# South Australian Events COVID -19 Guideline

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

**VERSION UPDATE No. 3 – 31 MARCH 2021**

**South Australian Tourism Commission**
Level 9, 250 Victoria Square, Adelaide South Australia 5000 | GPO Box 1972 Adelaide SA 5001
**T** 08 8463 4500 | **F** 08 7421 0200 | **E** tourism@sa.gov.au | southaustralia.com | **ABN** 80 485 623 691

SOUTH AUSTRALIA

# Contents

## 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.

This is the third update to the guideline. It has been updated following a review of the current rules in place and intelligence around completed events.

We recommend that people using this (and other COVID guidelines and tools) keep up to date with current information available on the SA Government website www.COVID-19.sa.gov.au.

### KEY UPDATES LATEST DIRECTION

As of 10:01am 31 March a new Public Activity direction was released, it had significant changes to density, private gatherings and capacities for Cinemas, live theatre or place of worship.

- The new density requirement allows a maximum of 3 people for each 4 metre space in your public areas
- Private gatherings (if they are a defined public activity) can increase their capacity from 200 to 1,000
- Cinemas, live theatre or place of worship can increase their capacity above 75% if people are wearing masks

Although the reduced density rule allows more capacity, **care should be taken**. The physical distance rule is still in place at 1.5 metres. An event organiser/occupier needs to take reasonable steps to ensure that facilities provided allows for compliance with the physical distancing rule. So people can have a safe 1.5metre distance from people outside of their social group (family, friends or people that otherwise regularly associate).

## 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:
  - o the hazard or the risk;
  - o ways of eliminating or minimising the risk;
  - o 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.

## OTHER USEFUL EVENT INDUSTRY GUIDES

### LIVE ENTERTAINMENT INDUSTRY FORUM (LEIF)

LEIF,  a forum of live entertainment industry personnel from across Australia, has released their set of COVID-19 guidelines  LEIF GUIDELINES The guidelines break down particular activities and aspects of planning and operating an event. The guidelines are available after undergoing an industry feedback process.

### FOOD STANDARDS AUSTRALIA

The statutory Authority that develops food standards for Australia and New Zealand.
COVID FOOD SAFETY

### SAFEWORK AUSTRALIA

The Australian government statutory body established to develop national policy relating to WHS and workers' compensation. They have guidance for the Live Entertainment Industry.
SWA LIVE ENTERTAINMENT

### AUSTRALIAN SCREEN PRODUCTION INDUSTRY

The Guidelines were developed by the Australian Screen Sector Task Force early into the COVID-19 Pandemic to support a safe return to production in Australia.
SCREEN AUSTRALIA COVID SAFE GUIDELINES

Using relevant sections of the guides above has been useful for Events South Australia in developing COVID safe standards to be applied at the upcoming National Pharmacies Christmas Pageant. For example:
- LEIF cloaking service guide (used to develop a standard for pram parking)
- Australian Screen Production Industry Hair and Makeup guide (used to develop makeup application standards)

## 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 has also 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 through close contact and droplets including:
- close contact with an infectious person
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face

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 people 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.

### COVID SAFE PLAN

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

### COVID MANAGEMENT PLAN

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

A COVID Management Plan is a more comprehensive plan than the online COVID Safe 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.

Take the time to provide a detailed description of the event so that the SA Health review team can understanding:
- the nature of the event
- the spaces used for patrons and worker areas
- how patrons will move through the event
- when the event peak times will occur
- any cultural implications
- outdoor and indoor elements
- key stakeholder involvement
- higher risk activities i.e. signing, exercise, dancing etc.

This will minimise liaison time between yourself and SA Health and assist in moving more efficiently through the approval process.

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.

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

It is important to develop and submit your COVID Management plan early (we recommend at least 12 weeks before your event) as the process of approval can take up to 6 weeks depending on the complexity of the event.

## 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 COVID Safe Plan or COVID Management Plan in relation to a public defined activity.
Provision of public entertainment is included as a public defined activity.

**defined public activity** means any of the following:
(a)      onsite purchase and consumption of food or beverages (whether occurring in an indoor or outdoor area);
(b)      sport (including sports training), fitness or recreation activities;
(c)      indoor public meetings;
(d)      ceremonies;
(e)      ;
(f)      provision of personal care services;
(g)      provision of public entertainment;
(h)      provision of recreational transport;
(i)      the operation of a nightclub;
(j)      the operation of relevant licensed premises;
(k)      the operation of a casino or gaming area (within the meaning of the Gaming Machines Act 1992);
(l)      auctions and inspections of premises for the purpose of sale or rental of any property;
(m)      driver instruction;
(n)      the provision of health care, residential care, disability support or aged care services;
(o)      the onsite purchase and consumption of shisha;
*Note—A gathering of up to 1 000 persons occurring as part of a defined public activity is a permitted gathering but an approved COVID Management Plan is required for more than 1 000 persons.*

**Public entertainment means:**
(a) any concert, live theatre or other live performance; or
(b) cinema; or
(c) galleries, museums, or 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.

### PENALTIES FOR NON-COMPLIANCE

Authorised Officers undertake Emergency Direction Compliance Checks regularly.

Significant financial penalties could occur to an event organiser if an event is not complying with the current direction.

Financial penalties can be applied to people who are found to be non-compliant.

Events that have been approved under a COVID Management Plan could have the plan revoked.

## HIGHER RISK EVENTS – APPROVAL

Where events provide higher risks to being COVID Safe there will be a reluctance for the SA Transition committee to approve them.

Organisers should refer to the Australian Health Protection Principal Committee AHPPC statement and table below when designing a future event.

