



LIVE ENTERTAINMENT INDUSTRY FORUM

LIVE ENTERTAINMENT INDUSTRY FORUM
COVID-Safe Guidelines

This working draft has been released for industry feedback and the document will be subject to a legal, risk and health review before publication. Feedback can be submitted on the Live Entertainment Industry Forum website

- <https://leif.net.au/> - or via email - info@leif.net.au.

The period for providing feedback concludes 5.00pm Friday 4 September 2020.

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Live Entertainment Industry Forum

The Live Entertainment Industry Forum (LEIF) has been formed by Australia's biggest Promoters of Entertainment and Sport, Professional Venue Managers, and Key Peak Bodies. LEIF's executive committee includes the heads of TEG, Live Nation, Frontier Touring, Chugg Entertainment, AEG, the Melbourne Cricket Ground, the Sydney Cricket Ground, Marvel Stadium, Melbourne Olympic Parks, Adelaide Oval, ASM Global, Venues West, Venues Live, Michael Cassel Group, Stadiums Queensland, Live Performance Australia, Venue Management Association and the Australian Festivals Association.

LEIF was formed to work in conjunction with governments, health experts, sporting bodies, venues and audiences to build confidence in the industry's preparedness to operate safely, flexibly and sustainably during its gradual return.

The Live Entertainment Industry

The Live Entertainment Industry operates across a multitude of venue types and operating overlays. The primary venue types that these guidelines are intended to encompass, and support, include:

- Small to large sized indoor and outdoor live entertainment venues configured as fully reserved/seated, general admission standing, or a combination of both:
- Theatres with fully reserved seating
- Arenas configured as fully reserved/seated, or a combination of both reserved seating and general admission standing
- Stadia
- Festival and Greenfield sites including amphitheatres
- Showgrounds where hosting live entertainment
- Conference and Convention Centres where hosting live entertainment

What is COVID-19?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new, highly infectious, form of coronavirus. It was first reported in December 2019 in Wuhan City in China. Other coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience symptoms such as:

- Fever
- Respiratory symptoms, such as -
 - Coughing
 - Sore throat
 - Shortness of breath

Other symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

On 11th March 2020 the World Health Organisation labelled COVID-19 a pandemic.

Legal

The laws, government directions and guidance relating to COVID-19 and gatherings of patrons is fast changing and varies from State to State. These Guidelines are not a substitute for independent legal advice, and it is recommended that you obtain appropriate advice relevant to your particular circumstances.

The contributors to LEIF do not warrant that these Guidelines meet all relevant Federal, State and local government requirements, which are frequently changing and need to be assessed in the context of your specific business, operations, procedures and event, and so disclaim all liability 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).

Rationale

The Live Entertainment Industry was largely brought to a standstill due to the public health emergency posed by the global spread of COVID-19 in March 2020. The industry, which supports the livelihoods of 175,000 people and contributes \$150B to the Australian economy, was one of the first industries impacted by COVID-19. Whilst there have been some sectors of the industry which have been able to reopen with reduced capacities the majority of the venues in Australia still have their Ghost Light on.

LEIF is committed to ensuring the passionate people of the industry have the safest, staged and considered route back to full employment, which in turn, will deliver significant positive economic outcomes for the community through events which are integral features of healthy and connected communities.

These Guidelines have been developed by LEIF to provide guidance, support and a point of reference to live entertainment venues, event promoters and service providers to reactivate live events in a COVID-Safe way. The guidelines are designed to be a point of reference for organisations to help identify and minimise risks specific to operating in an environment where COVID-19 is considered a potential threat to the health and safety of workers and the public at live entertainment events.

. It is recommended that these guidelines are read in conjunction with health and safety laws and the enforceable directions associated with the management of COVID-19 in each state and territory in Australia. Relevant links are listed in each Guideline contained in Appendix B to assist. Given the fast changing nature of guidance in connection with COVID-19 it is recommended that live entertainment venues, event promoters and service providers monitor the directions and guidance that applies to them from time to time.

Guiding Principles

LEIF recognises the importance of the industry not just to those employed within it, but the role it plays in the wellbeing of the wider community. We as an industry are committed to ensuring our industry has the ability to operate in a safe and responsible manner for the benefit of the industry, stakeholders and the communities we serve. To achieve this LEIF has been guided by the following principles in its work:

1. The health and safety of workers, contractors, performers, players, spectators and the wider community is paramount and all guidelines are designed to minimise transmission risks to the lowest practicable level.
2. The Industry will comply with contact tracing requirements applicable to their circumstance, and wherever possible, use technology-based solutions available on ticketing and access control systems.
3. The Industry shall develop best practice Cleaning and Hygiene processes and strategies designed to meet or exceed relevant jurisdictional standards.
4. Adherence with directions and guidance of regulatory bodies in respect of all control measures such as physical distancing, maximum capacities and patron density in defined areas.
5. LEIF is committed to consulting with all constituents of the industry, all levels of government and the wider community.

Regulatory Bodies, Enforceable Directions and Official Guidance

A key principle in the creation of these Guidelines is that they are intended to meet, or exceed, the minimum standards required in each jurisdiction. Within each section of the guidelines references are provided to direct Event Organisers and/or Venue Operators to the laws, enforceable directions and official guidance that is in place in each State or Territory that are relevant to that particular plan. This needs to be monitored by each member of our industry to ensure that COVIDSafe plans reflect the standards in force in the applicable jurisdiction at the relevant time.

