South Australian Events COVID -19 Guideline

Prepared by Events South Australia
(the events arm of the South Australian Tourism Commission)

VERSION UPDATE No. 1 – 11 AUGUST 2020

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INTRODUCTION

Events South Australia, the events arm of the South Australian Tourism Commission, has developed this guideline document to assist the events (including festivals) and entertainment industry in South Australia to deliver COVID Safe events (that attract mass gatherings) that protect workers, patrons and the broader community.
We recommend that people using this guideline in implementing their event risk management planning for COVID-19 risks, must also keep up to date with current information available on the SA Government website www.COVID-19.sa.gov.au.

Additional area guides are being developed that may assist in applying COVIDSafe mitigation strategies in particular areas of your event, they include:
- Catering service area
- Toilet facility area
- Back of house storage and preparation
- Delivery point
- International/National Acts/performers and entourage

Additional national guidelines are being developed concurrently through Live Entertainment Industry Forum (LEIF), that will cover a range of COVID event specific guidelines, for example, Greenfield sites, Evictions/Refusal of Entry/ Move on rights, Screening protocols etc. LEIF website

WHO IS THIS GUIDE FOR?

This guide is aimed for event businesses, organisers and contractors who provide event services to assist in their planning and delivering of events in South Australia.

WHAT WILL THE GUIDE PROVIDE TO YOU?

The guide provides support and assistance to guide you on:
- understanding current government requirements;
- fulfilling your Work Health and Safety duties;
- finding sources of information;
- protecting people from coronavirus (COVID-19) at your event now under the current Declared Emergency; and
- protecting people from coronavirus (COVID-19) at your event once the declared emergency is lifted.

It will allow you to look within your current health and safety measures and add/apply COVIDSafe measures relevant to your event, including:
- identifying what risks, you will have;
- understanding your site capabilities to safely accommodate people;
- putting in place physical distancing measures;
- what can be done as far as tracing the attendees to your event;
- understand your reporting requirements; and

- providing adequate hygiene facilities.

A mitigation strategy list has been created in Appendix A that may assist you.

Delivery of COVID Safe event mitigation strategies will vary depending on what is reasonably practicable taking into consideration:
- the likelihood of the COVID- 19 risks occurring at the event site;
- the degree of harm that might result from the COVID- 19 risks;
- what the person concerned knows, or ought reasonably to know, about:
  - the hazard or the risk;
  - ways of eliminating or minimising the risk;
  - the availability and suitability of ways to eliminate or minimise the risk; and
- after assessing the extent of the COVID- 19 risks and the available ways of eliminating or minimising these risks, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

WHY IS THERE A DECLARED EMERGENCY?

The Worldwide pandemic COVID-19 is threatening people's health and in some circumstances risks the death of people, it also has disrupted essential and general services enjoyed by the community.

The declared emergency is in place to prevent and mitigate the effects of COVID-19 to the South Australian community.

In the *South Australian Emergency Management Act 2004* **Emergency** means an event (whether occurring in the State, outside the State or in and outside the State) that causes, or threatens to cause—
(a) **the death of, or injury or other damage to the health of, any person**; or
(b) the destruction of, or damage to, any property; or
(c) **a disruption to essential services or to services usually enjoyed by the community**; or
(d) harm to the environment, or to flora or fauna;"

WHAT IS COVID-19

Coronavirus disease (COVID-19) is a respiratory illness caused by a new virus. The virus can spread from person to person. Symptoms may include fever, cough, sore throat, shortness of breath, or loss of taste or smell.

WHO IS AT RISK?

Every person has the same risk of contracting COVID-19, however some persons are at higher risk of serious illness / complications if they are infected with COVID-19. The Commonwealth Department of Health has identified that these persons at higher risk include:

- Aboriginal and Torres Strait Islander people aged 50 years and older with one or more chronic medical conditions;
- people aged 65 years and older with chronic medical conditions;
- people aged 70 years or older; and
- people with compromised immune systems.

WHAT IS REQUIRED DURING THE DECLARED EMERGENCY?

When the Prime Minister makes recommendations to the states about restriction guidelines relating to COVID-19, each state must then consider how those recommendations will be applied.

They are not enforceable in South Australia until the State Coordinator, Commissioner Grant Stevens, enacts a Direction - Emergency declarations video.

The South Australian Direction applies to everyone living in, and entering, South Australia.

Currently while under a Declared Emergency if you are organising a public entertainment event under 1,000 patrons you will need to create a **COVIDSafe Plan**.

Create a COVID-Safe Plan

A **COVID Management Plan**, approved by SA Health, will be required for high risk activities. As these requirements change, you need to refer to the SA Health Create a COVID Management Plan page to understand when you will need a COVIDSafe Plan, or a COVID Management Plan or both.

A COVID Management Plan is a more comprehensive plan than the online COVIDSafe Plan. The COVID Management Plan is required to adequately describe the management of higher risks associated with hosting larger numbers of people onsite and hosting higher risk activities.

You will need to have your plan available during the period the activity is occurring. If requested by an Authorised officer or member of the public attending the event (public activity) you will need to produce the plan.

It is recommended that the information as it relates to contact tracing is kept for at least 28 days after the event.

SA Health have guides and FAQ's available to assist in developing a COVIDSafe Plan or COVID Management Plan.

WHY DO YOU NEED A COVIDSAFE OR COVID MANAGEMENT PLAN?

Currently South Australia has an *Emergency Management (Public Activities) (COVID-19) Direction 2020* (The Direction) under section 25 of the *Emergency Management Act 2004*. Directions can change as the COVID environment changes so it is best to keep up to date with the current COVID-19 related directions

The Direction requires a person to complete a COVIDSafe Plan in relation to a public defined activity. Additionally, the Direction describes requirements related to COVID Management Plans.

A **COVIDSafe Plan** or **COVID-19 Management Plan** will need to be submitted to the authorising authority in a manner determined by the authorising authority

The Direction imposes principles and rules relating to the conduct of public activities and entertainment involving members of the public, and the management of places in which the activities occur, for the purpose of minimising the spread of the Human Disease named COVID-19 within South Australia.

Public entertainment means:
(a) any concert, live theatre or other live performance; or
(b) cinema; or
(c) galleries, museums, libraries (other than libraries in educational institutions) and other public institutions; or
(d) publicly accessible historic sites; or
(e) zoos and other wildlife or animal parks; or
(f) any other place of entertainment that is open to members of the public.

Authorised Officers undertake Emergency Direction Compliance Checks regularly and expiations (on the spot fines) can be applied to people who are found to be non-compliant.