Higher risk factors will need a high level of detail of controls to manage these risks.

| Higher risk | Factors |
|---|---|
| Indoor | Ventilation, droplet spread, spatial distancing, surface contamination |
| Standing/moving | Extent of interactions, opportunity for transmission, surface contamination |
| Alcohol | Adherence to physical distance and hygiene |
| Alcohol consumption with dancing | Adherence to physical distancing mixed with increased exhalation |
| Interactive | Surface contamination |
| Increased exhalation speed and volume (eg exercise, singing, loud vocalisation) | Droplet spread, distance of droplet travel |
| Non-familiar interactions (no contact tracing) | Identification of contacts |
| High numbers – any event where 5,000 and more people can mix through the event site | Opportunity for transmission (increased interactions), identification of contacts |
| Higher density | Spatial distancing, opportunity for transmission (increased interactions), surface contamination |
| Indoor | Ventilation, droplet spread, spatial distancing, surface contamination |

Given the above information, Events with 5,000+ capacity that are unstructured allowing unrestricted mixing through the event site and events where dancing and alcohol consumption mix are unlikely to be approved.

### EVENTS INVOLVING MULTIPLE LOCATIONS

If an event is held over multiple venues/sites (where a COVID Management Plan is not required), then a COVID Safe Plan will need to be developed for each site.

*For example, Winter Reds was held during July in the Adelaide Hills Wine region. It incorporated multiple wineries as venues. Each venue kept capacities below 1,000 attendees*

*and ensured there was no dancing (as they had alcohol consumption as part of their event). They had COVID standards set for consistency across each venue.*

Organisers should develop a framework to set COVID Safe standards for the event that are consistent across each site.

Standards should be based on the event activities and risks, and each venues layout and design.

Having consistency across each venue where possible, will provide confidence to:

- patrons attending multiple events, and
- authorised officers monitoring COVID Safe standards.

## KEY STEPS TO TAKE

- Keep up to date with current SA restrictions and recovery steps www.COVID-19.sa.gov.au. Check information regularly when planning and running your event
- Consult with your team (and contracted services) to understand your event risks and what COVID Safe strategies are achievable
- Put together a COVID Marshal team. If there are over 200 attendees at your event have a least one dedicated COVID Marshal
- Prepare and maintain a COVID Safe Plan and/or prepare a COVID Management Plan
- If you make changes (or if the restrictions change) update your COVID Management Plan on the Amendment form and submit to SA Health
- Know what your event sites comfortable capacity is to provide safe physical distancing and keep within it (adjust it if required)
- Implement and maintain good hygiene facilities for workers and patrons
- Maintain a strong physical distancing and hygiene culture with your team/contracted services – it's no good having your team demonstrate unsafe practices
- Provide your team and contracted services with current information so they understand their role in providing a COVID Safe event, and:
  - Praise good examples that are being demonstrated on your event site
  - Discuss areas of improvement needed
- Record any matters of concern /incidents and how you corrected and managed them.

## 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.

COVID-19 currently presents a risk to our community including people at your event workers and other people (patrons/public).

### PCBU'S 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

Officers include directors of the PCBU and owners of the PCBU. They could also include the PCBU's senior management .

Officers 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 that minimise risk so far as is reasonably practicable.

### WORKERS

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.

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 other people while at work.

Workers need to comply with reasonable instructions given to them (briefings, inductions, policies, guides and signage are some of the instructional tools an event will use)

## 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 (, 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
- Relevant industry guides

These sites are updated regularly and will assist with understanding any changes that may have occurred and review your existing understanding of COVID Safety.
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.

| Consideration | Summary |
|---|---|
| Status of COVID-19 activity in SA | • An increase in COVID-19 activity may result in events being modified, postponed or cancelled. |
| Current Directions at the time of event | • Events must adhere to State department advice and legal directions current at the 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. |
| Physical distancing of performers at an event | • Performers such as singers, band (wind instruments) and dancers can produce higher aerosols than normal breathing or speaking. <br> SA Health advice should be sought. |

| 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.<br>• Larger crowd sizes may have implications for risk mitigation strategies.<br>• 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.<br>• Indoor venues with limited or poor ventilation present the greatest risk. |
| Other events operating in close vicinity | • Patrons moving through your event and then other events could lead to increased interactions and greater risk of transmission<br>• Increases risk to contact trace effectively if there is a reported transmission<br>• Consultation between event organisers, landowners i.e. council and SA Health will be required. |
| Ability to trace patrons | • If you have a COVID Safe Plan a COVID SAfe Check in will be required COVID SAfe Check-In for patrons and staff arriving at the venue each time.<br>• Events with effective registration (ticketing/booking) will ensure individuals can be contacted if a person attending the event tests positive for COVID-19.<br>• Records should be retained for at least 28 days post event day. |
| Alcohol / Drugs (Dancing) | • Access to alcohol and/or drugs may result in difficulties managing physical distancing and other risk mitigation strategies.<br>• The consumption of alcohol/drugs and dancing further enhances this risk.<br>• Where Dancing and alcohol consumption are part of an event a COVID Management Plan will be required. |
| 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 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. |
| Maintaining COVID compliance | • Ensuring well trained and effective COVID Marshals monitor the event site. |

| | • Having an incident protocol for managing incidents and where compliance cannot be achieved i.e. involving SA Police to assist if a person/s refuse to comply. |
|---|---|

## DEVELOPING HEALTH EDUCATION FOR YOUR EVENT

### PUBLIC EDUCATION

Providing information to patrons prior to their attendance is important.
Developing a communications plan on how you will communicate information prior to the event will benefit the event with patrons having access to key information on what they can and can't do and not do at your event. You will need to include your public education strategies within a COVID Management Plan



*SA Health message sent prior to Winter Reds festival.*

### STAFF EDUCATION

Developing relevant and clear information that is available, and ensuring your team are educated in this allows for:

• Consistency of application, and
• Demonstrated understanding, and
• Confidence that your strategies are effective.

