

South Australian Events Industry and COVID-19

Frequently Asked Questions as at 8 September 2021

Level 1 restrictions, with some additional restrictions, are currently in place as at 8 September 2021. Please refer to [COVID 19 Current Activity Restrictions](#) for further detail.

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](#)

On 27 August 2021, SA Health released a framework developed by SA Health's COVID Management Committee to guide people applying for a COVID Management Plan. This COVID Management Plan Assessment Framework is provided for event organisers to help them design lower risk events, and to provide an indication of the risk tolerance of SA Health's COVID Management Committee who are responsible for assessing and approving plans. This Framework is to be used as a guide only. SA Health has indicated all plans are different and will be assessed on their own merits and subject to their own conditions. You can [Download the COVID Management Plan Assessment Framework here](#). If your current COVID Management Plan outlines an event that does not align with the Framework, then you may wish to consider adjusting your plans or discussing it with one of the COVID Management Plan team before the COVID Management Plan is submitted to the Committee.

Q Will the COVID Management Plan Assessment Framework evolve into the future?

SA Health will review the framework at least every two months (the current framework will be reviewed prior to November). They will look to work with the event industry to understand what this framework looks like particularly considering increased vaccination rates.

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 staff 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?

A 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.

Providing detailed, relevant information will assist with turnaround times. Ensure you include a detailed description of the event which covers all elements of the event and all spaces used including how your patrons will move through the event or how elements of the event may change over time e.g. over the course of the day or due to changes in scheduled activities.

SA Health are mindful of turnaround times and are considering different approaches to assessment.

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.

The high risk activities in your event will require more detail in the COVID Management Plan on how they will be managed.

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.

The table below outlines the initial risk assessment undertaken by SA Health and SA Police to determine the level of risk the event poses.

Lower risk	✓	Higher Risk	✓	Factors
Outdoor		Indoor		Ventilation, droplet spread, spatial distancing, surface contamination
Seated		Standing/moving		Extent of interactions, opportunity for transmission, surface contamination
Alcohol free		Alcohol		Adherence to physical distance and hygiene
Non-interactive		Interactive		Surface contamination
Talking		Increased exhalation speed and volume (eg exercise, singing, loud vocalisation)		Droplet spread, distance of droplet travel
Familiar interactions		Non-familiar interactions		Identification of contacts
Low numbers		High numbers		Opportunity for transmission (increased interactions), identification of contacts
Low density		Higher density		Spatial distancing, opportunity for transmission (increased interactions), surface contamination

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 Do I need to submit a COVID Management Plan based on the current directions?

A Events are encouraged to base their COVID Management Plan on the directions that are in place at the time of submitting the plan. If this is not possible, it has the potential to impact the approval time.

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?

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

Alternative models are currently being investigated such as street parties incorporating multiple zones with separate QR check in and capacity management .

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

A 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.

The multiple contractors should also have a clear and demonstrated understanding of the COVID Management Plan and any other relevant plans.

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.

Q Will COVID Management Plans be required once vaccination levels are reached?

A It is likely that COVID Management Plans will remain but parameters and inclusions may differ.

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.

COVID Marshals

Q Events submitting a COVID Management Plan require COVID Marshals. What are these?

A A COVID 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](#).

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

The role of the COVID Marshals should be made clear to them including areas of responsibility at the event.

A dedicated COVID Marshal is required where more than 200 people are anticipated at any one time.

A rough guide for the number of additional marshals at any event is 1 per 200 people however these marshals may have other duties such as security. Consideration should be given to having a Head Marshal if there is more than one COVID Marshal required at the event to coordinate marshal activities.

Inclusion of a register of who is on duty as a COVID Marshal will assist SA Police in monitoring requirements and responding to any issues.

Q If an event site has a dedicated Safety Officer, can the Safety Officer also act as the chief COVID Marshal on larger event sites?

A No, for events that have more than 200 people in attendance the Chief COVID Marshal has to be a dedicated role.

Drinking and Dancing

Q Is drinking and dancing possible at venues?

A Patrons must be seated when drinking, applying a density of 3 people per 4 square metres for most events (Private functions [invitation-only event or function] can have standing consumption at a density of 1 person per 2 square metres).

Dancing is permitted at a private activity with attendees of 50 and under at an unlicensed premises if no service of alcohol takes place in the premises. Dancing is not permitted at a private function, nightclub or relevant licensed premises except by members of the bridal party at a wedding ceremony or reception.

