

Inquiry into the Victorian Government's COVID-19 Contact Tracing System and Testing Regime

Name: [REDACTED]

Organisation Name: Restaurant and Catering Industry Association Manager

Your position or role: Manager - Policy and Government

YOUR SUBMISSION

Submission:

FILE ATTACHMENTS

File1: [5fb1f6b826cf6-R&CA Submission - Vic Contact Tracing .pdf](#)

File2:

File3:

Confidentiality:

[REDACTED]

Signature:

[REDACTED]



16 November 2020

Inquiry into the Victorian Government's COVID-19 Contact Tracing System
and Testing Regime

Legal and Social Issues Committee

Parliament of Victoria

Online Submission

Dear Committee,

R&CA is pleased to be able to provide comment to the Victorian Parliament's Legal and Social Issues Committee to assist its work in evaluating the Victorian Government's COVID-19 Contact Tracing System and Testing Regime.

As an industry group representing cafés, restaurants & catering businesses across Victoria, our comments will pertain to the operation, efficacy and success of the Victorian contract tracing regime rather than its testing regime.

R&CA is the national industry association representing the interests of more than 47,000 restaurants, cafés and catering businesses across Australia. The café, restaurant and catering sector is vitally important to the national economy, generating over \$37 billion in retail turnover each year as well as employing 450,000 people. Over 92 per cent of businesses in the café, restaurant and catering sector are small businesses, employing 19 people or less.

R&CA delivers tangible outcomes to small businesses within the hospitality industry by influencing the policy decisions and regulations that impact the sector's operating environment. R&CA is committed to ensuring the industry is recognised as one of excellence, professionalism, profitability and sustainability. This includes advocating the broader social and economic contribution of the sector to industry and government stakeholders, as well as highlighting the value of the restaurant experience to the public.

Firstly, Due to the dramatic impact of COVID-19, industry operators continue to face ongoing challenges to their operating conditions. Given overwhelming majority of businesses in our sector are small business, these challenges associated COVID-19 pandemic are extensive and risk the very survival of thousands of businesses across the county. Among these risks are the newly introduced regulatory requirements placed on hospitality businesses including the requirement to record and keep customer details – a key component of each state's contact tracing system.

Whilst R&CA is a strong supporter of contact tracing, believing that it is the single most important measure for hospitality businesses and government to have greater confidence of controlling any future outbreak of COVID-19, there are ways to improve the system further:

1. R&CA believes that providing a no-cost digital option to businesses will assist the accelerating the uptake of QR codes over hard copy sign ins as well as reducing costs for businesses – similar to that system used in NSW;
2. R&CA supports mandatory digital check-in and the phasing out of hard copy sign ins as they slow down contact tracing work and present a higher risk of transmission within the venue; and
3. R&CA strongly urges the Victorian Government to fund extensive outreach work to better inform multicultural hospitality business owners about the importance of check-in systems and contact tracing as a central component is stopping any further outbreaks.

If you wish to discuss R&CA's views further, do not hesitate to contact [REDACTED]
[REDACTED], R&CA's Manager of Policy & Government [REDACTED]

Regards,



Wes Lambert CPA FGIA MAICD
Chief Executive Officer
Restaurant and Catering Australia