It allows people to understand standards applicable to them. The following is important:

• Providing your COVID Marshal/s with an understanding of the event mitigation strategies within their area, their role, how to approach people to change their behaviour to be COVID Safe and what to do if they can't deal with a situation;
• Providing workers (including contractors) with information on procedures, guidance or ways of working that have been introduced for COVID Safety;

- If workers are required to wear face masks providing them an understanding on how to put on and take off the mask Detmold Medical - How to safely put on and take off a mask (detmoldgroup.com), How to put on and take off a mask video
- 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),
  - o listening to workers and acting on their concerns; and
  - o including a current information board at a prominent location with a daily update message or another way of regular communication.

Performers wearing face masks during Australia Day 2021 parade
(photo by Andrew Beveridge - asb creative)

## 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.



*Christmas Pageant 2020 Participant briefing set up to provide physical distancing*

### COVID MARSHAL TRAINING

It is mandatory to have a COVID Marshal that has completed the online COVID Marshal Training [COVID MARSHAL ONLINE TRAINING](#)



*COVID Marshal monitoring WOMAdelaide event site*
*Photo courtesy of WOMAdelaide Lucy Partington Photography*

Developing additional COVID Marshal training and instructions should be considered for your Marshals in order for them to understand their role in your event and the actions to take if there is an issue they cannot manage themselves i.e. who to report to for assistance.

### 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 undertaking COVID-19 Awareness Training of some type. It may be beneficial for them to provide a COVID Marshal for their own operations.

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 yours.

VERSION UPDATE No.3 – 31 MARCH 2021

- 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
- Ensure the contractor understands they (and their workers) will need to follow COVID Marshals instructions
- Implement contactless deliveries e.g. by removing the requirement for a physical signature on delivery and checking that systems for e-invoicing are in place

## TRACING

If you are required to have a COVID Management Plan for your public entertainment you will be required to record and retain tracing records.

Where events are required to have a COVID Safe Plan then COVID SAfe Check-In has been added to the free mySA GOV app. Where people do not have sufficient technology to use the app then Contact Tracing Record Hardcopy is required as an alternative.

The COVID Management Committee may require an event (with a COVID Management Plan) to use the COVID SAfe Check In for contact tracing.

There is further information available to businesses and individuals at:

- COVID SAfe Check In FAQs for Individuals
- COVID SAfe Check In FAQs for Businesses

Consider how you will be able to record the name and contact details of people coming and going from your event.

Retain all contact tracing records for at least 28 days.

If there was a suspected outbreak related to the event, tracing records are important for SA Health and SA Police in tracing workers and attendees to determine close contacts relevant to your event. This will reduce the risk to the wider 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 capture their name and contact details as part of the COVID Safe 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 strategy 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**

Online and pre-booked tickets are more desirable as they capture contact tracing details in advance, allow for push notifications, better management and accessibility of data, management of attendance numbers and reduce the likelihood of congestion at entries.

If using details specifically for tracing from the ticketing/booking agency, ensure that information is for the purpose of contact tracing in relation to COVID-19 and must not be used for any other purpose.

**Multi-event sites**

For multi-site events, a single ticketing system is preferred to allow for rapid contact tracing through a single ticketing arrangement.

**Seated events**

Assigned seating (whether this be in a grandstand, theatre or table) is preferred as it assists in identifying close contacts.

**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 and there are posters available  promoting the use of the it. Refer to the COVIDSafe APP information at the Australian Government Department of health website for more information.

# DENSITY (CAPACITY OF YOUR SITE)

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

It's essential that measurements used for calculations of density are based on 3 persons per $4m^2$ and are focused on publicly accessible spaces.

If you don't have a ticketing method that allows access up to your capacity, then counting will be required to ensure you do not exceed your capacity.

Where you have multiple entry and exit points then there should be regular count checks at each of these points with assessments made when capacity is nearing capacity to implement external queues that take into consideration physical distancing.

Methods to section off areas for density control should be considered where there are venues within your event site i.e. an enclosed marquee

In setting your capacity, presenting a site that is comfortable for patrons/public to safely enjoy the event, and for workers to undertake their role safely is extremely important. Set your capacity to allow safe physical distancing.

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. Higher risk areas will include:

- Queuing, such as food and beverage service areas, toilet facilities etc.
- Entry and exits
- Displays
- Best line of sight viewing areas

Assess these areas and apply physical distancing strategies to accommodate a comfortable distancing environment.

Overcrowding an event site will lead to adverse effects including:

- Reputational effects
- Poor publicity i.e. 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
- Rejection of your event approval
- Fines/court action

> **Three persons per 4 square metres**
> Current density requirement in South Australia as of 31 March 2021
> (Defined public activities)
> *Remember to check the current direction*
> 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$^2 \div 2$= 2100 patron/public capacity
> *Note: The density calculation does not require your staff and contractors to be counted*

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)

**FIXED SEATING**

In terms of determining numbers for fixed seating (eg such as a grandstand or theatre) the current measurement should be based on 50 per cent of the seating.
A checkerboard seating arrangement, while not quite achieving the distancing requirements, is the clearest and most manageable way of seating patrons and achieving distancing.



*Example of a checkerboard seating plan*

## 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.
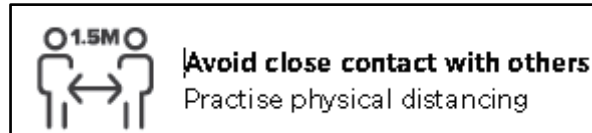


To provide an environment that allows physical distancing, consider the following:

- Capacity – what is a comfortable capacity to allow people the opportunity to have a safe distance between themselves and others
- Having capacity signage which clearly indicates 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 reinforce distancing requirements?
- A method for indicating family/household/friend groups that regularly socialise.
- Are there performers at your event and do they present a higher risk based on their activities? i.e. dancers, singers, wind instrument players. Talk with SA Health if there is a performer risk.