Whilst these Guidelines are not on their own legally binding or enforceable the laws and enforceable directions they reference, and those that they seek to address, often are enforceable.

It must be noted that for ease of use the guidelines have not attempted to cover regulations and guidance at a local council or local government level. All users of these guidelines must review any specific requirements that these local authorities may have in place and incorporate them into their COVID-Safe Plan and relevant operational plans.

Workplace Health and Safety

The Health and Safety laws across all States and Territories impose duties on organisations to manage and mitigate the health, safety and welfare related risks of workers, contractors, subcontractors, volunteers, and patrons in the workplace. This directly applies to the entire Live Entertainment Industry and is applicable to any event.

This includes:

- Providing and maintaining a work environment that manages and mitigates health and safety risks,
- Providing adequate and accessible facilities for the welfare of workers to carry out their work, and
- Monitoring the health of workers and the conditions of the workplace for the purpose of preventing illness or injury.

National COVID-19 Safe Workplace Principles

On 24 April 2020, the National Cabinet agreed to the National COVID-19 Safe Workplace Principles. Recognising that the COVID-19 pandemic is a public health emergency, that all actions in respect of COVID-19 should be founded in expert health advice and that the principles operate subject to the measures agreed and implemented by Governments through the National Cabinet process.

State and Territory Work Health and Safety Acts and Regulations are set out in the table below.

STATE AND TERRITORY	HEALTH AND SAFETY LEGISLATION AND REGULATION
QLD	Work Health and Safety Act 2011, and Work Health and Safety Regulations 2011
NSW	Work Health and Safety Act 2011, and Work Health and Safety Regulations 2017
VIC	The Occupational Health and Safety Act 2004, and Occupational Health and Safety Regulations 2017
SA	Work Health and Safety Act 2012, and Work Health and Safety Regulations 2012
WA	Occupational Safety and Health Act 1984, and Occupational Safety and Health Regulations 1996
ACT	Work Health and Safety Act 2011, and Work Health and Safety Regulations 2011
NT	Work Health and Safety (Nationally Uniform Legislation) Act 2011, and Work Health and Safety Regulations 2011
TAS	Work Health and Safety Act 2012, and Work Health and Safety Regulations 2012

Shared Responsibilities and Accountabilities

When contractors are engaged by Event Organisers and/or Venue Operators, the parties have shared responsibilities and accountabilities. Shared responsibilities and accountabilities means everyone must communicate and work collaboratively as a team in order to provide a healthy and safe event. Service providers, suppliers, contractors and other PCBU's/Employers/Duty Holders involved in the event must consult in relation to overlapping COVID-19 responsibilities.

Risk Management

Process and Methodology

The management of COVID-19 hazards related to the Live Entertainment Industry have been assessed by applying the principles and methodology of the AS ISO 31000: 2018 Risk Management Guidelines, AS/NZS ISO 45001:2018 - Occupational Health and Safety Management Systems-Requirements with Guidance for Use, and finally as directed by the Health and Safety legislation of all States and Territories.

The management of COVID-19 hazards by the Live Entertainment Industry should involve appropriate safety management structures to mitigate risk through a process of identification, assessment and control of workplace hazards. The process should involve consultative mechanisms and preventative programs that foster continual improvement in risk management.

Assessing COVID-19 Risks in the Workplace

A risk assessment involves considering what could happen if someone is exposed to a COVID-19 hazard and the likelihood of it happening. A risk assessment can help you to determine:

- How severe a risk is,
- Whether any existing control measures are effective,
- What action should be taken to control the risk, and
- How urgently the action needs to be taken.

The exposure of workers and/or patrons/clients to COVID-19 is a foreseeable risk that must be assessed and managed in the context of a venue or event's operating environment.

A risk assessment will assist to:

- Identify which workers are at risk of exposure,
- Determine what sources and processes are causing the risk,
- Identify if and what kind of control measures should be implemented, and
- Check the effectiveness of existing control measures.

When a Formal Risk Assessment Needs to be Conducted

All businesses currently operating must assess the risks associated with exposure to COVID-19 and implement control measures to manage those risks. Event Organisers and/or Venue Operators must also assess any other new or changed risks arising from COVID-19, for example, customer aggression, high work demand or working in isolation.

Organisations must additionally undertake a risk assessment with response to risks to any vulnerable workers working in any business. Risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This includes ensuring vulnerable people are redeployed to roles that do not involve physical contact with patrons, where possible. Where risk cannot be appropriately mitigated, employers and workers should consider alternate arrangements to accommodate a workplace absence.

Other examples of when Event Organisers and/or Venue Operators must undertake a risk assessment with respect to COVID-19, include where a business:

- Changes work practices, procedures, or the work environment.
- Recommences operations following a shut down,
- Increases operations following a period of reduced operations,
- Introduces workers back into the workplace following the cessation of working from home or stand-down arrangements,
- Is responding to workplace incidents (e.g. where a worker or patron has tested positive to COVID-19); and
- Is responding to concerns raised by workers, health and safety representatives, or others at the workplace.

