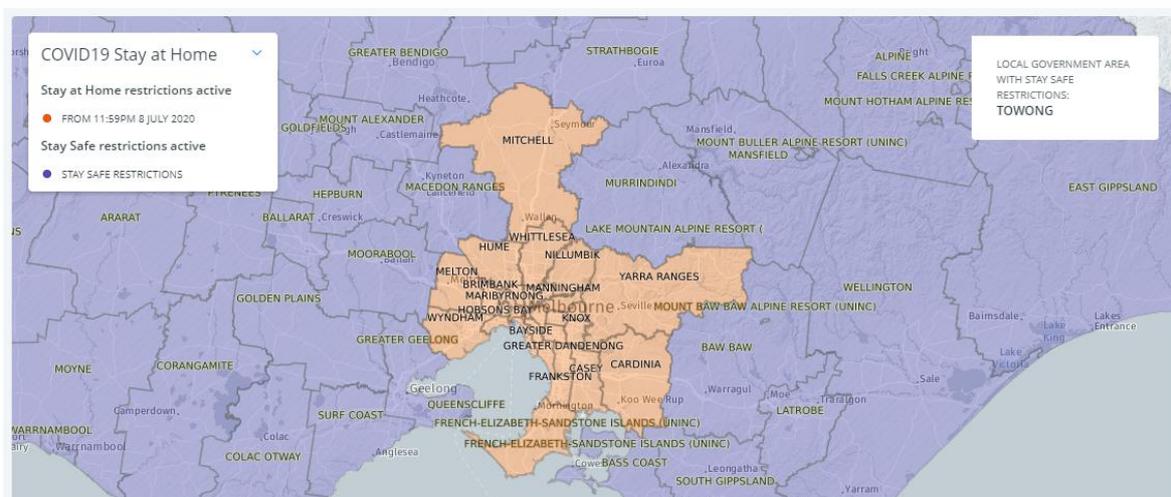
As of 11:59pm on Wednesday, July 22, wearing a mask or face covering will be **mandatory** when leaving home for those people living in **Metropolitan Melbourne or the Mitchell Shire**. Those who do not comply will face a fine of \$200. Further information can be found on the [Victoria State Government website](#). Face coverings are also recommended in the rest of Victoria as well as NSW, where to maintaining the 1.5-metre physical distancing rule is not possible or practical.

Restricted Areas

On 7 July, the Premier announced ‘Stage 3’ restrictions across the restricted areas metropolitan Melbourne and the Mitchell Shire, which were affective from 11:59pm, 8 July 2020, and applicable for a six-week period. The [‘Restrictions Map’](#) from the Department of Health and Human Services (DHHS) website is below.

Restrictions map

Use our map to find your location and the restrictions in place from 11:59pm, 8 July 2020.



Safe and Correct Use of Face Coverings:

The term ‘face covering’ includes cloth masks and single-use facemasks (commonly called surgical masks). Reusable face coverings must be cleaned and disinfected between uses.

- Cloth masks are any nose and mouth covering made of washable fabric. A cloth mask should be made of three layers of a mix of breathable fabrics to ensure adequate protection. It does not need to be surgical quality to be effective.
- Surgical masks are made with a non-woven, melt-blown polypropylene layer and available in various levels of protection. These masks can only be worn **once**.

- There are other types of masks and respirators (such as P2 or N95). These are not recommended for use in the community, or outside of industries such as healthcare. Make sure your mask does not have holes or a valve. This can result in breathing out the virus if you have coronavirus (COVID-19).

The washing (of cloth masks only) and wearing of face coverings, helps ensure they provide the maximum protection to yourself and others. The department of Health and Human Services – Victoria website has instructions on how to [correctly wear a face covering](#) and [how to wash a cloth face covering](#).

Guidance:

Based on the current government advice, we ask that:

Shopping Centre Staff and Contractors

- All Centre staff and contractors are required to wear a face covering, including Centre management, concierge, cleaners, maintenance and security guards.
- When disposing of a mask, place in a rubbish bin and sanitise your hands after touching the mask.
- Where certain activities require, a face covering can be temporarily removed (e.g. security guards speaking on a two-way radio).
- For staff where communication is required, the face covering may be temporarily removed. E.g. speaking to a person who identifies as having a hearing impairment or English as a second language.

Shopping Centre Visitors and Customers

- Utilise communication mechanisms such as PA announcements, signage and social media to remind customers (and others – e.g. store couriers) that face coverings are required when entering the Centre as per government mandates. This also applies to other visitors such as delivery drivers that enter loading docks.
- People can enter shopping Centres in a vehicle without wearing a face covering, however are required to wear a face covering when exiting their vehicle (e.g. in a car park).
- Centres to remind retailers that staff and customers are required to wear face coverings.
- Security should approach persons not wearing face coverings to clarify why they are not following the government requirement and communicate possible fine. This should be approached in the same manner as social distancing and assessment of the face covering quality or type should be avoided.
- Persons who cannot present a valid reason for not wearing a face covering, may be asked to leave the Centre as per government directions. A person will not be 'forcibly' removed from the Centre and refusal to leave, may result in Centre Management notifying the police.
- Centres will not provide face coverings to customers (e.g. at entrances), however some Centre staff and contractors may carry 'emergency masks' provisions if needed. Customers must have their own face covering.
- Consider signage to direct people towards retailers that are selling face coverings.
- In relation to people in vehicles visiting a Centre for COVID-19 testing, face covering requirements are to be addressed and managed by on-site DHHS personnel.

Persons Not Required to Wear a Face Covering

The following persons may not have to wear a face covering and Centre staff may approach and ask a person to clarify:

- People aged 12-years or under.
- Medical reasons – e.g. a person with an assisted breathing apparatus; a person with visual/hearing impairment; a person with a skin condition.
- Practical reason – e.g. a person assisting a young-child or elderly person
- Professional reason – e.g. a security guard communicating with a person with identified hearing impairment; a contractor undertaking certain work where a face covering may raise other safety issues e.g. plant and equipment moving parts.

Conditions of Entry

- Face covering requirements will not be detailed as a condition of entry.
- The government requirement refers to an individual person, and is not a requirement for companies, including shopping Centres to enforce.
- A shopping Centre has limited rights to prevent a person entering a Centre, including access to essential goods such as food, groceries, medical and pharmaceuticals.
- However, Centre staff and security should take reasonable steps to ensure people wear face coverings whilst visiting and/or working in the Centre.
- Face coverings are not required to be worn in a bank due to security reasons.