EVENTS INVOLVING MULTIPLE LOCATIONS

If an event is held over multiple venues/sites where it is not a prescribed gathering requiring only a COVIDSafe Plan, the organisers should develop a framework to set COVIDSafe standards for the event. These standards should be based on the event activities and risks and each venues layout and design. Having consistent mitigation strategies across each venue where possible will provide confidence to patrons attending multiple events and authorised offers monitoring COVIDSafe standards.

KEY THINGS TO DO/REMEMBER

- Keep up to date with current SA restrictions and recovery steps www.COVID-19.sa.gov.au.
- Prepare and maintain a COVIDSafe Plan and/or prepare a COVID Management Plan. Refer to the following website to determine which one you need

Create a COVID Management Plan

- Consult with your team and contracted services to understand risks and strategies that are achievable
- Know what your event sites comfortable capacity is to provide safe physical distancing and keep within it
- Implement and maintain means for good hygiene for workers and patrons
- Maintain a strong physical distancing and hygiene culture with your team/contracted services – it's no good having your team provide a poor demonstration to your patrons/other workers

- Keep up to date with important information from key COVIDSafe sources including SA Government / SA Health, SafeWork Australia and SafeWork SA, so you understand the current requirements
- Provide your team and contracted services with current information so they understand their role in providing a COVIDSafe event, and:
  - o Praise good examples that are being demonstrated on your event site
  - o Discuss areas of improvement needed
- Record any matters of concern /incidents and how you corrected and managed them.

Remember, this is all new to our industry and will require continual adjustment as things change!

WHS DUTIES

Persons conducting a business or undertaking (PCBU) (including employers) have a duty to ensure, so far as is reasonably practicable, the health and safety of workers while at work at the business or undertaking.
A PCBU must also make sure that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
Current COVID-19 information means a risk is present to people at your event workers and other people (patrons/public).

Who may be a PCBU in an event industry?

- The event promoter
- The production company
- The site owner where the event occurs
- Businesses supplying site infrastructure structures and materials i.e. site hut/office supplier
- Businesses or contractors involved with building the event site infrastructure i.e. electrical services, plumbing
- Self-employed people i.e. production managers, crew members etc.
- Contracted businesses delivering services i.e. vendors providing catering, cleaning company, Security company etc.

Officers of a PCBU must ensure that their PCBU has appropriate resources in place to enable a proactive risk management approach to COVID-19.
Officers will need to be able to demonstrate that they have put sufficient resources in place for their PCBU to:
- eliminate the risks so far as is reasonably practicable; and
- after exhausting elimination strategies, implement risk minimisation strategies so far as is reasonably practicable.

Officers include directors of the business, owners of the business, they could also include senior management .

Workers owe a duty to take reasonable care that their acts and omissions do not adversely affect their own health and safety, or the health and safety of others while at work.
A worker is any person who carries out work in any capacity for the event.
This would include staff, event crew, managers, contractors, self-employed workers, volunteers etc.

MITIGATING THE RISKS

Applying mitigation strategies at a reasonably practicable level is important.

ASSESSING RISK

As an event organiser or contractor involved at an event, you must protect people from harm. This includes taking reasonable steps to:

- protect your workers
- protect other workers working at the event
- protect patrons/public attending the event

You must:

- identify what work activity or situations might cause transmission of the virus
- think about who could be at risk
- decide how likely it is that someone could be exposed
- determine the realistic consequences of the exposure
- act to remove the activity or situation, or if this isn't possible, control (mitigate) the risk.

This is called a risk assessment and it will help you manage risk, protecting people (workers and patrons) and the community. A risk assessment example of a component of an event is located in Appendix B

It is best to document your assessment. It will help to show you what risks you have identified, and how you will manage the risk. It will allow you to go back, review and adjust controls and show the reasoning behind your decisions.

A list of mitigation strategies is located in Appendix A

The decision to proceed with, restrict, modify, postpone, or cancel an event should be based on:

- compliance with current COVID-19 related directions (South Australian Emergency Management Act 2004), and
- the undertaking of a detailed risk assessment of your event.

Where possible, risk assessments should be conducted in partnership with local, state, and possibly national authorities (or guidance), as well as mass gatherings experts.

The risk assessment process should include consulting the:

- SA Health website
- SafeWork Australia website

- [Government of South Australia COVID-19 website](#)

These sites are updated regularly and will assist with understanding any changes that may have occurred and review your existing understanding of COVIDSafety.
As this is an evolving situation, the advice will continually change over time.

In addition to the normal risk assessment process conducted as part of an events approval process, the following principles related to COVID-19 will need to be considered.

Status of COVID-19 activity in SA	• An increase in COVID-19 activity may result in events being cancelled or postponed.
Current Directions at the time of event	• Events must adhere to State department advice and legal directions current at time of event.
Principle position of State / Federal Government	• Position will dictate the timeline, type and nature of events permitted in SA.
Ability to maintain physical distancing between patrons	• Physical distancing (1.5 metres) reduces the risk of transmission of COVID-19.
Anticipated crowd size	• Larger crowd sizes may increase the size of a potential outbreak, should a person at the event test positive for COVID-19. • Larger crowd sizes may have implications for risk mitigation strategies. • Crowd sizes must not exceed density specified in The Direction that is in place at the time of the event.
Nature and duration of contact between patrons	• The longer individuals are in contact, and the closer the contact is, the greater the risk of transmission of COVID-19.
Event venue	• Outdoor venues are lower risk for transmission of COVID-19 than indoor venues, provided physical distancing and hygiene is practised.
Ability to trace patrons	• Events with sound registration (ticketing/booking) will ensure individuals can be contacted if a person attending the event tests positive for COVID-19.
Alcohol / Drugs (Dancing)	• Access to alcohol and/or drugs may result in difficulties managing physical distancing and other risk mitigation strategies. The consumption of alcohol/drugs and dancing further enhances this risk.
Health and age of patrons	• Patrons who are older and those with co-morbidities are at greater risk of more serious illness with COVID-19.
Ability to implement and maintain mitigation strategies including a focus on density, distancing and tracing	• These will need to be detailed within a COVID Safe Plan or where required a COVID Management Plan

Developing Public Health Education and Information for your COVIDSafe Event

Having relevant and clear information available allows for a consistent approach and understanding. It allows people to understand standards applicable to them. To be successful at presenting a COVIDSafe event the following is important:

- Providing workers (including contractors) with information on procedures, guidance or ways of working that have been introduced for COVIDSafety;
- Sharing this information to workers before they start work;
- Sharing relevant parts of this information with others who are not your workers (for example patrons, public or visitors), where required (this could include signs or notices);
- Planning for how you will pass information and guidance to people who don't have English as their first language and others who may struggle with written and verbal communication;
- Holding conversations with your workers to keep them updated (where changes may be required),
  - listening to workers and acting on their concerns; and
  - including a current information board at a prominent location with a daily update message or another way of regular communication.