Our overall aim will be to reduce COVID-19 risks to as low as reasonably practicable, striving for acceptable levels. This concept is useful during the assessment of risk and subsequent treatment options, ALARP - that is a recognised approach to safety applied to the management of safety risks where the risk is managed to a level that is; As Low As Reasonably Practicable

How to review COVID-19 controls

Event Organisers and/or Venue Operators must ensure the COVID-19 control measures put in place should be reviewed regularly to make sure they work as planned. Health and Safety Regulations require a risk management process for COVID-19 specific risk. That process includes circumstances where PCBU's/Employers/Duty-holders must review control measures for those risks and, if necessary, change them. Circumstances when a review may be required include:

- When the control measure is not effective in controlling the COVID-19 risk,
- Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control,
- If a new hazard or risk is identified,
- If the results of consultation indicate that a review is necessary, or
- If a health and safety representative requests a review.

As part of an organisation's ongoing duties, regular review of COVID-19 control measures should occur. Managing work related health and safety risks is an ongoing process that needs attention over time, and particularly when any changes affect Live Entertainment Industry activities.

Keeping Records

Keeping records of the risk management process demonstrates what Event Organisers and/or Venue Operators have done to comply with the Health and Safety Legislation. It also helps when undertaking subsequent risk management activities, including reviewing control measures. Keeping records of the risk management process has the following benefits, it:

- Allows demonstration of how decisions about controlling risks were made
- Assists in targeting training at key COVID-19 hazards
- Provides a basis for preparing safe work procedures
- Allows easier review of risks following any changes to legislation or business activities, and
- Provides 'onus of proof' to safety regulators and health authorities that COVID-19 work health and safety risks are being managed.

COVIDSafe Plans

This document is a guide for the Live Entertainment Industry and does not negate the primary 'duty of care' of Event Organisers and/or Venue Operators to developing a tailored and specific COVIDSafe Plan. Consultation with

stakeholders, workers and any health and safety representatives must occur when identifying COVID-19 risks and control measures for the workplace. It is vital to consider the current advice from Safety Regulators, health authorities and current legal requirements. This includes Public Health Orders and Health Directions for the State or Territory that the event is being held in and how they apply to the organisation or business.

In addition to general obligations for COVIDSafe Plans under general workplace and other safety requirements, Public Health or Emergency Management Directions for each State or Territory require certain industries and categories of business to prepare a COVIDSafe Plan as a condition of reopening.

It is important that users of these Guidelines ensure they have a COVIDSafe Plan that meets the regulatory requirements that apply to each event. These Guidelines are intended as guidance only to support the members of the industry prepare their own COVIDSafe Plan. The guidance should be adapted to suit the circumstances specific to each venue or event owners circumstance including the nature of the venue, the scale of the event and the specific operating requirements.

It is imperative that organisations regularly review their COVIDSafe Plan to ensure it reflects the current Federal, State, Territory and local regulatory requirements.

Training, Review Processes and Continual Improvement Commitment

LEIF are committed to incorporating into these guidelines the requirement of extensive training and consultation with the end users of the document. Furthermore, the guidelines will include and endorse the deployment of review mechanisms for the performance of individual plans. Finally processes to encourage individual organisations, and the industry as a whole, to commit to an ethos of continual improvement are at the core of the approach.

