

South Australian Events Industry and COVID-19

Frequently Asked Questions as at 1 October 2020

COVID Management Plans

Q What is the approval process for COVID Management Plans for events?

A Upon receipt of a COVID Management Plan application, SA Health will assess the plan against the three infection control principles and five operational standards, and ensure it has a sufficient level of detail to address all of the requirements. If further information is required, the event organiser will be contacted and advised of what further information may be required and will be asked to re-submit the plan. Site visits and meetings may be required to gain final approval.

Here is a link to a summary of the [COVID Management Plan Assessment Process](#)

Q Who is involved in the approval process of COVID Management Plans?

A Plans are first reviewed by the COVID Management Plan Review Team to ensure submissions are completed correctly and followed up if additional information is required. The completed plan is then reviewed by the COVID Management Plan Committee, which includes the Chief Public Health Officer, Deputy Chief Public Health Officers and Infection Control specialists.

Subject matter experts will be included such as Events South Australia to assist the review team where required. SA Health will make the final decision.

Q What is the current turnaround time for COVID Management Plans?

The current turnaround time is approximately 4 to 6 weeks and depends on the risk profile of the event.

When plans are submitted, they are triaged by SA Health with lower risk events able to be assessed in a shorter time frame than high risk events.

Q Are high risk events currently being assessed?

A Higher risk events present more challenges and therefore require more time to assess and likely require follow up discussions between SA Health and the event organisers in order to understand the risks.

Q What is considered a high risk event?

A High risk events are events that present a higher risk of COVID-19 transmission. The risk factors include, but are not limited to:

- Large numbers of people gathering in a single location
- Events or activities held indoors

- Higher levels of movement and interaction
- Interaction between non-familiar social groups
- Confined (compact) spaces or small room size
- Activities that involve forced exhalation (i.e. dancing or physical activity)
- Consumption of alcohol
- The type of ventilation (natural cross flow ventilation is best)
- Likelihood of prolonged contact with strangers
- How people travel to and from the event, assemble, enter and exit, and behave at the event in relation to physical distancing and hygiene.

Certain high-risk activities can also make contact tracing more difficult and time consuming, which can slow down SA Health's ability to trace and contact people who may have been exposed to COVID-19 and to quickly contain outbreaks.

Q If COVID Management and COVID Safe Plans are submitted and approved and the restrictions change, what is the process for the plans to be renewed or adjusted?

A SA Health have a 'plan amendment process' for any approved COVID Management Plans that need to be altered due to changes in restrictions and can be found [here](#).

Q Does an event that has multiple venues with capacities under 1,000 require a COVID Management Plan or are the COVID Safe Plans for the individual events sufficient?

A An event model that has a number of individual venues with a capacity under 1,000 rather than one event site (over 1,000) such as Winter Reds works well in the current climate where there are distancing and density restrictions and contact tracing requirements; as individual venues can use their existing COVID Safe Plans. This type of event does not need to produce a COVID Management Plan.

Q Do events with multiple venues that don't have ticketing, but encourage people to move between venues, need a COVID Management Plan or can they use the individual venues COVID Safe Plans?

If there is a collective space where there is more than 1,000 people e.g. a street or a precinct then a COVID Management Plan is required to be submitted by the event organiser.

Q Should the owner of the venue/event space or the event organiser submit the COVID Management Plan?

Where there is a venue/event space that has similar types of events being held, it would be recommended that the venue/event space submit a COVID Management Plan. This could be used as a selling point to encourage events to use the venue/event space.

If the event space is multi-purpose there should be a foundation COVID Management Plan for the venue/event space and a COVID Management Plan for the event.

Q Does an event have to submit a COVID Safe Plan for every location/aspect of their event or is one plan required with independent operators who are involved in components of the event responsible for preparing their own?

A The event organiser needs to set the parameters.

Each contracted service should have a COVID Safe Plan for their operations generally. Requesting this prior to the event and reviewing it will allow event organisers to consult with the service providers to apply consistent COVID safe strategies.

