

# COVID-19 Compliance Monitoring

## FAQs for food courts

### What are the current density requirements for food courts?

As part of the [Emergency Management \(Public Activities\) COVID-19 Direction](#) put in place to manage the COVID-19 pandemic, food courts are subject to a density limit of 1 person per 2 square metres for a combination of seating and standing.

### Why does my updated COVID-Safe Plan say that the permitted density is 3 persons per 4 square metres?

We are aware that the recent COVID-Safe Plan update distributed to all plan holders may have stated that the permitted density limit was 3 persons per 4 square metres. This is not correct for food courts.

The reason for this discrepancy was the 3 persons per 4 square metres density was the suggested density for the entire hospitality sector as food and beverage consumption must be seated under the current Direction.

### What do I need to do about my COVID-Safe Plan?

Centre managers should review their COVID-Safe Plan. If the current plan does not state 1 person per 2 square metres density for the food court dining areas, then Centre managers should attach a copy of this fact sheet to their COVID-Safe Plan and ensure they maintain the correct 1 person per 2 square metres density requirement.

Please be mindful that COVID-Safe Plans need to be available and provided upon request by an Authorised Officer from SAPOL or SA Health, as well as any member of the public.

For clarity, we are not asking individual food court vendors who do not have a dedicated dining room within their stall to make this adjustment, as seating for these vendors is typically managed by the centre/food court management.

It is imperative that all Centre Managers ensure that food court dining areas are configured in a manner that supports compliance with the 1 person per 2 square metres density and their staff proactively monitor density, especially during peak periods such as lunch.

### What are the COVID SAfe Check-In requirements for individual food court vendors?

Under the current Direction, any business defined as a 'defined public activity' or a 'general retail industry premises' must have its own unique COVID SAfe Check-In QR Code and manual paper record.

As food court vendors meet the definition of a 'general retail industry premises', each food court vendor must have their own unique QR Code and manual paper record, which customers must use.

### What action do I need to take in my food court around the COVID SAfe Check-In process?

Please check that your food court vendors have their own unique COVID SAfe Check-In system in place and if they do not, please direct them to [www.covid-19.sa.gov.au/business-and-events/covid-safe-check-in](http://www.covid-19.sa.gov.au/business-and-events/covid-safe-check-in) and request that they get this completed within 24 hours of being notified.

If there is resistance or unwillingness to comply, please notify the COVID compliance team with relevant contact details and our team will seek to obtain their prompt compliance. You can email the team at [Health.COVIDCompliance@sa.gov.au](mailto:Health.COVIDCompliance@sa.gov.au)

## What are the requirements for food businesses in food courts that don't have a dining area with their individual stores?

Food businesses without a dining area can create a [voluntary COVID SAfe Plan](#) to obtain a QR Code. When these businesses get to the question about capacity, they should select 'no'. Once they have their QR Code, they should display these QR Codes in a few locations on their shop front and proactively encourage customers to use them.

Food businesses can also download and print a template of the manual paper form from the SA Health website. The form will need to be displayed in a manner that is readily accessible to the customer but also supervised to ensure it is not inappropriately copied.

## Who is responsible for business compliance?

SA Health and SA Police (SAPOL), with support from some local councils, are monitoring compliance with the Emergency Management (Public Activities) Direction put in place to manage the COVID-19 pandemic.

SA Health is specifically responsible for business compliance in metropolitan areas. You may see SA Health Authorised Officers attending your centres and talking to individual businesses to resolve complaints and conduct proactive compliance inspections.

You may also notice local council officers talking to a business about their COVID compliance during their routine activities – for instance during a food inspection. Local council officers play a supportive and observational role, reporting findings directly to SA Health for review and action.

## Who can I contact if I have a question?

- > Email [Health.COVIDCompliance@sa.gov.au](mailto:Health.COVIDCompliance@sa.gov.au)
- > Call the SA COVID-19 Information Line on 1800 253 787
- > Visit [www.sa.gov.au/COVIDcompliance](http://www.sa.gov.au/COVIDcompliance)

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