Guidelines

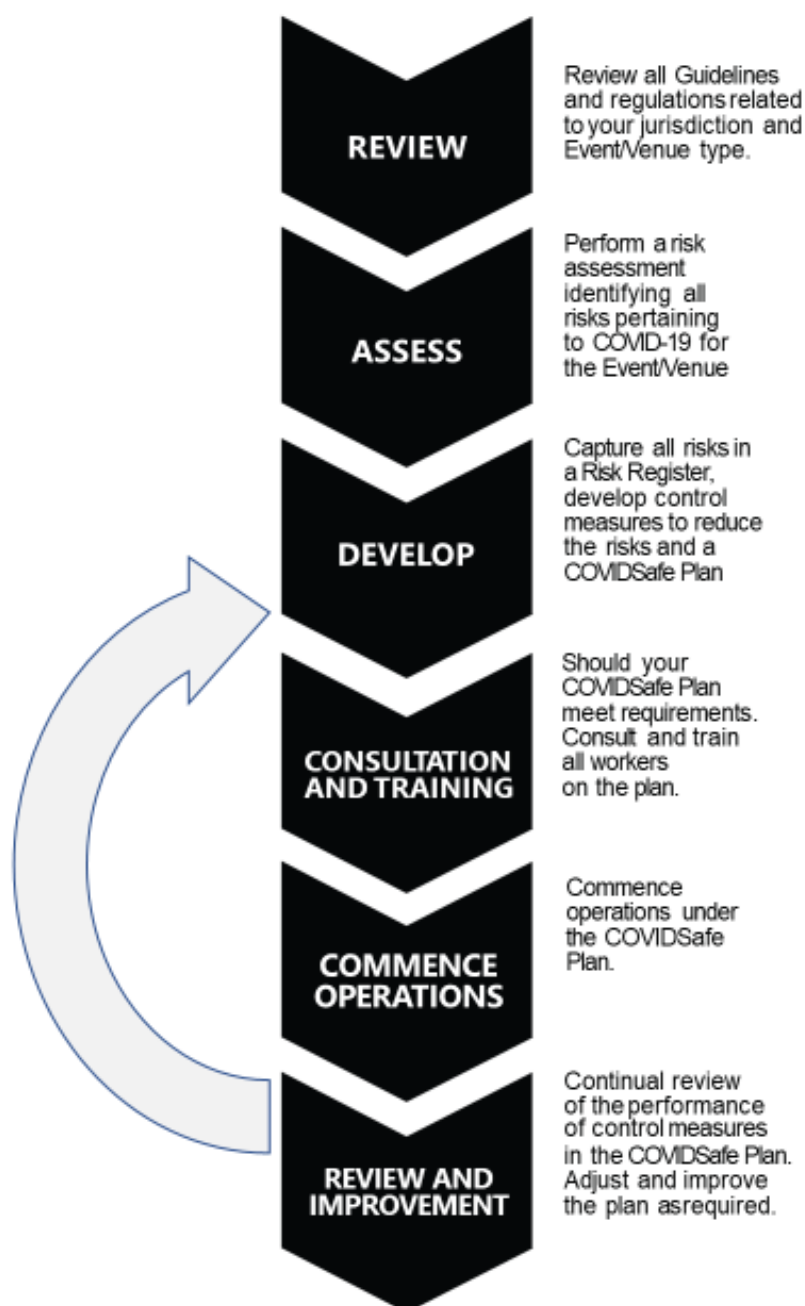
How to use these Guidelines

These Guidelines are intended to help the reader to minimise the risk of the transmission of COVID-19 at live entertainment events. They should be treated as supplementary guidelines to existing operational plans of Event Organisers and/or Venue Operators and are not intended as a replacement for pre COVID-19 operational plans.

The Guidelines are a platform from which Event Organisers and/or Venue Operators can build COVID-Safe Plans for their own specific venue or event. They do not prescribe mandatory plans or controls but are intended to act as guidance to identify areas of risk common to most circumstances. Any strategies and recommended controls within these Guidelines must be considered on a case by case basis for suitability to the unique circumstances of individual venues or events. It remains the responsibility of individual Event Organisers and/or Venue Operators to conduct the necessary risk assessments and develop all plans required to operate in the specific jurisdictions in which they undertake their business.

The phases which should be followed in the use of these guidelines are detailed below –

PROCESS OF REVIEWING COVIDSAFE GUIDELINES



Definitions

ARTG – means Australian Register of Therapeutic Goods

Cleaning - means physically removing germs, dirt and organic matter from surfaces.

COVID-Safe Plan Manager – The individual(s) with the responsibility for the creation, delivery, monitoring and auditing of the relevant COVID-Safe Plan for an event or venue

COVIDSafe Plan – For the purposes of these guidelines the term COVID-Safe Plan is a generic term of reference for documented plans that Event Organisers and/or Venue Operators are required to develop, implement and observe to operate in each State and Territory. These plans typically include restrictions and requirements such as, but not limited to, contact tracing, physical distancing, patron density limits and environmental hygiene standards.

Disinfecting - Describes a process that eliminates many or all pathogenic micro organisms including bacteria and viruses on surfaces. It is important to clean before disinfecting as organic matter and dirt can prevent the effectiveness of disinfectant to kill bacteria

Disinfectant – Products used to disinfect surfaces that are approved by the TGA and listed on the ARTG. Products known to kill the COVID 19 virus are specifically listed on the ARTG. Alternatively, products that meet minimum standards of disinfection specific to COVID-19 are detailed on the Live Entertainment Industry Page on the Safe Work Australia website.

Disinfectant wipes – Wipes used for disinfecting surfaces that are approved by the Therapeutic Goods Administration and should be listed on the Australian Register of Therapeutic Goods (ARTG).

Event Organisers and/or Venue Operators – Includes venue managers or operators, venue hirers, event promoters and event producers.

Event Space – The defined area in which the event occurs and including both front of house and back of house areas

Hand Sanitiser Stations – Typically permanent, or semi-permanent, points in a venue or at an event where patrons and workers can access Hand Sanitiser.

Health and Safety Legislation – The legislation set out in the table at page 4 of this guideline plus any other relevant health and safety legislation in force in Australia (or any State/Territory) from time to time.

Live Entertainment Industry – The collective group of the live entertainment and sporting events and venues in which their events take place

Minimum Contact Details - The minimum contact details required to be captured and retained by the organisation as required by the appropriate regulatory body representing the jurisdiction in which the event is conducted.

Minimum Physical Distancing Requirements – The minimum distance between two individuals or Social Bubbles as stipulated for that particular setting by the relevant authority for that jurisdiction.

Patrons – Members of the public who have accessed the event through rights provided to them by a ticket or membership (in relation to a sporting club or code).

Patron Density Requirements - The minimum number of square metres per patron (or per person) bubbles as stipulated for that particular setting by the relevant authority for that jurisdiction.

PCBU/Employer/Duty Holder is the term used in this document as the person or organisation responsible under applicable health and safety legislation to take particular action. This will need to be assessed based on applicable legislative requirements and the arrangements in place for a particular event.

Person Conducting a Business or Undertaking (PCBU) - is a broad term used throughout work health and safety legislation to describe all forms of modern working arrangements, which we commonly refer to as businesses.

Sanitisation – The process of hand sanitisation to kill pathogens located on the skin or objects by using an approved sanitisation product

Sanitiser – A substance or fluid designed to kill pathogen on skin and objects.

Security Staff – Staff and workers licensed to fulfill crowd control duties at an event or venue

Shadow Audience - Any patrons who enter a venue or event by means of a ticket or accreditation that they have not been directly allocated or purchased themselves

Social Bubble - Any patrons who attend an event with the group with whom they have purchased tickets collectively and/or members of the same family unit or residential accommodation

Staff – Workers engaged by Event Organisers and/or Venue Operators.