If submitting a COVID Management Plan, the plan should address the patron side of the event as well as staff and contractor related aspects. You will need to ensure that there are safe practices in place for all risk components. Containing all of this in one plan is the best way for SA Health to assess all components of the event that may impact COVID safety.

Q What is the event organisers level of responsibility for checking COVID Safe Plans for operators and contractors involved in the event?

A Event organisers are responsible for managing the risks at their events that they can control and influence. If booking contractors, the event organiser and the contractors have responsibilities. Checking their COVID Safe Plans will be an important part of managing risk.

Q Events submitting a COVID Management Plan now need a COVID Safe Marshal. What is this?

A A COVID Safe Marshal is a responsible person that ensures that there is a COVID safe environment at the event or venue. Further information can be found [here](#).

If there are more than 200 people present, a COVID Marshal must have no other duties.

A COVID Marshal must complete appropriate training and be 18 years of age or more. Their role will include:

- ensuring observance of infection control practices
- ensuring persons (patrons/staff/contractors) behaviours are compliant with density and physical distancing requirements
- ensuring plans (COVID Safe or COVID Management) plus policies/protocols are effectively implemented and monitored
- ensuring there is sufficient seating, hand washing and cleaning regimes to enable compliance
- taking steps to visually identify themselves to public or authorised officers i.e. uniform

Q Public Transport Management is included in the COVID Management Plans. How can an event influence people's behaviour in this area?

- A** The Department of Infrastructure and Transport (DIT) through Adelaide Metro require notification for public events with over 5,000 attendees so that they can assess any public transport risks and requirements. The event notification form link is found [here](#).

Considering how people get to your event is important. Are you able to provide more car parking or encourage people in your pre event communications to use their own transport to alleviate public transport congestion?

If there are other events near yours at the same time which will impact public transport, contact should be made with Adelaide Metro to discuss.

- Q** **Do event organisers need to have a COVID Management Plan signed off before they start publicity and put tickets on sale?**

- A** It is recommended that you have a COVID Management Plan in with SA Health, with areas highlighted that are still to be confirmed, prior to undertaking publicity and putting tickets on sale in order to appropriately manage risk. It is possible that SA Health will provide conditional approval with conditions required to be rectified and recorded on an amendment form closer to the event.

- Q** **Can Events South Australia share their COVID Management Plans with the industry once approved?**

- A** SA Health, Events South Australia and the Live Entertainment Industry Forum (LEIF) will share best practises in approved COVID Management Plans so that the industry can understand what works well.

Non-compliance

- Q** **How will plans be monitored when the event is being delivered?**

- A** Ensuring compliance with the infection control measures stated within your COVID Management Plan will be the responsibility of the event organiser. SAPOL and SA Health staff will undertake unannounced site visits to assess and monitor compliance from time to time. Where an event neglects their responsibilities or is in wilful breach of their COVID Management Plan, they may be cautioned, fined, or the approval of the COVID Management Plan will be revoked. This may mean your event may not re-open until such time as:

- the areas of concern are addressed, and/or
- the COVID Management Plan is revised and resubmitted for assessment
- approval is obtained for the revised COVID Management Plan

It is worth noting that community feedback is being provided to authorities where compliance is not being adhered to.

- Q** **What penalties will be given for any breaches during an event?**

- A** Apart from the plan being revoked, leading to your event not being able to proceed, there is potential for \$75,000 fines for a body corporate (the organisation running the event) or \$20,000 for a natural person (could be a manager/organiser/director) if there is a breach of any of the directions in place as part of the Emergency Management Act (SA) 2004.

Emergency Management Act (SA) 2004

Part 5—Offences

28—Failure to comply with directions

(1) A person must not, without reasonable excuse, refuse or fail to comply with a requirement or direction of the State Co-ordinator or of an authorised officer given in accordance with this Act during a declared identified major incident, major emergency or disaster.

Maximum penalty:

(a) if the offender is a body corporate—\$75 000;

(b) if the offender is a natural person—\$20 000.

(2) If a body corporate is guilty of an offence against this section, each director and the manager of the body corporate are guilty of an offence and liable to the same penalty as is prescribed for the principal offence when committed by a natural person unless the director or the manager (as the case may be) proves that he or she could not by the exercise of due diligence have prevented the commission of the offence.