COVID19 Training

COVID-19 Training / Awareness for you, your staff and all workers on your event site is important. It will provide consistent understanding of the risks and how to stay safe personally. It will complement the mitigation strategies you implement at your event.

A free online South Australian COVID-19 Awareness Training is available to workers in the Tourism and events industry [South Australian COVID-19 Awareness Training](#).

The training provides information to the trainee undertaking the online course and conducts a basic assessment of knowledge. A certificate is provided to the successful trainee with its own individual number. This information will provide consistent and relevant guidance for workers to protect themselves and other people.

Other industry associations may also have online training courses to educate you and your staff/workers on COVID-19.

CONTRACTOR AND SUPPLIER MANAGEMENT

It is important to talk with the manager/contact of these services as early as possible i.e. when engaging them, to ensure they have adequate health and safety systems in place to

protect their team from COVID-19. This would include their workers having undertaken COVID-19 Awareness Training of some type.

Ensuring the contractor/supplier has good practices will benefit the event, it is also important to:

- Discuss your controls/requirements early so the contractor can align their COVID-19 systems to COVID-19 to yours.
- Develop a site health and safety induction in consultation with the contractor so there is consistency in information about site safety standards
- Ensure the contractor understands that all their workers will be required to undertake an event specific induction before entering the event site
- Implement contactless deliveries (such as through removing the requirement for a physical signature on delivery and checking that systems for e-invoicing are in place)

TRACING

Provision of public entertainment does not have a direct requirement for making and retaining tracing records in the latest COVID Direction. However, for Public Entertainment events requiring a COVID Management Plan, tracing will be an important strategy for managing the safety of the event and wider community.

Consider how will you be able to trace people coming and going from your event. If there was a suspected outbreak related to the event, having tracing details available will be important to assist SA Health and SA Police in tracing workers and attendees to reduce the risk to the community.

Confidentiality of recording peoples information should be understood by the parties taking and retaining the information.

The following should be considered:

Workers/contractors will be subject to different levels of risk based on their time and areas of work at the event. You should have a requirement for capturing their name and contact detail as part of the COVIDSafe systems implemented for working at the event

Deliveries – Delivery drivers themselves offer a low risk due to their short time and exposure at the site, however the packages they deliver may present a higher risk. Having a delivery system that captures delivery drivers details i.e. name, business, registration of vehicle date/time should be implemented – it will allow tracing back to the items delivered if required.

Ticketing/Pre booking systems

If you use a ticketing/pre booking system investigate how it captures ticket holders/pre booking person details. If using details specifically for tracing from the ticketing/booking agency, ensure it is detailed that information is for the purpose of contact tracing in relation to COVID-19 and must not be used for any other purpose.

COVIDSafe APP – you cannot enforce people to download and use the Government of Australia official COVIDSafe APP to work at or enter your event. There is no issue with promoting people using the APP. There are posters available promoting the use of the APP. Refer to the COVIDSafe APP information at the Australian Government Department of health website for more information.
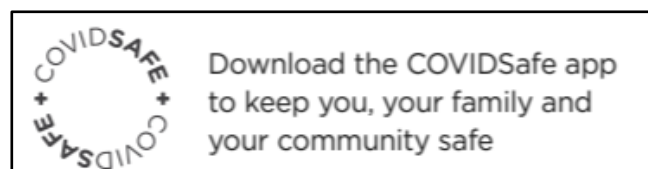
Download the COVIDSafe app to keep you, your family and your community safe
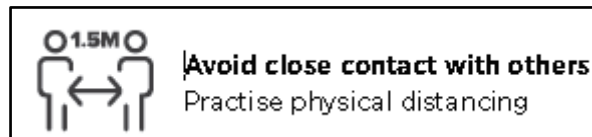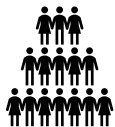
DISTANCING

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between patrons, the harder it is for the virus to spread.

If a person at an event is found to be positive for COVID-19, the risk of transmission to the rest of the patrons, staff and volunteers is minimised if people have been practising physical distancing.

Avoid close contact with others
Practise physical distancing

To provide an environment that allows physical distancing, consider the following:

- Capacity – what is a comfortable capacity to allow people opportunity to have a safe distance between themselves and others allowing them enjoyment of the event and to feel comfortable?
- Having clear capacity signage to indicate areas within the event site i.e. rooms, corporate area etc.
- How do people get into and exit the event and can these be separated for 'one way' traffic?
- Can the event scheduling be structured to stagger the capacity, arrival and departures times?
- How do your event services such as food and beverage, toilet facilities, recreational components provide for safe physical distancing (for the protection of the workers and patrons)?
- Will floor markings be effective to re-enforce distancing requirements?
- A method for indicating family/household/friend groups that regularly socialise.

DENSITY (Capacity of your site)

Understanding your Density (safe capacity) to accommodate physical distancing is an important planning step.

Presenting a site that is comfortable for patrons/public and for workers to undertake their role safely is extremely important.

Design and positioning methods to section off areas for density control should be considered. Ensuring that your capacity is not exceeded will be an important strategy to mitigate risk.

Aside from the overall density, break down the areas of your event site to identify areas that may be congested at times, particularly through queuing, such as service areas, toilet facilities etc. Assess these areas and apply physical distancing strategies to accommodate a comfortable distancing environment.

SOUTH AUSTRALIA

Overcrowding an event site will lead to potential adverse effects including:

- Reputational effects
- Poor publicity through social media posts, mainstream media stories etc.
- Patron/public feeling unsafe
- Workers – demonstrating poor confidence in the safety systems of your event
- Stakeholder loss of confidence in the event leading to potential withdrawal of commercial relationships/contracts

WHS/Health compliance effects include:

- Investigation by regulatory bodies
- Potential fines/court action

Currently There is no maximum capacity number defined, however you will need to understand your public (areas used by members of the public for the purposes of the event) areas density.