TGA - means Therapeutic Goods Administration

Terms and Conditions of Sale and Entry – Refers to a statement of patrons, Event Organisers and/or Venue Operators rights and obligations in respect of purchasing tickets to an event and attending the venue at which the event is held

Viewing Area – Refers to the area within the Event Space from which have view of the performance or event.

Workers – All staff, volunteers, contractors and other third parties fulfilling roles and responsibilities at an event or a venue.

APPENDIX A – Master list of Guidelines

SUBJECT	PURPOSE
<u>COVIDSafe Plans</u>	COVIDSafe Plans are the primary tool which an organisation can develop operational plans which meet all standards and enforceable directions. The primary focus of the COVIDSafe plan is the practical application of controls and assigned roles and responsibilities.
<u>Roles and Responsibilities</u>	The responsibility for development and management of an organisation's COVIDSafe Plan should allocated to a suitably trained or experienced individual (or individuals) to ensure compliance with all elements of the plan. The primary focus of the COVIDSafe plan is the practical application of controls and assigned roles and responsibilities.
<u>Venue and Event Space Capacity</u>	To provide guidance to Event Organisers and/or Venue Operators in establishing the maximum permissible capacity for their venue or event space type as enforced by the relevant jurisdiction due to COVID-19.
<u>Reopening Plan</u>	Venue owners and operators should develop plans and checklists to ensure the venue and all associated infrastructure is inspected and fully operable prior to reopening from a period of closure due to COVID-19.
<u>Procurement of Services and Goods</u>	To ensure that Event Organisers and/or Venues Operators have assessed the supply of goods and services to an event or venue for its compliance with all necessary COVID-19 specific regulatory requirements. This process is also designed to reduce the risk of transmission of COVID-19 in the workplace to as low as reasonably practicable.
<u>Ingress, Egress and Circulation Plans</u>	Formulate a meaningful and robust COVIDSafe Plan that mitigates COVID-19 risk around physical distancing when Event Organisers and/or Venue Operators manage the ingress, egress and circulation of patrons and workers.
<u>Patron Code of Conduct</u>	The support and commitment of patrons is required to deliver a successful COVIDSafe event. A clearly articulated Patron Code of Conduct is vehicle to gain commitment from patrons that highlight the personal responsibility of all patrons to the health and welfare of themselves, other patrons, workers and the wider community.
<u>Patron Transport</u>	To provide a safe framework for patrons travelling to or from an event via their nominated transport options.
<u>Disability Access and Inclusion</u>	To ensure that operating plans, services and communications are provided to patrons with disabilities and accessibility needs in such a way as to minimise the potential for exposure to COVID-19 and provide accessibility and inclusivity to the event experience.
<u>Customer Service</u>	To ensure the safety of Customer Service Staff and patrons in relation to directions around venues and dissemination of information.
<u>Signage Plans</u>	To ensure that Event Organisers and/or Venue Operators have appropriate signage in place to assist with patron and worker awareness and education of COVID-19 safety measures.
<u>Patron Communications - General</u>	To educate patrons on requirements of Event Organisers and/or Venue Operators attending an event or venue operating under new or revised COVIDSafe plans.
<u>Box Office and Ticketing Protocols</u>	To provide a safe framework for workers who engage with patrons at a venue or event in relation to ticketing matters.
<u>Contact Tracing</u>	To ensure that comprehensive and efficient contact tracing of all patrons and workers can be conducted for suspected or confirmed exposure to COVID-19 in a timely manner.

<u>Record Keeping</u>	To provide a guide for a PCBU/Employer/Duty Holder for the accurate, effective, and secure record keeping of data during COVID-19.
<u>Privacy</u>	To ensure that Event Organisers and/or Venue Operators comply with their privacy obligations when handling the personal information of customers collected for the purpose of assisting governments and/or health authorities with contact tracing to prevent the spread of COVID-19.
<u>Terms and Conditions of Sale and Entry</u>	To ensure that patrons are aware of any new requirements that apply to them in relation to an event as a result of COVID-19.
<u>Food and Beverage Service Plan</u>	Best practice principles for the operation of food and beverage services with a focus on reducing the risk of COVID-19 impacts.
<u>Merchandise</u>	To ensure that when Event merchandise is offered at Events that the entire process is managed to minimise the potential for exposure to COVID-19 between workers and patrons.
<u>Cloaking Service</u>	To ensure that when providing cloaking services at events that they are managed to minimise the potential for cross contamination of patron's personal items whilst in the possession of the venue.
<u>Venue and Event Related Cleaning</u>	To ensure that cleanliness, disinfection and sanitisation of all utilised areas for an event are compliant to current State or Territory and Federal legislation requirements.
<u>Waste Management</u>	To provide guidance on the safe and effective removal of waste from an event space during a pandemic.
<u>Venue and Event Medical Services</u>	In the event that a patron or worker presents at an event with COVID-19 symptoms, the COVID-19 risk is mitigated and dealt with appropriately, in order to minimise the adverse health impacts on other patrons, workers and First Aid and Medical teams attending the event.
<u>Hygiene</u>	To minimise the risk of transmission of COVID-19 in the workplace through the deployment of hygiene related infrastructure, improved awareness and education materials in venues and at events.
<u>Personal Protective Equipment (PPE)</u>	To minimise the risk of transmission of COVID-19 in the workplace through appropriate use of Personal Protective Equipment (PPE).
<u>Worker - Health Screening Protocol</u>	To establish controls to minimise the likelihood of COVID-19 entering the workplace through infected workers and to minimise the risk of transmission within the workplace.
<u>Patron - Health Screening Protocol</u>	To establish controls to minimise the likelihood of COVID-19 entering a venue or event through infected patrons and to minimise the risk of transmission to workers and other patrons.
<u>COVID-19 Awareness Training for Security Staff</u>	To provide guidance on COVID-19 awareness training for Security Staff to minimise the risk of transmission at events and venues.
<u>Access Control</u>	To provide guidance on accreditation measures that comply with State or Territory and Federal guidelines and regulations to operate in a COVID-19 safe manner.
<u>Accreditation</u>	To provide guidance on venue and event access control measures that comply with State or Territory and Federal guidelines and regulations to operate in a COVID-19 safe manner.
<u>Venue Clean Zones</u>	To ensure a consistent approach in providing a COVIDSafe environment for all talent and key operational areas, including the performance spaces and the field of play. This area will undergo rigorous bio security processes when compared to that of other areas of the venue, with an additional layer of accreditation required to access these areas.
<u>Security Searching – Patrons and Workers</u>	To provide guidance for Event Organisers and/or Venue Operators on the conduct of safe, hygienic and physically distanced security searching.