(3) A person may be prosecuted and convicted of an offence under subsection (2) whether or not the body corporate has been prosecuted or convicted of the offence committed by the body corporate.

Drinking and Dancing

- Q** Is drinking and dancing possible at venues?
- A** As at 3 October, private functions at licensed venues, including weddings, with a maximum of 150 guests will also be able to have standing consumption and dancing indoors or outdoors. These functions must have a defined guest list and COVID Marshals.
- Q** Is there an opportunity for venues with a capacity under 1,000 to work with SA Health on a plan for reintroducing this activity?

SA Health are considering how these risks can be managed so that this activity can happen in the future and are keen to hear innovative ideas for how it can be managed.

Event Vendors

Q Do individual vendors have to produce COVID Safe Plans or does the event produce a COVID Safe Plan for all vendors?

A The event will produce a COVID Safe or COVID Management Plan.

Vendors should have safety processes to manage COVID in their work activities. Sharing these with the event owner/organiser will be important for them to understand the vendor risks and how they can be managed in line with the events COVID Safe or COVID Management Plan. The event can add the vendor plans as an attachment.

Q If a vendor has a COVID Safe Plan for their regular business e.g. café do they also need one specific to the event they are participating in?

A The vendors regular business COVID Safe Plan will cover aspects of their bricks and mortar density which will differ to the site of the event. Having a COVID Safe Plan that reflects the vendors operations and facilities at the event is required. This could be an attachment to the events COVID Safe or COVID Management Plan.

Service of Food and Drinks

Q Does the seated service rule apply to events?

A From Saturday 3 October, the standing consumption of food and drink will be able to resume outdoors at licensed venues.

Private functions at licensed venues, including weddings, with a maximum of 150 guests will also be able to have standing consumption and dancing indoors or outdoors. These functions must have a defined guest list and COVID Marshals.

Q Can alcohol be purchased by the patron at a bar or is table service required?

A If indoors, alcohol can be purchased at a bar if the patron goes directly to their seat after the purchase. As of 3 October standing consumption of alcohol can occur outside at licensed venues.

Q Will an event that offers food tastings be required to have staff serve the tastings?

A Yes, staff will be required to serve the tastings. You can serve shared platters/boards to a table if it is to be shared amongst people who are part of the same group.

Contact Tracing

Q Will contact tracing be a requirement of all events of over 1,000 people or are there circumstances where COVID Management Plans could be approved for an event with no entry point or contact tracing capabilities?

A There are no circumstances at this point and exemptions would need to be discussed with SA Health. It should be noted that they are open to discussions around how risks could be mitigated without contract tracing.

Tracing is an important principle in keeping the South Australian community safe and events are required to describe tracing mitigation strategies within COVID Management Plans.

Having information at hand allows any incidents to be followed up quickly and managed effectively to reduce the risk of community transmission.

Q Are family tickets possible rather than individual tickets?

A Individual tickets are preferred but family tickets are possible as well.

Ensure that there is messaging to patrons prior to the event advising them not to attend the event if they are unwell.

Physical Distancing

Q At a seated ticket venue, can the seating capacity be increased if held outdoors rather than indoors?

A At this point in time, standard requirements are in place for the density of the site (1 person per 2sqm), along with safe distancing principles. Outdoor events with reserved seating are looked at favourably and SA Health are open to discussions regarding increasing capacity if the event organiser can demonstrate effective safeguards.

Q How can physical distancing be enforced at an event, particularly where there are concerts?

A Risk mitigation for this component of an event is being considered currently and it is hoped that more information will be available to event managers in the near future.

A COVID Marshal will be required for the event and additional support should be considered for standing and general admission events.