==One person per 2 square metres==

Current density requirement in South Australia (in affect from 29 June 2020)

For example, your event patron accessible area is 100 metres x 28 metres = 2800m^2 area in square metres. Maximum number of people (Adults, children and infants of any age): 2800m^2÷2= 1400 patron/public capacity

Note: The density calculation does not require your staff and contractors to be counted

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Calculate the number of patrons/public you can have within your patron accessible event space areas by measuring accessible space (density).
If possible, arrange for your ticketing/pre-booking system manage the number of arrivals, and overall total numbers (consult with your ticketing/booking provider)

You should think about how you can organise your back of house, work areas and patron accessible areas so that the current physical distancing principle is applied – currently 1.5m distance from other people. Consider:

- Arranging work areas to keep people 1.5m apart
- Designing patron areas to provide patrons with the ability to keep 1.5m apart
- Mark areas using floor paint or tape (or other methods) to help people keep a 1.5m distance (there are many examples in place in other industries such as retail that can be used to assist with design)
- Provide signage (that is available from government websites – see resources section of the guide) to remind people to keep a 1.5m distance; and
- Avoid people being face-to-face, for example providing for people to sit side-by-side where practicable or use wide tables or the like to separate people from being face to face.

Entry and Exit Points - Getting into and Leaving the Event

The area's leading up to and getting into and exiting the event are an important area to consider, queuing points are an area of high risk to your event. Providing strategies to allow a constant flow of patrons through gates will reduce queuing points.

When planning for getting into and leaving the event, consider:

- Separating workers/contractors and patrons/public exit and entry points
- Where public transport points and car parking is located and its impact to arrival at the site (when surges may occur i.e. a train arrives near the site with hundreds of patrons)
- Where you set your ticketing precheck, (bag check if relevant) points, how are these set/supported to reduce excessive queuing
- Where possible increase the number of entry lanes and encourage (no bag entry)
- Install staggered checkpoints over the "last mile" to your site, and minimise the queueing of patrons by using holding areas
- Have dedicated "Ushers" personnel to guide and instruct patrons where to go, direction of flow, access and exit paths etc,

Workers/Contractors

- If reasonably practicable, install separate entry and exit point/s to where patrons/public access and exit the event (this will reduce congestion and face to face contact) to workers/contractors
- If possible, include an entry only gate and an exit only gate to allow distancing between workers/contractors
- Plan for only having required workers/contractors in the entry and exit areas that patrons use
- Include entry/exit information to your workers and your contractors through induction so they use the entry and exit system effectively
- Provide handwashing facilities or at least hand sanitising stations at the entry/exit
- Include signage with correct hygiene protocols, such as the correct handwashing technique

Note:

- *Remember in the event of an emergency ensure emergency exits are in place. Physical distancing may take a secondary importance if there is a need to evacuate a site effectively.*
- *When setting assembly points ensure they are located in a large space that will accommodate your team and contractors working at the event.*
- *Ensure your emergency response team (wardens) understand any differences to your normal plans related to COVIDSafety, i.e. messaging of physical distancing, PPE, hygiene facilities to take to assembly points etc.*

Patrons/Public

- Include queuing methods at entry points that allows patrons/public to visualise safe physical distancing such as markers on the ground, markers on a fence line etc.

Taking a measurement of the area will assist in understanding a safe queuing number.

- If you have restrictions to queuing space it may benefit to have earlier opening times to the event site to minimise queuing. Advertising this information to patrons will also assist.
- Provide handwashing facilities (running water, soap and paper towels) where practicable at entry/exit points. People should be able to wash their hands when they get to the event and leave. If this is not practicable, provide hand sanitiser dispensing stations.
- Include signage with correct hygiene protocols, such as correct handwashing technique.
- Advertise the access and exit strategies of your event to patrons where practicable – if a ticketed event include this as part of the ticketing/booking service, if using a website or social platform include this within the information available
- Increase frequency of public transport or chartered vehicles related to the event (where applicable), to prevent unnecessary crowds/queues
- Stagger the arrival and departure of patrons (possibly by staggering performance times).

Remember to increase monitoring of these areas to ensure your strategies are effective and maintained. Rubbish and spills may be more prevalent in these areas, maintaining these areas should be part of a cleaning plan.

Staff and Patron Health and Wellbeing

- Advise workers not to attend work if they are unwell
- Install signage in prominent back of house locations about the symptoms of COVID-19 and inform workers who to contact / what to do if they begin feeling any of these symptoms at work
- Encourage workers to get tested if they are showing symptoms of COVID-19 and / or in line with current health advice
- Assign a responsibility to a manager to instruct workers who present as unwell to go home and obtain medical care
- Include mechanisms through your ticketing/pre booking (if used) agency to provide guidance to patrons that if they are unwell not to attend the event.
- Include messaging through your event information and advertising platforms to patrons that if they are unwell not to attend the event.

Install signage at entry point/s to the event informing patrons if they are unwell not to enter the event.

Hygiene and Cleaning

- Have separate – event staff only facilities in back of house areas

- Have adequate numbers of facilities available to patron/public only based on the capacity
- Ensure that all bathrooms and sinks have hand wash, paper towels and a suitable waste disposal container available
- Include hand sanitiser stations at entries to offices and areas where handwash is not practicable
- Purchase additional protective equipment – disposable gloves for workers
- Have 2 different first aid treatment areas with adequate PPE for first aider/s,
  - 1 for general sprains and cuts etc.
  - the other for a person demonstrating flu type symptoms, include disposable masks in the treatment area for the patient to wear
- List high touch areas for the event areas and design a cleaning programme (if using a cleaning contractor consult with them in regard to high touch area management)
- Ensure a reasonable supply of cleaning products are available for general cleaning/high touch cleaning and if required sanitising incident related area/s.

Maintaining Good Hygiene Levels

You need to think about:
- Ensuring that you have handwashing facilities that provide running water, soap and paper towels;
- Providing hand sanitiser in addition to washing facilities;
- Using signs and posters to increase awareness of good handwashing technique;
- Providing regular reminders on avoiding touching your face and to cough/sneeze into your arm;
- Providing hand sanitiser in multiple locations in addition to washrooms;
- Setting clear guidance for the cleaning of toilets, showers and changing facilities to make sure they are kept clean – develop a cleaning program with your contracted cleaning service;
- Setting clear guidance on how to handle goods, merchandise and materials and when cleaning procedures need to be followed;
- Undertaking regular inspection of facilities to ensure that you have delivered an appropriate level of control – adjust accordingly if this is not the case!

Security (Non-Compliance management)You will need to consult with your security provider to determine how a security related issue will be managed.
- How will you deal with people not following COVIDSafe at events rules?
- How will you manage general poor behaviours?