<u>Government and Council Services and Support</u>	To provide guidance for venues, events and festivals on considerations for government services provided under user pay schemes to support implementation of COVID-19 restrictions, compliance monitoring and enforcement.
<u>Evictions and Move On Powers</u>	To identify and specify legislation either at State or Territory and Federal level that will be enacted for the return to operations with regards to Evictions and move on powers for security and crowd control staff at venues, events and festivals.
<u>Broadcast Operations</u>	To provide guidelines to mitigate risk of transmission of infection via interaction between on air talent, players, floor crew, studio audience and patrons.
<u>Media</u>	To provide guidelines to mitigate risk of transmission of infection via interaction between on air talent, players, workers and patrons.
<u>Equipment Supply and Handling</u>	To mitigate the risk of infection to personnel and patrons from hired and shared equipment onsite.
<u>Heating, Ventilation and Air Conditioning Systems (HVAC)</u>	To minimise the risk of transporting airborne contaminants such as COVID-19 in venues.
<u>Ground Transport - Touring Parties and Working Groups</u>	To provide guidelines to mitigate risk of infection to Touring Parties and Working Groups whilst utilising ground transport within Australia.
<u>Accommodation - Touring Parties and Working Groups</u>	To provide guidelines for booking and arrangements at accommodation for Touring Parties and Working Groups within Australia
<u>Onsite Accommodation - Greenfields Sites</u>	To provide guidance on COVIDSafe considerations to provide a safe framework for patrons and workers accommodated within Greenfield and/or Festival sites
<u>Temporary Amenities and Facilities - Greenfield Sites</u>	To provide guidance on COVIDSafe considerations to be incorporated in the set up and operation of temporary amenities and facilities
<u>Site Design and Management - Greenfield Sites</u>	To provide guidance on COVIDSafe considerations to provide a safe framework for designing and managing a Greenfield Site
<u>Crowd Management - Greenfield Sites</u>	To provide guidance on COVIDSafe considerations to be incorporated into crowd management plans and measures for Greenfield sites
<u>Emergency Management Plans</u>	To provide guidance to Event Organisers and/or Venue Operators on the development of health emergency provisions within Emergency Management Plans
<u>Emergency Management Team</u>	To provide guidance to Event Organisers and/or Venue Operators on the structure and responsibilities of the EMT.
<u>Incident Management</u>	To provide guidance to Event Organisers and/or Venue Operators on Incident Management arrangements for responding to suspected, or confirmed, COVID-19 incidents.
<u>Patron Communications - Incident</u>	To ensure Event Organisers and/or Venue Operators meet all requirements for communication of a confirmed case of COVID-19 to patrons who may have been exposed to the infected person while on site at the event.
<u>Confirmed COVID-19 Incident Response Plan</u>	To ensure an organisation has appropriate plans in place to manage the impact upon its operations resulting from a confirmed case of COVID-19 in the workplace.
<u>Media Management</u>	Organisations should be prepared for media enquiries resulting from suspected, or confirmed, case(s) of COVID-19 at events to ensure that messaging is controlled, consistent and managed. This responsibility for this function should, wherever possible, be separated from operational responsibilities in managing an incident.

<u>Decontamination Environmental Cleaning</u>	To ensure the Event Spaces and/or workplaces are deep cleaned in the event of a confirmed, or suspected case, of COVID-19 was found at a venue/event in accordance with relevant state and federal government requirements.
<u>Risk Management Process and Methodologies</u>	To minimise the risk of transmission of COVID-19 in the workplace through appropriate applied risk management process and methodologies.
<u>Health and Safety</u>	To minimise the risk of transmission of COVID-19 in the workplace through appropriate applied Work Health and Safety protocols.
<u>Training, Awareness and Worker Induction</u>	Provide guidance on training, awareness and worker inductions for organisations in order to mitigate risks and ensure compliance with operational policies and procedures and government mandated protocols.
<u>Consultation with Workforce</u>	To assist organisations to fulfill their obligations in respect of changes in the workplace as result of COVID-19 and the implementation of COVIDSafe Plans.