Performers at Australia Day 2021 event (photo by David Solm)

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 to remind people to keep a 1.5m distance; and
- Avoid people being face-to-face, for example providing spaces for people to sit side-by-side where practicable or use wide tables to separate people from being face to face.

## ENTRY AND EXIT POINTS

The area's leading up to and getting into and exiting the event are an important area to consider as they are at high risk of congestion. 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
- If using signage for COVID SAfe Check-In, where you install these
- Where possible increase the number of entry lanes and encourage 'no bag' entry points
- Install staggered checkpoints over the "last mile" to your site, and minimise the queueing of patrons by using holding areas
- Have dedicated personnel/ushers to guide and instruct patrons where to go, direction of flow, access and exit paths etc,

| | |
|---|---|
| *A bar queue set up at WOMAdelaide 2021* | *Patron entrance for Santos Festival of Cycling 2021* |

**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



*2020 Christmas Pageant staff and participant entry – express and general entry*

*Note:*

- o *In the event of an emergency ensure emergency exits are in place. Physical distancing may be of secondary importance if there is a need to evacuate a site effectively.*
- o *When setting assembly points ensure they are located in a large space that will accommodate your team and contractors working at the event.*
- o *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.

Assess other factors related to your event that may restrict your ability to apply COVID Safe measures in your public area i.e. where an event generates lots of toddlers considering the impact of prams.
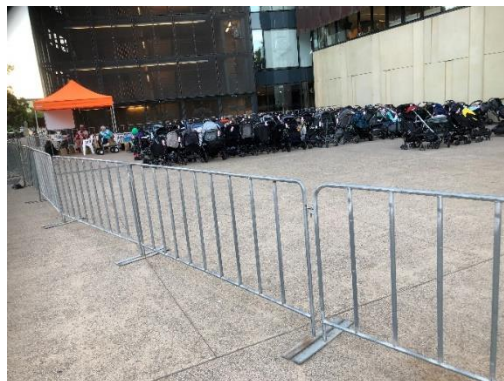


*Pram parking set up for the 2020 Christmas Pageant*

**ATTRACTING EXTERNAL CONGREGATIONS**

You will need to identify any activities related to your event that may cause external congregations.

If there are activities, assess how you may manage these effectively to eliminate the risk of congregations.

For example:

- Fireworks – don't have fireworks that can be seen outside your event, when consulting with a pyrotechnician plan for ground displays and other methods of display (see industry information below)
- Staged activities – use structures i.e. scrimmed temporary fencing to exclude any visible areas to people outside your site.

**Pyrotechnicians & firework displays**

In line with current COVID-19 restrictions SafeWork SA, the Department of Health and Wellbeing (SA) and the SA Police do not support the use of aerial firework displays at community events where there is a risk of external congregations forming outside the event.

Fireworks displays will be considered on a case-by-case basis and will require approval through the application of a COVID-Safe Plan and/or COVID Management Plan.

We recommend that you talk with SafeWork SA, SA Police and SA Health to discuss your planned fireworks display during your early planning phase.

SafeWork SA requires the details of any approved display to be placed in local newspapers; except when it is agreed by each department that such promotion could cause the uncontrolled gathering of crowds.

SafeWork SA Pyrotechnics information

## 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 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 do not 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 to target these areas for an hourly clean (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

## 👍 MONITORING

Establish a COVID Safe team that includes your COVID Marshal/s.
They could work together through the different areas of the event and support each other. Where areas that need improvement are identified that can easily be rectified, the team should manage them in the first instance.
The COVID Safe team can provide updates to the event management team, area supervisors and workers where:
- good practices are observed
- improvements are required

Consider aspects of your event area to make it easier for people (workers/patrons etc.) to report concerns including:
- Signage that details how to report any concerns

- Worker induction describing reporting protocols
- Having clearly numbered seating/tables/structures (detail these on a site plan)

### COVID MARSHAL

You will need to have at least one nominated, trained COVID Marshal to monitor and supervise prescribed operation COVID strategies detailed in your COVID plan.

When your event is likely to have more that 200 attendees onsite, the COVID Marshal will have to be dedicated to that role.

Marshals are required where:

- The onsite purchase and consumption of food or beverages (indoors or outdoors) occurs, or
- A COVID Management Plan is required.

If your event has multiple COVID Marshals, consideration should be given to having a Head Marshal at the event to coordinate marshal activities. Develop a register listing what COVID Marshals are on duty during the event.

Check the current requirements for COVID Marshals here

A COVID Marshal needs to be 18 years of age or over and have completed the online training.

They can be anyone that understands the COVID plans and strategies for the event, including volunteers.

COVID Marshals will need to be identifiable to:

- Patrons and workers
- Authorised officers.

The role of the COVID Marshals should be made clear to them including areas of responsibility for the event. Provide your COVID Marshals with an induction.

##  INCIDENT MANAGEMENT

It is important to have an incident procedure in place as part of your risk management. This will generally sit within your emergency management procedure/plan.

Most incidents at events will be related to general health conditions of an attendee i.e. asthma attack, slips and trips.

It is important to consider how a COVID related incident will be managed and recorded.

Determine your closest SA 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 information could be included 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<br>• Provide them with a disposable mask (preferably P2/N95) to wear |
| --- | --- |
| Notify | • The Event manager/production manager/promotor<br>• Comply with any SA Health department requirements 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<br>• Prohibit persons from entering those areas until the process is complete – if required, evacuate and close down those areas<br>• 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<br>• 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 COVID Safety measures worked well, the challenges of COVID 19 and areas of improvement for planning for future events.