Having a patron removal procedure that provides for the safety of the patron and the security team is important.
The security team will require systems such as:
- Strict protocols – how to manage a situation without impacting physical distancing

PPE – gloves available on their person – they will use these if required to be within 1.5m of a patron in undertaking their role to understand positives and areas that challenged the event related to the management of COVID. Once you are aware that the event was successful in a health and safety sense i.e. there were no COVID-19 related incidents, your safety measures were managed effectively you may want to advertise that the event was successful – this may provide reassurance to stakeholders and the public that events can be held safely and protect people.

👍 MONITORING

Where practicable it would be beneficial for an event to establish a COVID-Safe Supervisor/s. This would be a key person who understands and is involved in the management of the event. Apart from their existing role this would include monitoring the introduced strategies put in place for delivering a COVIDSafe event.

If you have social media platforms related to your event, the person monitoring these could relay any issues to the COVID-Safe Supervisor/s to investigate.

They can provide updates of good practices to the event management team and workers and where required communicate with area managers/supervisors if improvements are required in their area. The area manager/supervisor can then manage those improvements with their team.

Consider aspects of your event area to make it easier for workers/patrons etc. to report areas needing attention including:

- Signage that details how to report any concerns
- Worker induction describes reporting protocols
- Having clearly numbered seating/tables/structures (detail these on a site plan)

➕ INCIDENT MANAGEMENT

It is important to have an incident procedure in place as part of your emergency management planning. This would include how you manage an incident including the team involved, and how you will communicate i.e. through mobile phones, having a meeting point, radio etc.

This will include general incidents such as slips and trips but also how a COVID related incident will be recorded and managed.

Determine your closest COVID 19 testing centre location and include the location in your emergency management plan and promote the location to your staff and contractors.

The following steps could be included as in an incident management and response plan:

Isolate	• Immediately isolate the person from others (set up a separate first aid area for flu-type symptoms) at the site • Provide them with a disposable mask (preferably P2/N95) to wear
Notify	• The Event manager/production manager/promotor • Comply with any requirements of SA Health department and / or SafeWork SA. SA Health Department Helpline 1300 232 272

	SafeWork SA 1300 365 255
Transport	• Ensure that the person has a means of transport to their home or a medical facility
Clean	• Clean and disinfect the areas where the person and close contacts have been in the last 14 days • Prohibit persons from entering those areas until the process is complete - if required, evacuate and close down those areas • Ensure that the persons undertaking the cleaning wear appropriate PPE
Compile	• Tracing records for the time the patient was onsite
Record	• Detail the information into your incident report
Review	• Risk management controls relating to COVID-19 and consider whether any changes need to be made to prevent the transmission of COVID-19 in the workplace. • Consult workers on any WHS issue

POST EVENT - REVIEW

It is important to understand the success of the event by briefing your team and contracted services as well as key stakeholders. Set up a debrief meeting to discuss what COVIDSafety measures worked well and areas of improvement for future events.
Once you are aware that the event was successful in a health and safety sense i.e. there were no COVID-19 related incidents, your safety measures were managed effectively you may want to advertise that the event was successful – this may provide reassurance to stakeholders and the public that events can be held safely and protect people.

REFERENCES

The following documents and websites have been used in the development of this guide. Note: The SA Government and SA Health COVID-19 websites (links below) provide good sources of information to keep up to date with any changes here in South Australia.

Documents
Emergency Management Act (SA) 2004
Emergency Management (Public Activities) (COVID-19) Direction 2020
COVID-19 Declarations and Directions
South Australian State Emergency-Management Plan
South Australian Public Health Emergency Management Plan
Work Health and Safety Act (SA) 2012
SA Health Viral Respiratory Disease Pandemic Response Plan (including influenza, COVID-19, SARS & MERS)
Australian Screen Production Industry COVID-Safe Guidelines

Websites

SA Health

[SA Health COVID-19](#)

SA Government COVID-19

https://www.COVID-19.sa.gov.au/emergency-declarations/public-activities

Australian Health Department

https://www.health.gov.au/resources/collections/coronavirus-COVID-19-campaign-resources

Australian Government COVID-19

https://www.australia.gov.au/

Safe Work Australia

https://www.safeworkaustralia.gov.au/COVID-19-information-workplaces

Restaurant & Catering Australia

http://rca.asn.au/rca/coronavirus-information-hub/

Food Standards Australia New Zealand (FSANZ)

https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx

Consultation

This guideline and associated guideline sheets have been created in consultation between:

- South Australian Tourism Commission
- SA Health
- Adelaide Showground
- City of Adelaide
- Events Entertainment Safety Committee (SA branch)

LEGAL - DISCLAIMER

These Guidelines and associated guide sheets are guidelines only and in no way does following this guideline provide approval to deliver your event.

These Guidelines are current to the best of the author's knowledge at the date of publication and will be reviewed and updated on an ongoing basis.

These Guidelines are not a substitute for independent legal advice and it is recommended that members of the Entertainment and Events industry obtain appropriate advice relevant to their particular circumstances.

Events South Australia is not liable for any loss resulting from any action taken or reliance made by you on any information or material contained in these Guidelines (including, without limitation, third party information).

APPENDIX A – MITIGATION STRATEGY LIST

The following list is not exhaustive to what mitigation strategies can be applied to your event. We hope that they can assist you through a range of event areas including:

- Pre-event risk management planning
- (Physical) Distancing
- Hygiene and Cleaning
- Tracing
- Public Health Education / Information
- Non-compliance & Incident management
- Monitoring

Pre- event risk management planning

- Safety and emergency plans include management of COVIDSafe principles (physical distancing, hygiene, tracing, incident management)
- Event to develop a COVIDSafe Plan or COVID Management Plan through online registration process [Create a COVIDSafe Plan](#) or [Create a COVID Management Plan](#) *(see note $^{(1)}$ below)*
- Pre-event information to include COVID Safety for patrons/attendees using mechanisms including event website, ticketing/pre-booking platform, social media platforms, general media stories (based on the type and size of the event) – this would include conditions of entry to provide tracing details *(see note $^{(1)}$ below)*
  - o Entry and exit strategies
  - o Cashless event if practicable
  - o Promotion of a COVIDSafe event
  - o Public health information – personal responsibilities and compliance requirements
- Consultation and review of service providers who are engaged – COVIDSafe/WHS plans
- Consult with service providers to develop safety and emergency worker/contractor site safety induction
- Develop an incident protocol that includes a person presenting with flu-type symptoms
- Review and planning for design of site to provide separation of workers areas and patron areas where practicable i.e. catering service staff contained behind service area
- If ticketing/pre booking used, consult with ticketing/booking service provider to determine if tracing details can be captured on purchaser/people that will be attending the event.
- Consult with ticketing/booking service provider and review the refund policy if people decide they are ill and can't attend the event
- If a security provider is used (if a liquor licenced event this will be a requirement through a temporary liquor licence), consulting with the security provider to ensure they have security protocols to address poor physical distancing including safety of their workers if they have to breach 1.5m distancing (this would include use of PPE,

recording the incident, hygiene and cleaning required by the security team involved).