Q Are the rules for dancing different if it's an outside or indoor venue?

No, dancing is only permitted at a private activity at an unlicensed premises and at a dance studio with a liquor licence if no service of alcohol takes place in the premises.

Q Is drinking and dancing at large outdoor events possible?

A These events need a COVID Management Plan and patrons will need to follow the conditions as specified.

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.

Vendors should also have a clear and demonstrated understanding of the events COVID Management Plan and any other relevant plans.

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 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 Does my event need to use the COVID Safe Check-In?

A All defined public activities must have a completed COVID Safe Plan. These businesses must ensure that an approved contact tracing system is enabled and that all people entering the place upload their relevant contact details to the approved contact tracing system.

Defined public activities that relate to the event industry include:

- onsite purchase and consumption of food or beverages (whether occurring in an indoor or outdoor area)
- sport (including sports training), fitness or recreation activities
- indoor public meetings
- ceremonies
- private functions
- weddings (including wedding ceremonies and receptions)
- funeral services (excluding wakes)
- provision of public entertainment
- provision of recreational transport
- the operation of a nightclub
- the operation of a relevant licensed premises
- the operation of a casino or gaming area (within the meaning of the Gaming Machines Act 1992)

Q If I have an event that requires a COVID Management Plan, does my event need to use the COVID Safe Check-In?

A Approved contact tracing systems are COVID Safe Check-In and ScanTek. Any other electronic platforms require approval by the State Co-ordinator for the purpose of capturing relevant contact details of a person.

Q If a venue has multiple events occurring at one time, does the patron check-in at the venue or the event?

A Anything that can refine the contact tracing search is useful thus it would be advantageous, if possible, to check-in at both.

Q If there are vendors within an event site that have their own COVID Safe Plans and thus their own QR Code, are the public required to check-in at these vendors?

A Anything that can refine the contact tracing search is useful as it has the potential to limit the amount of people that need to be quarantined. Thus checking-in at vendors with QR codes would be encouraged.

Q What do I do if a customer refuses to check in?

A Under the Public Activities Direction, a person attending a defined public activity must use their best endeavours to ensure their relevant contact details are captured by the COVID Safe Check-In.

COVID Marshals are encouraged to assist customers with checking in.

If a customer chooses not to provide their details, they may be refused entry.

Q What if a customer doesn't have a smart phone?

A A paper recording log template will be available to download as a back-up for people who don't have a smart phone or are having technical difficulties.

A paper recording log will be also available if there is no internet connection at the business or venue. This should be stored safely by the event for at least 28 days and provided to SA Health if required.

Q Do I need to record contact details of my staff?

A Yes, staff will need to use the COVID Safe Check-In when entering the event.

Q If a customer leaves the event/venue and returns later, do they need to sign in again?

A Yes, customers will need to sign in each time they enter the event/venue.

Q Can interstate travellers use the mySA GOV app?

A Yes, the free my SA Gov app can be downloaded and used by anyone.

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 SA Health 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.

Q Is it enough to have the details of one contact person per group entering an event or should details of every patron be captured at the entry gates?

A Everyone entering the event will need to be captured unless an exemption has been provided through a COVID Management Plan.

Q How long do contact tracing records need to be kept?

A Records must be maintained for at least 28 days.

Q If a venue can't keep up with the flow of patrons entering the venue or site given the COVID Safe Check-In requirements, will the ticketing platform they use suffice as a back up for contact tracing?

A SA Health encourage pre communication and a system at the event where they can check-in at a location that doesn't create congestion issues.

Density & Physical Distancing

Q How many people can I have at a private function?

A An invitation-only event or function on a part of relevant licensed premises or an ongoing licensed premises where there is no access for members of the public (not invited to the event or function) has a limit of 150 people. Food and beverage consumption whilst standing is at a density of 1 person per 2 square metres and when seated, 3 people per 4 square metres. An independent (from the system used by the relevant licensed premises) approved contract tracing system is required as well as a COVID Marshal.

Singing is permitted but dancing is not (with the exception of a bridal party during a wedding ceremony or reception). Communal food and beverages are not permitted.

Q How do I apply the current density principles to my event site?

A The measurements used for calculations should be based on 1 person per 2 square metres for non-seated activities and 3 people per 4 square metres for seated activities and should be focused on publicly accessible spaces. For indoor fitness facilities the density is 1 person per 4 square metres.