The Live Entertainment Industry Forum (LEIF) have developed guidelines that fit within concert type event activities including greenfield sites. These can be found at [LEIF Guidelines](#)

Consider the following:

- a site design that provides ample room for physical distancing that has seated areas spread throughout the site and one-way movement wherever possible
- separation between service areas and patron areas
- good design to allow for queuing and 1.5m markings
- a mechanism for patrons to order food and be advised when it is ready to reduce congestion
- compartmentalising the site with its own toilets and vendors to reduce patron interaction
- multiple stages and different zones that are monitored for capacity and are contact traceable for individuals entering and exiting the zones
- including physical distancing requirements on ticketing and as a condition of entry
- signage to reiterate the COVID safety principles
- having a patron code of conduct and using talent to deliver this messaging (The Live Entertainment Industry Forum (LEIF) are developing examples of this which will be circulated once completed)

Q Are there any suggestions for managing front of stage areas at concerts?

A It is a high-risk environment and the first steps towards introducing events with concerts should be conservative. Consider smaller, seated areas with access control that are intensely managed. Also consider the type of performance and whether it is suitable for a seated audience.

Q What measures can be taken by an event organiser if there is non-compliance?

A Measures pre-event could include:

- reviewing your 'Conditions of Entry' with your ticketing provider
- developing a strong evictions/refusal of entry/move on rights incident management process and training the key staff/security on requirements rights etc.
- addressing how you will manage non-compliance in your COVID Management Plan
- consulting with your security provider, if you use one, and requesting their COVID Safe Plan

Onsite measures include:

- having a COVID Marshal monitoring the site
- using a security provider (if you have one) to assist with non-compliance issues
- calling SA Police if the matter is beyond you and your team's abilities
- recording incidents in order to capture the issues and your actions as an event

Q Why can South Australia have 25,000 people at a sporting event at Adelaide Oval but not at a music festival?

A A crowd at Adelaide Oval is seated and as such patrons can be physically distanced while watching the match and monitored more easily for compliance. It is more difficult to enforce physical distancing in front of a stage where people gather in close proximity.

Q Will physical distancing restrictions and crowd density rules apply for performers on stage?

A Restrictions will be dependent on the circumstances applied. For example, physical distancing restrictions are altered for the AFL, where footballers are isolated from the rest of the community.

The Live Entertainment Industry Forum (LEIF) have developed guidelines that includes safe work practices such as guidance on clean zones in venues and can be found at [LEIF Guidelines](#)

As part of your COVID management Plan you will need to describe the management of performers in order for SA Health to review your particular circumstances.

Q If an event is fenced (particularly a concert), do the event organisers have any responsibility for ensuring patrons outside the fenced area are physically distanced?

A If the patrons are associated with your event i.e. queuing to access the event site, then yes.

You should assess the potential for gatherings outside your venue/place (shared external facilities) with the applicable landowner/local council and include the mitigation strategies within your COVID Management Plan.

A question that is required to be answered within the COVID Management Plan template is:

- how will distancing be managed pre-entry and on exit, e.g. line-ups, street congregations?

Hygiene

Q Is there a formula for understanding how many toilets are required at an event in a COVID environment?

A Toilet providers will be able to offer guidance. Under the current climate, having more toilets per person is important as they present a congregation risk. As such, queuing principles will need to be applied. A thorough cleaning program will also need to be place with extra cleaning and disinfecting at high touch points. Good signage and marshalling will also be important.

Cleaning

- Q** Is there an Australian standard for COVID Safe cleaning?
- A** Safe Work Australia have a guideline that can be found [here](#)
- Q** Will there be standard guidelines on cleaning between performances in the same room with quick turnarounds?
- A** The Live Entertainment Industry Forum (LEIF) have performance cleaning guidelines which can be found at [LEIF Guidelines](#)

First Aid

- Q** Will First Aid providers be COVID Safe trained?
- A** Infection control is the responsibility of the event. Check with your first aid providers that they have COVID Safe training and integrate this into your event infection control protocols.

There is online training through the Australian Government Department of Health found [here](#). The training has various modules relevant to the care sector. A certificate is provided for successful completion of each selected module.

St. John have undertaken COVID training related to infection control.

Please see the South Australia Events COVID-19 Guideline which has been produced by Events South Australia with insights from SA Health for guidance regarding infection control, found [here](#).

Quarantining

- Q** Are talent coming to South Australia to participate in events able to quarantine in their home state before travelling?
- A** Anyone wanting to travel to South Australia will need to complete a pre-approval application. SA Police will confirm each registration and assess them to determine a traveller's status.