## 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)*
  - Entry and exit strategies
  - Cashless event if practicable
  - Promotion of a COVIDSafe event
  - 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
- Allocate a COVID Safe team that includes trained COVID Marshal/s
- Gather any COVID Marshal/s training certificate so they can be accessed if requested by an authorised officer
- 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](link) 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](link) 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 COVID SAfe Check In (required if a COVID Safe Plan is in place) and/or 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 be briefed on dealing with a person presenting with flu-type symptoms including an incident protocol with the 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. Include 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 and 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**

- Assign COVID Marshal/s whose role it 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
  - 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 3 person per 4m$^2$ requirement – defined public activities*
- *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.*
- *COVID Marshal to be nominated (when the event has more than 200 people the COVID Marshal must be dedicated to that role)*

(2) *Note: A COVID SAfe Check In is required when a COVID Safe Plan is required using the approved scanning system, where people cannot use the scanning method then Contact Tracing Record Hardcopy should be available.*

## APPENDIX B – RISK ASSESSMENT EXAMPLE

The following example describes two 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. It takes place over five days. We have mainly food and beverage service in place and draw a crowd of 'Foodie' related patrons and have well known 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 11:30am-2pm and 4:30-7pm.

The event space for patrons is approximately 10,000$m^2$, overall and with tables, seating and other displays this is reduced to 9,200$m^2$.

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 names and phone numbers 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**<br><br>Good open space at the entry and exit | - Separate entry and exit point for patrons<br>- Separate entry and exit point for workers/contractors<br>- Signage in place to promote physical distancing of 1.5m | Medium Risk | 1) Include entry and exit point management in COVID Management Plan<br>2)Arrange for all Security workers to undertake COVID Safe online training = | Low Risk |

**South Australian Tourism Commission**
Level 9, 250 Victoria Square, Adelaide South Australia 5000 | GPO Box 1972 Adelaide SA 5001
**T** 08 8463 4500 | **F** 08 7421 0200 | **E** tourism@sa.gov.au | southaustralia.com | **ABN** 80 485 623 691


SOUTH AUSTRALIA

| | | | | |
|---|---|---|---|---|
| points to the event site<br>Entry and exits points will have approx. 100 max. at any time (pax. 1500 at any time on event site)<br><br>Exit and entry point is outdoors | - Security at entrance – monitoring/promoting physical distancing<br>- COVID-19 safety supervisor – monitoring entry/exits<br>- 1.5m markings for spacing potential queuing<br>- Ticketing system – handsfree<br>- Hand hygiene station (handsfree sanitiser) at entry and exit points – all<br>- Records kept for all workers (as part of induction) including name, date, business. | | 3) Include a sign in requirement for workers additional to current induction to capture date/.time entering site<br>4)Ensure tracing records system implemented to retain the worker records for 28 days post event<br>5) Assess the potential to expand ticketing to cover general entry to the event<br>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**<br><br>Area is quite congested – risk identified that there may be queuing issues limiting physical distancing ability (seen at previous year's event).<br>Current site design shows service points are close together.<br>Seated areas restrict open queuing. Rubbish bin locations impact space availability. | - Service staff undertake behind service cleaning and sanitisation<br>-Hand hygiene station (hands free sanitiser) at each service point<br>- Eftpos machines at service points with paywave<br>- PPE – gloves available<br>- Cleaning detergent and sanitiser material available in spray bottles (labelled correctly)<br>- F&B workers undertake COVIDSafe online training<br>- 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<br>2) Review site design to provide for opening spaces around service area<br>3) Move rubbish bins to other open parts of the site<br>4) Undertake a briefing with all service staff to undertake more regular cleaning of high touch items including:<br>    Service bench<br>    Eftpos machine<br>    Cash register<br>    Handles – Fridge doors, cookers etc.<br>5) Install 1.5m markings for any potential queuing so queuing is in an open area<br>6) Develop an order numbered ticket call up system with electronic numbered sign (customer can wait in an open area away from queue)<br>7) Ensure COVID Marshal regularly monitors area | Low |

## APPENDIX C – POSTERS/SIGNS

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**
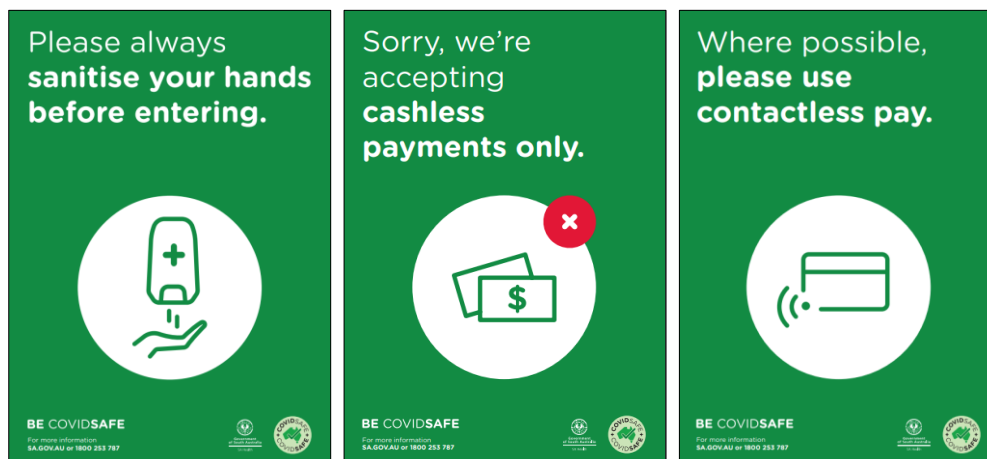


Sanitise-your-hands-before-entering.pdf
Cashless-payments-only.pdf
Contactless-pay.pdf

Maximum-capacity-of-this-area-blank.pdf

Practise-good-hygiene-maximum-capacity-blank.pdf

Practise-physical-distancing.pdf







Seat-unavailable-1.pdf

Seat-unavailable-2.pdf

If-you-are-unwell-do-not-enter.pdf







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!