- Develop a cleaning and disinfecting program if own workers used to clean/disinfect (SafeWork Australia guide [SafeWork Australia guide how-clean-and-disinfect-your-workplace-COVID-19](#) could be used to assist) or if using a cleaning service provider consult and review their cleaning and disinfecting program (ensure their workers are trained in COVIDSafe cleaning/disinfecting)
- Source relevant COVIDSafe signage/posters etc to display
- Develop a [signage plan](#) for the site
- Provide separate entry/exit information to workers/contractors prior to event
- Review opening times to spread access for patrons to limit queuing

Distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between patrons the harder it is for the virus to spread. To follow are a range of strategies which would support distancing at major events:

- Conditions of entry to include physical distancing principles - conditions of entry on website/ticketing/booking/posted at entry
- COVIDSafe physical distancing signage to be installed in prominent areas – entry, within event patron area, within worker back of house (BOH) areas, toilet areas etc.
- First aid area to have means to separate a person presenting with flu-type symptoms (where practicable)
- Reduce the number of patrons in spaces to reduce congestion
- Adequately space queues by clearly indicating 1.5m distances between non-family/household members
- Increase frequency of public transport or chartered vehicles related to the event, to prevent unnecessary crowds/queues
- Stagger the arrival and departure of patrons (possibly by staggering performance times)
- Minimise congregations at sanitary stations, toilets, food and water distribution areas by increasing availability
- Have coloured wristbands or other means for identifying groups (families/households/ friends) that regularly mix/socialise
- Regular COVIDSafe physical distancing promotion through public address systems (if available), display screens etc.
  Entry/exit
- 'One-way' traffic as much as possible, including separate entry and exit point for patrons that is signed prominently (note: emergency exits may be a beneficial exit point – dependant on alarm systems etc.)
- Include queuing methods at entry points that allows patrons/public to visualise safe physical distancing such as markers on the ground, markers on a fence line, props etc. Taking a measurement of the area will assist in understanding a safe queuing number.
- Separate entry and exit point for workers/contractors

- If bag search/registration etc. requiring close interaction with staff is needed, have wider benches or if practicable Perspex type screen

Seated

- Where practicable have flexible seating to provide people with the opportunity to social distance
- Signage to reiterate physical distancing to other people (outside family group/group of people that know each other), and retaining good hygiene practices
- If fixed seating (per ticketing) consult with the ticketing service provider to determine if there is ability for family/people that know each other to be seated together

Non-seated

- Signage to reiterate physical distancing to other people (outside family group), and retaining good hygiene practices

Alcohol

- Have individual service points
- Limit the amount of drinks to be purchased at any one time
- RSA staff required with extra vigilance on consumption
- Security to be vigilant in supporting alcohol service staff re: consumption
- Signage reiterating physical distancing and hygiene

Hygiene and Cleaning

Hygiene, including the hygiene of staff, volunteers, performers and the public is vitally important in reducing the spread of a virus. This is both the responsibility of the event organiser, those working at the event and importantly, the patron themselves. Facilitating strong hygiene and cleaning practices as well as promoting the requirement for people to take personal responsibility are both important. Below are a range of strategies which should be incorporated wherever possible:

- COVIDSafe hygiene and cleaning signage to be installed in prominent areas – entry, within event patron area, within worker back of house (BOH) areas, toilet areas etc.
- Use cashless systems i.e. payWave at entry/service points
- Protocol for cash handling for workers handling cash i.e. sanitising (signage for patrons re sanitising/washing hands if using cash)
- Hand sanitiser units (alcohol based) at entry and exit points
- Hand sanitiser units (alcohol based) at service points i.e. bar/caterer
- Toilet facilities to include adequate hand wash, paper towels and a suitable waste disposal container available (if not practicable for these then supplement with adequate amounts of hand sanitisers)
- Cleaning programme includes more regular toilet and waste disposal inspections and cleaning
- Cleaning programme details high touch areas and includes a schedule of cleaning these regularly
- Keep a cleaning log to ensure the cleaning regime is strictly adhered to (display for public where possible and appropriate)
- Additional cleaning materials are available for general clean – daily/in between shows

- Additional disinfectant materials available for disinfecting high touch areas (by individuals/other people), for cleaning and disinfecting following a suspected or confirmed case of COVID-19
- PPE – disposable gloves to be available to all workers and a requirement for cleaners, first aiders, and Security (if applicable)
- Additional open top rubbish bins with bin liners (reduces requirement for people without PPE to touch bins)

Tracing

Should a patron or someone working at an event be identified as unwell or indeed test positive for COVID-19, it will be important as soon as possible to notify those people who have come into contact with that person. Strategies to support Contact Tracing include:

- Workers and contractors contact details and date/time of work to be compiled and retained for at least 28 days post event
- Site safety induction to include a questionnaire to determine individual workers current status of travel (last 14 days) interstate/overseas and current health
- If possible, have a ticketing system in place (even for a free event) that captures tracing records as a better alternative to gathering records at entry points
- If ticketing system allows scanning, ensure electronic capture of scan is available (time in and out).
- Patron name, date/time contact (email or phone) taken at entry – included in conditions of entry *(See Note* $^{2)}$ *below)*

Worker contractor training/education

- If using own staff to clean, undertake a hygiene and PPE use briefing so they understand the safety protocols i.e. when to use PPE, disposal of PPE etc. (if a contractor used ensure this is part of the contractor's COVID Safe plans)
- Safety inductions for workers and contractors (undertaken in a socially distanced area) – includes general WHS/emergency and COVIDSafe – distancing, hygiene, incident steps to take
- Workers and contractors to undertake COVIDSafe online training course
- First aiders to have briefing on dealing with a person presenting with flu-type symptoms – incident protocol – inclusion of SA COVID-19 Information Line - 1800 253 787 or other relevant contacts to assist.
- The South Australian Government has a free 30-minute COVID-19 Awareness Training course, which all staff, volunteers and contractors should complete https://www.clickontraining.com.au/

Incident management

- Develop an incident report that includes general incidents and COVID-19 unsafe incidents – inclusion of SA COVID-19 Information Line - 1800 253 787 or other relevant contacts on report, Nearest COVID-19 testing centres SA Health COVID-19 testing centres, cleaning/disinfection actions taken.