APPENDIX B – Individual Guidelines

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	COVIDSAFE PLANS
SCOPE	The development, implementation and execution of COVIDSafe Plans for events and venues
PURPOSE	COVIDSafe Plans are the primary tool which an organisation can develop operational plans which meet all standards and enforceable directions. The primary focus of the COVIDSafe plan is the practical application of controls and assigned roles and responsibilities.
RELATED GUIDELINES	Training, Awareness and Worker Inductions Consultation with Workforce Roles and Responsibilities Emergency Management Plan
GUIDELINES / CONSIDERATIONS	<p>Event Organisers and/or Venue Operators should establish the COVIDSafe Plan template, and any approved guidance, which applies to their circumstance in their jurisdiction. Furthermore, it is important to confirm whether there is a requirement for the COVIDSafe Plan to be approved by, or to be registered with, the relevant body within that jurisdiction once the plan is developed.</p> <p>Compliance with COVID-19 measures in an organisation's COVIDSafe Plan is the responsibility of all workers, performers, players, officials, contractors, third parties and patrons. Event Organisers and/or Venue Operators should have a single point of contact for all COVIDSafe Plans and associated requirements.</p> <p>Event Organisers and/or Venue Operators responsibilities with respect to COVIDSafe Plans may include, but is not limited to:</p> <ul style="list-style-type: none"> • Assessing the risks and impacts of COVID-19 on the operations of event and/or venue • Developing and implementing the COVIDSafe Plan and a Response Plan to enact in the event of a case of COVID-19 in the workplace • Ensuring all aspects of the COVIDSafe Plan are integrated into the existing operational plans of the organisation such as the Emergency Management Plan • Communicating all elements of the plan to workers, hirers, contractors other key stakeholders and patrons • Complying with all regulatory standards relating to COVIDSafe Plans in the relevant State or Territory • Auditing and reporting on the delivery of the COVIDSafe Plan and ensuring areas requiring improvement are identified and addressed <p>Event Organisers and/or Venue Operators must consider, and plan for, the extent to which the COVIDSafe Plan will impact its normal operations (including assessing introduced risks generated through the implementation of COVID-19 controls). Whilst the overall responsibility for development and management of an organisation's COVIDSafe Plan may be vested in an individual or team, the delivery of such a plan is likely to be a significant and multifaceted operational project which will require the commitment and collaboration of all functional groups within an organisation.</p>

	Promoters and Event Organisers should consider incorporating into the Tour Rider a specific schedule pertaining to COVID Safety. Providing this to the venue in advance will assist in ensuring both parties can align COVIDSafe Plans and ensure risks are managed.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – About COVID-19 – Live Entertainment Industry • Safe Work Australia - Officer Duties • Safe Work Australia - Model Code of Practice: Work health and safety consultation, cooperation and coordination <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory – COVIDSafe Plan • New South Wales – COVIDSafe Plans • Northern Territory – COVIDSafe Plans • Northern Territory COVID-19 Event Safety Plan • Queensland – COVIDSafe Plans • South Australia – COVIDSafe Plans • Tasmania - COVIDSafe Plans • Victoria – WorkSafe - COVIDSafe Plans • Victoria – Business Victoria - Creating a COVIDSafe workplace • Western Australia - COVIDSafe Plans
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	ROLES AND RESPONSIBILITIES
SCOPE	Compliance with enforceable directions and specific guidance in relation to the management of COVID-19 related risks
PURPOSE	The responsibility for development and management of an organisation's COVIDSafe Plan should be allocated to a suitably trained or experienced individual (or individuals) to ensure compliance with all elements of the plan. The primary focus of the COVIDSafe plan is the practical application of controls and assigned roles and responsibilities.
RELATED GUIDELINES	Training, Awareness and Worker Inductions Consultation COVIDSafe Plans Emergency Management Plan
GUIDELINES / CONSIDERATIONS	<p>Compliance with COVID-19 measures in an organisation's COVIDSafe Plan is the responsibility of all workers and patrons. Organisations should consider appointing a suitably trained and experienced worker to fulfill the role of COVIDSafe Manager. This role may require a team, or working group, to be established to support it dependant on the final scope of the plan. It should be noted that both venue and promoter of an event should have a single point of contact for all COVIDSafe Plans and associated requirements.</p> <p>The COVIDSafe Manager should be empowered to deliver the organisation's responsibilities detailed within its COVIDSafe Plan.</p> <p>Promoters and Event Organisers should consider incorporating into the Tour Rider a specific schedule pertaining to COVID Safety. Providing this to the venue in advance will assist in ensuring both parties can align COVIDSafe Plans and ensure risks are managed.</p> <p>Whilst the overall responsibility for development and management of an organisation's COVIDSafe Plan may be vested in an individual or team, the delivery of such a plan is likely to be a significant and multifaceted operational project which will require the commitment and collaboration of all functional groups within an organisation.</p> <p>Dependant on the circumstance the primary duty or obligation to ensure compliance with the COVIDSafe Plan may be the responsibility of the Venue Operator OR the Event Organiser.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – About COVID-19 – Live Entertainment Industry • Safe Work Australia - Officer Duties • Safe Work Australia - Model Code of Practice: Work health and safety consultation, cooperation and coordination <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory – COVIDSafe Plan • New South Wales – COVIDSafe Plans • Northern Territory – COVIDSafe Plans • Queensland – COVIDSafe Plans • South Australia – COVIDSafe Plans • Tasmania - COVIDSafe Plans • Victoria – WorkSafe - COVIDSafe Plans • Victoria – Business Victoria - Creating a COVIDSafe workplace • Western Australia - COVIDSafe Plans