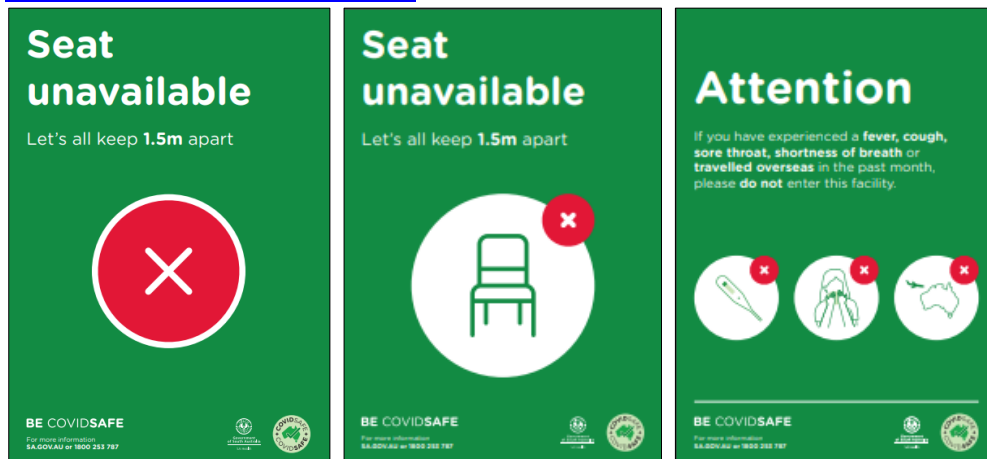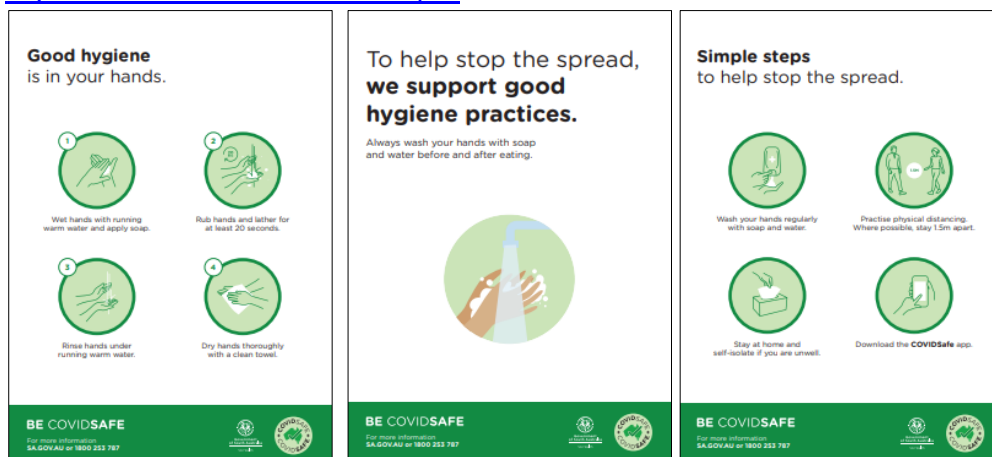| Consideration | YES | NO |
|---|---|---|
| Have you undertaken a COVID Safe Plan or COVID Management Plan for the event, | | |
| Have you arranged for COVID Marshal/s and ensured they have completed their online training and they understand their role? | | |
| Have you determined what your capacity 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 COVID Safe 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 indicating where signs and hygiene materials will be located? | | |
| Have you developed an incident procedure that includes a person presenting with flu-type symptoms? | | |

## 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<br>- Training (online course COVID awareness)<br>- PPE<br>- 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)<br>- Training<br>- PPE<br>- Separate area to treat person with flu type symptoms<br>- Incident report (name/time/date/treatment/PPE used etc.) |
| Performers need to share AV equipment | Surfaces | - Consultation with AV contractor – review their COVID Safe plan<br>- Review Australian Film Production COVID Guide<br>- Cleaning programme for high touch surfaces<br>- 1:1 microphone standard (no sharing)<br>- COVID Marshal monitors practices<br>- Guide and a briefing for performers undertaken to educate what standards are required |
| Access and entry areas where the event is under time pressure to move patrons through control points. | Distancing | Security trained to promote physical distancing<br>Prominent signage re physical distancing<br>Physical distancing floor indicators installed<br>COVID Marshal 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 Marshal 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 determines where signs are located at your event. The COVID Marshal can use this as a tool during the event to ensure 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 |

## APPENDIX G – COVID HYGIENE LOCATIONS EXAMPLE

A hygiene plan identifies the different types of hygiene located at your event. The COVID Marshal would use this as a tool through the event to ensure hygiene levels are accurate and maintained.

| HYGIENE LOCATION — Hygiene type | Entry to venue | Exit from venue | Site office | Staff toilet | Patron toilet | F&B service point | Patron dining seated areas | Store |
|---|---|---|---|---|---|---|---|---|
| 1. SINK AND TAP | | | | ■ | ■ | | | |
| 2. AUTOMATIC HAND SANITISER | ■ | ■ | | | | ■ | | ■ |
| 3. SANITISER WIPES | | | ■ | | | ■ | | ■ |
| 4. 2/1 DISINFECTANT SOLUTION SPRAY AND PAPER TOWEL | | | ■ | | | ■ | | ■ |
| 5. RUBBISH BIN | | ■ | ■ | ■ | ■ | | ■ | |
| 6. DISPOSABLE GLOVES | | | ■ | | | ■ | | ■ |
| 7. HAND SANITISER PUMP | | | ■ | | | | | ■ |
| 8. HAND SANITISER PERSONAL TUBE | | | Each staff member | | | | | ■ |

## APPENDIX H INCIDENT REPORTING FORM – HARDCOPY EXAMPLE

**Instructions:**

Any Manager or supervisor involved in [INSERT EVENT NAME] can fill this form out.