It is important that you keep up to date with any requirements applicable to people coming into South Australia. There is a [Health Direct COVID-19 Restriction Checker](#) available to check state by state restrictions.

The Live Entertainment Industry Forum (LEIF) is working on protocols for international and national talent travel. These will be circulated once approved.

Working with Suppliers/Contractors/Volunteers

- Q** What are the requirements for events regarding COVID Safe processes when appointing contractors/suppliers/first aiders?

A Request the COVID Safe Plan from each contractor/supplier/first aid provider. This will provide information on the management of safety in their business.

Request that they have documented scheduling which includes workers names, contact details and times and venues they have worked at. They should be keeping this information for a minimum of 28 days.

Q **How can I train event volunteers to be COVID Safe?**

A The South Australian Tourism Commission has developed the South Australian COVID-19 Awareness Training, found [here](#) which is a 30 minute online program which can be used to train staff and volunteers on COVID Safe practices. Once all staff and volunteers in an organisation are trained, this recognition can be shown physically at the place of business or on the organisations website.

Communication to Patrons

Q **How can an event (corporate or leisure) give confidence to their patrons that it is safe?**

A Communicate to patrons through your communication mechanisms i.e. social media, website, the ticketing platform etc. in alignment with SA Health messaging. For example, tell them that the event is adhering to physical distancing and advise what hygiene practices have increased in the lead up to the event. Include prominent signage and visual cues at the event that contains SA Health/Australian Government logos to reinforce these messages.

Future State of Play

Q **If the situation was to get worse in South Australia, is there any information that could be provided on what further restrictions would look like?**

A Whilst it is difficult to say what further restrictions would look like if they were to occur, SA Health will continue to communicate regularly through the South Australian Tourism Commission to ensure the industry is aware of changes and if things get worse, information will be provided as soon as possible.

Q **Should event organisers be planning events into the future with density, distancing and contact tracing included?**

A Yes plan for it. If South Australia is in a better position than expected over the next few months, then the density, distancing and contact tracing layers can potentially be peeled back.

Q **What is the best point of contact or resource location for the events industry to be kept up to date on what to expect in 2 months, 4 months and 6 months time for planning purposes?**

A [SA Government COVID-19 information](#)

[SA Health - Coronavirus disease 2019 \(COVID-19\)](#)

[SATC's Tourism Industry Support](#)

Scenario Planning

Q Developing scenarios is a suggested method for planning an event in a changing and uncertain environment. How do I go about scenario planning for my event?

A Each event is different but the process is similar. By having multiple scenarios for your event which range from business as usual, to restricted numbers to postponement or cancellation you are able to move more swiftly based on the environment at the time that decisions need to be made.

When developing scenarios consider:

- Timelines and critical dates to guide decision making such as:
 - when does the event start to incur costs?
 - when will the public incur costs e.g. booking flights and accommodation?
- What the threshold issues are (issues which can independently determine the fate of your event):
 - Numbers for commercial viability
 - Talent availability e.g. is quarantining required; are there flights available to bring them in?
- Density, distancing and contact tracing requirements and whether the event can be delivered in a different way in order to meet these requirements.
- Are there any other opportunities that could be pursued?

Guidelines and Messaging

Q Is there an up to date resource describing the measures that should be considered in the delivery of events with over 1,000 patrons which can assist with COVID Management Plan submissions?

A Please find links to resources that can assist with the development of [COVID Management Plans](#) and the [South Australia Events COVID-19 Guideline](#) which has been produced by Events South Australia with insights from SA Health.

The Live Entertainment Industry Forum (LEIF) which is made up of bigger event promoters and venues around Australia and have put together 60 to 70 guideline sheets for various functions relating to the delivery of entertainment events and can be found at [LEIF Guidelines](#)

Q Is there consistent messaging around events?

- A** In terms of events, there is no one size fits all approach but what is clear from research that has been undertaken is that the public want to see that events are COVID aware and delivering COVID Safe Events. In order to do this, events need to adhere to current restrictions in place and make business decisions accordingly.