- Incident protocol considers 1) isolation 2) notifying (management, and if required SA Health/SafeWork SA) 3) Transport (person to home/medical facility/COVID testing centre) 4) Cleaning and exclusion measures taken for the contaminated area 5) Support (if worker) 6) Tracing records sourced 7) Incident report completion 8) Review current controls

Monitoring
- Where practicable assigning a COVID-Safe Supervisor/s whose role is to monitor the existing systems in place for a COVID Safe event and report on good practices/areas for improvement – use of electronic report to event manager/area managers/supervisors
  - o Areas would include entry/exit, patron areas, BOH areas, toilet facilities

[1] *Note: The current direction (under the Emergency Management Act 2004) is in place for a period of 28 days so mitigation strategies could be affected if there are changes and updates made. The following are legislated requirements under the current direction:*
- *Physical distancing 1 person per $2m^2$ requirement*
- *COVIDSafe Plan (the online plan sets capacities based on 'enclosed' areas)*
- *COVID Management Plan (i.e. Over 1,000 people onsite and/or dancing with alcohol consumption) please refer to Create a COVID Management Plan for current requirements.*

[2] *Note: Contact Tracing recording and retention are not required for public entertainment activities however this is required for demonstrating a reasonable mitigation strategy within a COVID Management Plan.*

APPENDIX B – RISK ASSESSMENT EXAMPLE

The following example describes 2 risk areas of an event and controls (mitigation strategies) that can be applied. It is an example of how an assessment can be structured

Event summary

Our event has been operational for 3 years. We are open to patronage over five days, we have mainly food and beverage service in place and draw a crowd of 'Foodie' related patrons based on the popularity of the chefs cooking at the event.

We don't have a cover charge to the event site, however, have areas that are ticketed for special events.

Our projected total attendance over the five days is 10000 patrons. We traditionally don't have in excess of 1,500 patrons onsite at any one time. Peak times are around 11:30-2pm and 4:30-7pm.

The event space for patrons is approximately 10000m^2, overall and with tables, seating and other displays 9,200m^2.

We have a comfortable capacity of 1500 patrons; however, our liquor licence allows 1800 patrons.

Service areas are located around the outer edges of the patron accessible areas.

There are areas with tables and seating throughout the area.

Bar service workers undertake responsible service of alcohol training.

The ticketed areas are undertaken in a fully walled marquee, with a BOH kitchen and storage area attached to service the marquee.

Our back of house worker areas are restricted and retained behind 1800mm high temporary fencing that is scrimmed (weed mat / shade cloth)

We will have around 250 workers and contractors involved in the bump in and out of the event.

We do a site safety induction and use a register to capture all workers and contractors who do work onsite. The register captures name and phone number as well as business details.

Risk area and Description summary	Existing Controls already considered	Risk Rating	Additional Controls / Responsibility	Residual risk score
Entry point and exit point Good open space at the entry and exit points to the event	- Separate entry and exit point for patrons - Separate entry and exit point for workers/contractors - Signage in place to promote physical distancing 1.5m - Security at entrance -	Medium Risk	1) Include Entry and exit point management in COVID Management Plan 2)Arrange for all Security workers to undertake COVIDSafe online training / production manager/security manager 3) Include a sign in requirement for workers additional to current induction to capture date/.time entering site	Low Risk

site Entry and exits points will have approx. 100 max. at any time (pax. 1500 at any time on event site) Exit and entry point is outdoors	monitoring/promoting physical distancing - COVID-19 safety supervisor - monitors entry/exits - 1.5m markings for spacing potential queuing - Ticketing system - handsfree - Hand hygiene station (handsfree sanitiser) at entry and exit points - all - Records kept for all workers (as part of induction Name, date, business.		4)Ensure tracing records system implemented to retain the worker records for 28 days post event production manager/safety officer 5) Assess the potential to expand ticketing to cover general entry to the event 6) Assess other means for capturing tracing for patrons entry, date, time etc. i.e. Hardware for signing in supported by software to capture and retain information	

Food and beverage (F&B) service areas
 	
Area is quite congested - risk identified that there may be queuing issues limiting physical distancing ability (seen at previous year's event)
Current site design shows Service points are close together
Seated areas restrict open queuing Rubbish bin locations impact.
	- Service staff undertake behind service cleaning and sanitisation
	-Hand hygiene station (handsfree sanitiser) at each service point
	- Eftpos machines at service points with paywave
	- PPE - gloves available
	- Cleaning detergent and sanitiser material available in spray bottles (labelled correctly)
	- F&B workers undertake COVIDSafe online training
	- Cleaner allocated to maintain cleanliness of patron areas (queuing and seated areas, rubbish bins)
		High	1) Include F&B service management in COVID Management Plan
			2) Review site design to provide for opening spaces around service area
			3) Move rubbish bins to other open parts of the site
			4) Undertake a briefing with all service staff to undertake more regular cleaning of high touch items including:
			    Service bench
			    Eftpos machine
			    Cash register
			    Handles - Fridge doors, cookers etc.
			5) Install 1.5m markings for any potential queuing so queuing is in open area
			6) Develop an order numbered ticket call up system with electronic numbered sign (customer can wait in an open area away from queue)
			7) Ensure COVID Safe Supervisor regularly monitors area
				Low

APPENDIX C - AVAILABLE RESOURCES

There are resources available to download free of charge (including examples below):

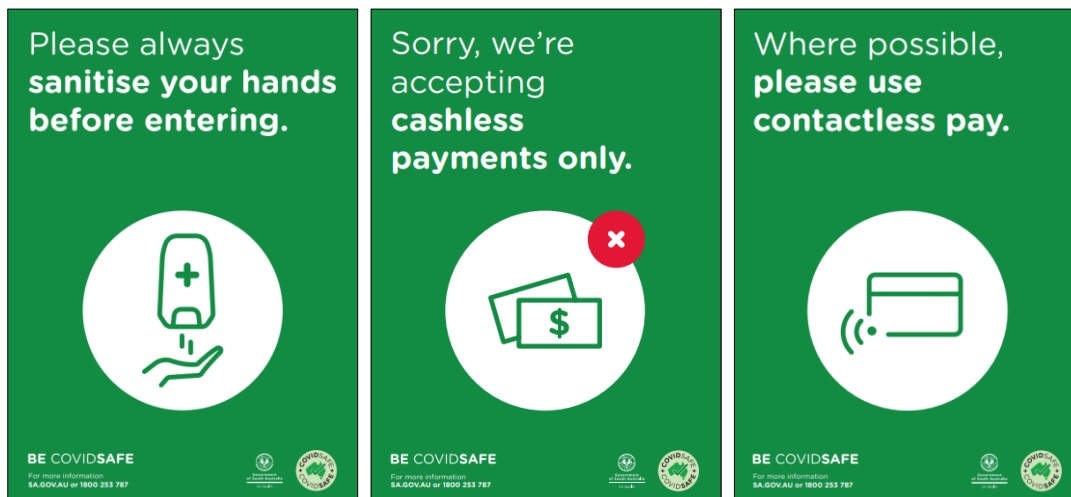**SafeWork Australia**
SafeWork posters can be found here