Write factual information – do not write opinions on the form.

Capture witness contact details ASAP and add (so they can be contacted later)

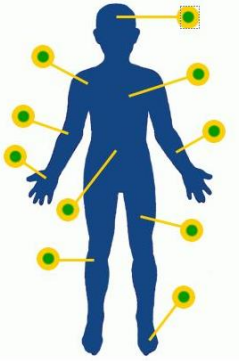Please ensure that the form is provided to the event organiser/safety officer

**An incident is:**
- any injury,
- any incident that could have resulted in injury, or
- any property damage

| TYPE (tick correct type) | | | INCIDENT | | NEAR MISS |
|---|---|---|---|---|---|
| **PERSONAL DETAILS Injured party/person directly involved** | **SURNAME** | | | | |
| | **GIVEN NAMES** | | | | |
| **CONTACT** | **MOBILE** | | **HOME** | | |
| | **WORK** | | | | |
| **RELATIONSHIP WITH THE EVENT** (tick correct type) | | **EMPLOYEE** | | | |
| | | **CONTRACTOR** | | | |
| | | **VOLUNTEER** | | | |
| | | **OTHER (specify)**_____ | | | |
| **RELATIONSHIP WITH EVENT** | **IF AN EMPLOYEE** | **WORK GROUP/UNIT** | | | |
| | | **POSITION** | | | |

**South Australian Tourism Commission**
Level 9, 250 Victoria Square, Adelaide South Australia 5000 | GPO Box 1972 Adelaide SA 5001
**T** 08 8463 4500 | **F** 08 7421 0200 | **E** tourism@sa.gov.au | southaustralia.com | **ABN** 80 485 623 691

![SOUTH AUSTRALIA logo]

| INCIDENT INFORMATION |
|---|

| **DATE:** |
|---|

| **TIME:** |
|---|

| **LOCATION:** |
|---|

| **DESCRIPTION (an outline of the incident, covering facts – not opinions)** |
|---|
|  |
|  |
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| **COVID-19** | | |
|---|---|---|
| **WERE OTHER PEOPLE POTENTIALLY EXPOSED** | ☐ YES | ☐ NO |
| **ARE TRACING RECORDS AVAILABLE FOR STAFF/PATRONS POTENTIALLY EXPOSED** (Detail actions taken re COVID incident in the corrective actions section) | ☐ YES | ☐ NO |

| **ENVIRONMENTAL CONDITIONS** |
|---|
| **WEATHER CONDITIONS AT THE TIME:** (tick correct type) |
| ☐ SUNNY     ☐ OVERCAST     ☐ NIGHT     ☐ RAINING |
| ☐ OTHER |

| WERE THERE ANY WITNESSES | | ☐ YES | | ☐ NO |
|---|---|---|---|---|

| **WITNESS 1** **PERSONAL DETAILS** | **SURNAME** | | | |
|---|---|---|---|---|
| | **GIVEN NAME** | | | |
| **CONTACT** | **MOBILE** | | **HOME** | |
| | **WORK** | | | |
| **RELATIONSHIP WITH EVENT** (tick correct type) | | **EMPLOYEE** | | |
| | | **CONTRACTOR** | | |
| | | **VOLUNTEER** | | |
| | | **OTHER (specify)** | | |
| **RELATIONSHIP WITH EVENT** | **IF AN EMPLOYEE** | **WORKGROUP/UNIT** | | |
| | | **POSITION** | | |

| **WITNESS 2** **PERSONAL DETAILS** | **SURNAME** | | | |
|---|---|---|---|---|
| | **GIVEN NAMES** | | | |
| **CONTACT** | **MOBILE** | | **HOME** | |
| | **WORK** | | | |
| **RELATIONSHIP WITH EVENT** (tick correct type) | | **EMPLOYEE** | | |
| | | **CONTRACTOR** | | |
| | | **VOLUNTEER** | | |
| | | **OTHER (specify)** | | |
| **RELATIONSHIP WITH EVENT** | **IF AN EMPLOYEE** | **WORKGROUP/UNIT** | | |
| | | **POSITION** | | |

| | | | |
|---|---|---|---|
| **WERE THERE ANY PHOTOS TAKEN?**<br>(if yes where will they be saved) | | ☐ YES | ☐ NO |

| **INJURY** |
|---|

| **DID AN INJURY OCCUR?** | ☐ YES | ☐ NO |
|---|---|---|

| **TYPE** | ☐ Emotional Distress | ☐ Head |
|---|---|---|
| | ☐ Laceration | ☐ Shoulder / Neck |
| | ☐ Bruising | ☐ Upper Torso |
| | ☐ Abrasion | ☐ Heat Stress |
| | ☐ Burn | ☐ Concussion |
| | ☐ Fracture | ☐ COVID-19 symptoms |
| | ☐ Sprain / Strain | ☐ Other (detail) |

| **BODY AREA** | | | |
|---|---|---|---|
|  | ☐ Elbow | ☐ left | ☐ right |
| | ☐ Forearm | ☐ left | ☐ right |
| | ☐ Hand | ☐ left | ☐ right |
| | ☐ Lower Torso | | |
| | ☐ Upper Leg | ☐ left | ☐ right |
| | ☐ Knee | ☐ left | ☐ right |
| | ☐ Lower Leg | ☐ left | ☐ right |
| | ☐ Foot | ☐ left | ☐ right |
| | ☐ Head | | |
| | ☐ Shoulder | ☐ left | ☐ right |
| | ☐ Other Specific Details | | |

| **Initial Treatment:** | ☐ Nil |
|---|---|
| | ☐ First Aid |
| | ☐ Doctor |
| | ☐ Hospital |
| | ☐ COVID-19 test |
| | Name of hospital: |
| | Other (SPECIFY) |

| **TREATMENT DETAILS** |
|---|

| **NAME OF PROVIDER (doctor/first aider etc.)** |
|---|

| **Is there possibility of a lost time injury (Employee only)?**<br>(injury where a full workday will be lost after the injury) | ☐ YES ☐ NO |
|---|---|

| **Is there property damage?**<br>**DESCRIBE DAMAGE** | ☐ YES | ☐ NO |
|---|---|---|