The capacity to ensure and demonstrate patrons are able to be counted entering and leaving the space is an essential part of maintaining room or venue capacity limits. This is particularly important where there may be ‘venues within venues’ e.g. an enclosed marquee or an oval.

Having multiple dedicated entries and exits will assist with crowd flows through an area and limit the possibility of cross over. These will need to be monitored to ensure patron numbers are managed.

Distancing should be maintained not just by physical markers but also monitored by COVID Marshals to ensure they are being observed.

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

A Standard requirements are in place for the density of the site along with safe distancing principles and patrons must wear masks.

Q For outdoor events where the boundaries of the space are normally unlimited, like parks and ovals, is it better to fence off an area of the space or allow people to occupy a larger unfenced space provided that you’re not having more patrons than the density requirements allow?

A Controlling numbers is essential and this is difficult if the boundary is unlimited thus the recommendation would be to fence or cordon off the space so that you can control numbers and more easily contact trace.

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

A 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 in order 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)

Concerts have had COVID Management Plans approved with individual small pods that provide space for small groups to be self contained allowing drinking and dancing within the pod.

Other events have had approvals granted for larger pod areas that have their own COVID Safe Check-In QR code for each pod.

For either scenario above, patrons are required to remain in their pod or seat when they are watching the concert. Patrons can use toilet or food and beverage facilities but are required to return to their seat.

Q The current COVID Management Plan Framework has pod sizes of 200. Is there flexibility in this?

A Pods give SA Health more confidence that if there is a COVID outbreak it is contained. This number is a guide. SA Health are open to negotiation on this amount if there are reasons why this cannot be achieved, if other controls are in place or it causes other issues.

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 has been conservative. Consider 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 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 were altered for the AFL, where footballers were 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?

The broader context such as other events happening nearby should also be considered as these may influence the capacity to be able to manage crowds or potentially cause an increase in patronage.

Q Is singing permitted at events?

A Singing is permitted but when a person is singing indoors, they must wear a mask. Exceptions include if:

- The person is performing individually (not including a karaoke performer)
- The person is a member of a group of performers performing or rehearsing in the premises (not including karaoke performers or persons performing or rehearsing as part of a choir or chorus)
- The premises are an educational establishment
- The person is undertaking or providing an individual lesson

Q Is it likely that parades could be conducted without fencing?

This is challenging given the unknown number of attendees. SA Health are currently considering these events and will communicate accordingly.

Masks

Q Is it mandatory to wear masks at events?

A Masks (covering the mouth and nose) are required in all shared indoor public spaces. In other outdoor situations, a mask is not required to be worn outdoors if the physical distancing principle is complied with.

A requirement that a person wear a face mask does not apply to a person:

- if they have a relevant medical condition, including problems with their breathing, a serious condition of the face, a disability or a mental health condition (Evidence of a relevant medical condition must be produced on request)
- in circumstances where the ability to see the mouth is essential for communication, such as to enable communication by or with any patron who is deaf or hard of hearing
- in circumstances where removal of the mask is lawfully required for identification purposes
- when the person is eating or drinking
- if the person is a child under 12 years of age

- if the person is carrying out functions as an authorised worker and it is not possible to properly carry out those functions with a mask on

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 to reduce congregation risks. As such, queuing principles will need to be applied. A thorough cleaning program will also need to be in 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) has 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](#).

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.

Workers will also need to scan through the events approved contract tracing system.

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 contain 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 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 further.

Q Is there a possibility that South Australia could get to back to 100 per cent capacity for indoor / outdoor seated events?

A This would be ideal and would require South Australia and the rest of Australia to be free of transmission for two infection cycles (28 days) for this to be considered and a pathway to be discussed.

Q Given that most states are moving towards similar levels of restrictions and cross-border travel, are efforts being made with interstate authorities to create uniform terminologies/descriptors/regulations for companies that deliver events in multiple states to ensure that COVID measures for touring events are similar in each State?

A Harmonisation activity is being looked at from a national level. Notwithstanding, this is a challenge give the differing restrictions in each state.

Q Is there a consideration, as is currently being seen internationally, for vaccinated people to attend events?

A SA Health are currently working to understand what can be done once vaccination levels are reached and are using learnings from overseas to assist with decision making. Rapid testing is also being investigated. Additionally, it is likely that movement of performers and production crews from interstate will be commensurate with vaccination rates.

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, has 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.