Australian Health Department
Australian Health Department campaign resources can be found here

SA Health Posters
A range of posters can be found **here**

Sanitise-your-hands-before-entering.pdf
Cashless-payments-only.pdf
Contactless-pay.pdf

The **maximum capacity** of people in this area is:

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Due to government guidelines, we are taking measures to **practise good hygiene.**

PHYSICAL DISTANCING   SAFE HYGIENE   MAXIMUM CAPACITY

Here's how **you can help**

USE HAND SANITIZER   STAY HOME IF YOU ARE SICK   USE CONTACTLESS PAY

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Help us practise physical distancing.

When in store, please **maintain a 1.5m distance** from others at all times.

1.5M

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Maximum-capacity-of-this-area-blank.pdf
Practise-good-hygiene-maximum-capacity-blank.pdf
Practise-physical-distancing.pdf

Seat unavailable

Let's all keep **1.5m** apart

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Seat unavailable

Let's all keep **1.5m** apart

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Attention

If you have experienced a **fever, cough, sore throat, shortness of breath** or **travelled overseas** in the past month, please **do not** enter this facility.

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Seat-unavailable-1.pdf
Seat-unavailable-2.pdf
If-you-are-unwell-do-not-enter.pdf

Good hygiene is in your hands.

1. Wet hands with running warm water and apply soap.
2. Rub hands and lather for at least 20 seconds.
3. Rinse hands under running warm water.
4. Dry hands thoroughly with a clean towel.

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

To help stop the spread, **we support good hygiene practices.**

Always wash your hands with soap and water before and after eating.

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

Simple steps to help stop the spread.

Wash your hands regularly with soap and water.

Practise physical distancing. Where possible, stay 1.5m apart.

Stay at home and self-isolate if you are unwell.

Download the **COVIDSafe** app.

BE COVIDSAFE
For more information
SA.GOV.AU or 1800 253 787

SOUTH AUSTRALIA

Good-hand-hygiene.pdf
Wash-hands.pdf
Simple-steps-to-help-stop-spread.pdf

APPENDIX D – GUIDELINE CHECKLIST

If any answers are NO then we suggest that you assess the impact on your event to deliver a healthy and safe event!

Consideration	YES	NO
Have you undertaken a COVIDSafe plan or COVID Management Plan for the event,		
Have you determined what your capacity will be for the site that is comfortable and allows physical distancing?		
Have you recorded your risk identification and assessment?		
Have you ensured each of your contracted services has COVIDSafe work practices for their workers?		
Have you developed a safety induction to provide workers/contractors with rules of health and safety including COVIDSafety at the event		
Is there a separate entry/exit point for workers/contractors and patrons?		
Have you arranged for security (privacy) of Tracing records that are gathered?		
Is there a cleaning programme developed to keep facilities clean?		
Are there adequate rubbish bins onsite to contain rubbish?		
Is there a strict security protocol in place for managing removal of poorly behaving patrons?		
Have you decided on the signs to be used and sourced them ready for your event?		
Have you developed a plan where signs and hygiene materials will be located?		
Have you developed an incident procedure that includes a person presenting with flu-type symptoms?		
Are you aware where to keep up to date with information?		

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APPENDIX E – COVID RISK REGISTER

Creating a list of the likely tasks that may increase risk where physical contact, high touch points are likely and physical distancing will be difficult is important as part of your planning process.

Task/area	Risk of	Mitigation strategies
Security officer needs to restrain/remove patron	Contact	- Security procedure - Training (online course COVID awareness) - PPE - Incident report (name/time/date/action/PPE used etc.)
First aider/medical provider needs to apply first aid to worker or patron	Contact	- Emergency procedure (first aid) - Training - PPE - Separate area to treat person with flu type symptoms - Incident report (name/time/date/treatment/PPE used etc.)
Access and entry areas where the event is under time pressure to move patrons through control points.	Distancing	Security trained to promote physical distancing Prominent signage – re physical distancing Physical distancing floor indicators installed COVID supervisor monitors area – reports where adjustment needed
Delivery points – items are delivered by couriers and delivery drivers	Contact with items delivered	Consultation with known delivery contractors prior to event Prominent signage to indicate delivery point Staff who receive deliveries trained – hygiene/sanitise. Set delivery point away from staff/patron areas Deliveries disinfected where possible and/or PPR worn when unpacking/moving.
Payment points	High touch surfaces	Service staff instructed to sanitise regularly after use with disinfectant solution COVID supervisor monitors area –

		reports where adjustment needed
Toilet facilities	High touch surfaces	Regular cleaning Prominent signage – re hygiene COVID supervisor monitors area – reports where adjustment needed

APPENDIX F – COVID SIGNAGE LOCATIONS EXAMPLE

A signage plan could be developed to determine where signs could be located at your event. The COVIDSafe Supervisor could use as a tool through the event to monitor signage is accurate and in place.

SIGNAGE LOCATION / SIGNAGE NAME	PATRON ENTRY EXIT	FOOD SERVICE POINTS	BOH STAFF ENTRY	SEATED AREA	TOILET CUBICLES	HAND WASHING SINK	OTHER LOCATIONS
CONDITIONS OF ENTRY	✓						
CAPACITY	✓						Corporate area
CASHLESS SERVICE POINT		✓					
GOOD HAND HYGIENE		✓	✓		✓	✓	
ATTENTION IF YOU ARE UNWELL	✓		✓		✓		
CASHLESS PAYMENTS ONLY	✓						
SEAT UNAVAILABLE				Selected Seats			
PRACTICE PHYSICAL DISTANCING	✓	✓	✓		✓		
WE SUPPORT GOOD HYGIENE PRACTICES	✓					✓	
SANITISE YOUR HANDS BEFORE ENTERING	✓		✓		✓		
NO UNAUTHORISED ACCESS			✓				Corporate area/BOH areas