**CORRECTIVE ACTIONS**
(What are the things that were done to ensure that the incident could not re-occur?)
(If COVID-19 is suspected, detail any tracing records provided and who to, what actions were taken to clean/isolate areas etc.)

|   |
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**COVID 19 - notification**
If a report is received from a worker/contractor testing positive – then SafeWork SA 1800 777 209 and SA Health Communicable Disease Control Branch (CDCB) 24 hours, 7 days a week on 1300 232 272 must be contacted.

|   |
|---|
|   |
|   |
|   |

| PERSON COMPLETING REPORT: |
|---|
| **NAME** |
| **SIGNATURE** |
| **DATE** |

Please provide the hardcopy report immediately to Event organiser/safety officer

## APPENDIX I COVID MARSHAL BRIEFING

Providing your COVID Marshal/s with an understanding of their role and areas of responsibility for the event is important so they can be an effective method for monitoring your mitigation strategies.

Although they have completed an online training course and received a certificate this may have been quite a while before your event. This training course is designed to provide a basic general understanding of a COVID marshal role.

Take the time to brief the COVID Marshal/s to explain their role on your event and your particular strategies, and the methods you have in place to support their role.

Briefing topics and information could include:

- Providing an understanding of COVID 19 and its method of exposure so the Marshal understands the importance of the physical distancing and hygiene and cleaning mitigation strategy:  person to person – close contact between an infected person and someone else
- Droplets falling onto a surface – a person touching this surface, then their face

The importance of their COVID Marshal role
- Helping the event to be COVID safe to reduce risk of infection/s
- Assisting staff and patrons in following COVID Safe practices
- Helping to ensure the events COVID plans are compliant

To be recognisable while undertaking the role (which is required) via
- Clothing
- Credential/badge

Changing COVID Safe signage if it is not effective
- Reposition the sign
- Talk with the events management team and/or head COVID Marshal to see if there is a better sign that can be created and installed

Approaching people who are not being COVID Safe/haven't scanned into the event (if using COVID SAfe Check In)
- Sum up the situation
- Be confident with the strategies that should be in place – sometimes it is good to check the COVID plan or procedures required
- Respectfully ask the person/people to alter their activity – patrons and workers
  - "Hi there, I notice that you are pretty close to each other – if you are not a group then could you please move apart to be safe?"
  - "Hi there, I noticed that you are not using the hand sanitiser as part of your role, remember the importance to the safety of our event is that you use the sanitiser as per the procedure, can you go and use the sanitiser now and then each time as per the procedure?"

Reporting

- Keeping a record of any issue that they have dealt with and alerting the events management team and/or head COVID Marshal
- If there is a matter that cannot be dealt with alerting the events management team and/or head COVID Marshal immediately to assist (this could result in event security or SA Police involvement)

## CROSS BORDER - PEOPLE INVOLVED IN YOUR EVENT

Experience shows that this is a complicated part of managing your event. With the different approaches taken by each state to community transmission outbreaks, it is important to approach the involvement of interstate people early in your event planning.

In this COVID-19 environment, there is always risk when bringing people to South Australia that will be out of your control. We cannot predict when and where a community transmission outbreak will occur, or what restrictions will be applied here in SA and other states.

Good steps to take include:
- Keeping track of any outbreaks in the states where your people are coming from
- Understanding individuals movements through the areas of their state 14 days prior to entering South Australia (SA)
- Understanding the forms required for interstate people to undertake and the timeframes required
- Understanding the restriction on interstate people to return to their home state or if they are transiting to other states
- Understanding the individuals abilities to change their plans and relocate if there is news of an outbreak in their home state – historically a state will apply a timeframe before locking down borders.
- Develop a spreadsheet of the people including the following information:
  - Name (first/last)
  - Contact number (when in SA)
  - Planned date of arrival to SA
  - Date the person requires to start work onsite
  - State travelling from
  - Regional areas of the state they are coming from
  - State they are returning to (from SA)
  - Planned date of return (interstate)
  - Registration to enter SA completed (required to be completed 7 days prior through SA Police (SAPOL - Cross border travel (police.sa.gov.au))

### NEW ZEALAND - PEOPLE INVOLVED IN YOUR EVENT

The Australian Government has established a Safe Travel Zone with NZ that allows travel to Australian Green Zones with limited restriction.
*Note: currently there are no current direct flights NZ to SA – people coming from New Zealand will travel to eastern states prior to entering SA.*
Travel restrictions | SA.GOV.AU: COVID-19 (covid-19.sa.gov.au)
At this stage, travellers from Australia are not allowed to travel to NZ under the same arrangement. People may be required to

**OTHER INTERNATIONAL - PEOPLE INVOLVED IN YOUR EVENT**

International people involvement is an additional complexity that will involve state and federal government agencies.

You will need to understand the Australian Government requirements which will include applications for exemptions.

| **Links - cross border** |
| --- |
| List of regions of Australia   wikipedia |
| SA cross border travel |
| SA Police cross border travel application |
| New South Wales border restrictions |
| Victoria border permit |
| Queensland border pass |
| Tasmania border pass |
| Northern Territory border travel |
| Australian Capital Territory travelling SA to the ACT |
| Western Australia Border Pass |
| Australia travel declaration |
| State by state restriction checker/hotspots and case locations |
| Australian Home Affairs - New Zealand safe travel zone |