

Business Better

How to retain patrons and profit in 4 easy steps



1

It is **unlawful** to deny service to an unmasked patron. And you lose business. **DON'T DO IT.**



2

You only need to ask a patron to sign in. **NOT YOUR JOB TO CHECK IF THEY DID.** Don't lose business over this.



3

A patron **must** have the option of not identifying themselves. **NOT YOUR JOB TO CHECK ID'S.** Don't waste your time.



4

Can a government agent force you to provide contact tracing services? **ARE YOU WORKING FOR FREE?**



You cannot be fined if a patron does not wear a mask, scan the Qr code Or sign in

Unlawful Action

- Display 'No Mask, No Entry' Sign.
- Ask to see a customer's mask exemption.
- Refuse the sale of goods or services to a customer without a mask or treat them differently than other customers.
- Refuse the sale of goods or services to a customer who does not scan a QR code.
- Use manual sign-in procedures that do not fully protect the customer's privacy.

Relevant Legislation

- Disability Discrimination Act 1992 s 23
- Disability Discrimination Act 1992 s 24, s 30(2) | Equal Opportunity Act 2010 s 44 | Privacy Act 1988 s 2.1 | Charter of Human Rights and Responsibilities Act 2006 (Vic) s 10 (b), 13 (a) | DHHS Regulation.
- Disability Discrimination Act 1992 s 24 | Human Rights and Responsibilities Act 2006 (Vic) s 10 (b), 13 (a) | Equal Opportunity Act 2010 s 44
- Privacy Act 1988 s 2.1
- Privacy Act 1988 s 11.1 (a) & (b) | DHHS Regulation - must provide manual or digital sign-in option.

Win/Win Action

- Sign to also clearly state 'except those with a lawful reason' or words to this effect.
- Never ask to see a person's exemption. Nobody is required to carry an exemption or to produce one for inspection, not even to the police.
- Treat customers without a mask with courtesy just like any other customer. You cannot be fined for a customer not wearing a mask.
- By providing the QR code you have satisfied government requirements. You cannot be fined if the customer does not scan it.
- Provide a manual sign-in option that is secure from staff & third parties eg. Digital or separate pieces of paper to drop into a secure and private box.

Don't lose business and expose yourself to possible legal action.