

FAQ FOR BUSINESSES

FOOD BUSINESSES

I RUN A CAFÉ OR RESTAURANT IN THE ROCKHAMPTON REGION. CAN I STILL SERVE FOOD?

As of midday 23 March, the Federal Government has restricted cafes and restaurants to takeaway and home delivery only. These measures are designed to limit the number of people gathering in specific places, and reduce the potential spread of COVID-19.

I HAVEN'T OFFERED TAKEAWAY BEFORE, WHAT DO I NEED TO KNOW?

All food business licences in the Rockhampton Regional Council area allow for takeaway, however there are a few things you need to know if you haven't offered takeaway before, for example:

- Takeaway must be packaged in food grade containers or suitable wrapping
- Any raw food items must be separated from ready to eat items

CAN I OFFER HOME DELIVERY?

Yes, all food businesses in the Region are able to offer home delivery as long as food is transported safely, for example:

- The area of the vehicle where food is stored for transport must be clean
- Potentially hazardous foods (such as meat, dairy, and cooked meals) must be at a temperature of either below 5 degrees Celsius or above 60 degrees Celsius when they're delivered.

If you have no way of maintaining food at a particular temperature in your vehicle, then you may only be able to transport food short distances.

CAN PEOPLE STILL COME IN TO MY BUSINESS TO ORDER OR COLLECT FOOD?

Yes, members of the public are still able to enter your business to order or collect their food. Please keep in mind, however, that every person is currently urged to keep 1.5 metres between themselves and others.

WHO CAN I CALL TO FIND OUT MORE?

Get in touch with Rockhampton Regional Council 4932 9000 and ask to speak with one of our Environmental Health Officers.

To find out more about safe takeaway or home delivery practices head to:
www.health.qld.gov.au/public-health/industry-environment/food-safety