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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	VENUE AND EVENT SPACE CAPACITY
SCOPE	The development, implementation and execution of plans relating to venue and event space capacities
PURPOSE	To provide guidance to Event Organisers and/or Venue Operators in establishing the maximum permissible capacity for their venue or event space type as enforced by the relevant jurisdiction due to COVID-19.
RELATED GUIDELINES	COVIDSafe Plans Ingress, Egress and Circulation Plans Risk Management Process and Methodologies Emergency Management Plan
GUIDELINES / CONSIDERATIONS	<p>Reduced venue and event capacities is an established infection control measure employed by each State and Territory through enforceable COVID-19 specific restrictions. Restrictions on venue capacity may change with the easing or tightening of restrictions depending on the directions in place in a jurisdiction and as such Event Organisers and/or Venue Operators must remain cognisant of any changes in their jurisdiction.</p> <p>Each State and Territory has published details of either specific capacity limits by venue type and/or a set of parameters from which Event Organisers and/or Venue Operators are required to calculate the maximum allowable capacity for a venue or event space. These parameters need to be assessed individually and in combination with the overall capacity set at either the lowest or the highest limit identified in the process. These parameters include, but are not limited to:</p> <ul style="list-style-type: none"> • A set maximum permissible capacity • A percentage of total normal capacity • Patron density restrictions typically defined as square metres per patron • Physical distancing requirements in viewing areas, service areas and areas of transit <p>Event Organisers and/or Venue Operators should monitor relevant guidance and, where appropriate, consult closely with the relevant government agencies to confirm the method of assessment of maximum capacity prior to an event going on sale. Event Organisers and/or Venue Operators should establish key details with the relevant government agency or, in accordance with relevant guidance, that may impact the calculation of capacity such as:</p> <ul style="list-style-type: none"> • Are workers to be included in Patron Density calculations? • What areas (ie. Viewing Area, concourses and foyers) are to be included in the Patron Density calculation? • Do physical distancing requirements apply in areas of high patron flow such as concourses or are they limited to areas of high dwell time such as Viewing Areas and queuing for services such as toilets and catering? • For sporting events are seat kills required near the field of play, interchange benches and areas adjacent to player access to venue clean zones? • For performances what is the minimum distance between performers and patrons?

	<p>Event Organisers and/or Venue Operators should identify any unique, immediate and specific controls that could be employed to both minimise COVID-19 risks and maximise capacity. These can include, where practicable:</p> <ul style="list-style-type: none"> • Separate entry and exit points into the venue or event space. • Increase the number of entry and exit points into and out of the event space. • One way movement through services such as toilets and catering. • Consideration for multiple entry/exit points that lead to segregated/separated areas of the venue • Employing separate, distinct and fully serviced zones, where there is no intermingling of the groups • Use of Personal Protective Equipment (PPE) • Increased natural air flow and ventilation <p>In venues and event spaces with more than one stage, a mix of indoor and outdoor areas Event Organisers and/or Venue Operators should establish the maximum capacity of each of these spaces. Signage, infrastructure and supervision should be employed as controls to enforce the maximum capacity restrictions in defined area.</p> <p>It is important that Event Organisers and/or Venue Operators assess the risk associated with any controls deployed to limit or manage patron movement and that any changes are incorporated into the Emergency Management Plan.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> • Sports Grounds Safety Authority - Guide to Safety at Sports Grounds Supplementary Guidance 02:Planning for social distancing at sports grounds <p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – About COVID-19 – Live Entertainment Industry • Safe Work Australia - Officer Duties • Safe Work Australia - Model Code of Practice: Work health and safety consultation, cooperation and coordination • Australian Government – Department of Health – Physical Distancing Guide • Australian Health Protection Principal Committee (AHPPC) statement on the safe return of crowds to stadiums, arenas and large theatres <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory – COVIDSafe Plan • New South Wales – COVIDSafe Plans • Northern Territory – COVIDSafe Plans • Queensland – COVIDSafe Plans • South Australia – COVIDSafe Plans • Tasmania - COVIDSafe Plans • Victoria – WorkSafe - COVIDSafe Plans • Victoria – Business Victoria - Creating a COVIDSafe workplace • Western Australia - COVIDSafe Plans
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	REOPENING PLANS
SCOPE	Creation and implementation of plans and checklists to reopen a venue or event space after a period of closure
PURPOSE	Venue owners and operators should develop plans and checklists to ensure the venue and all associated equipment and infrastructure is inspected and fully operable prior to reopening from a period of closure due to COVID-19.
RELATED GUIDELINES	Heating Ventilation and Air Conditioning (HVAC) Record Keeping Work Health and Safety Venue and Event Related Cleaning
GUIDELINES / CONSIDERATIONS	<p>Venue owners and operators should develop a detailed checklist, with timelines, to ensure that all infrastructure and services are functioning safely and effectively prior to reopening. This checklist should include cleaning, testing and assessment of items such as:</p> <ul style="list-style-type: none"> • HVAC systems • Recommissioning of cooling towers • Fire Systems • Lighting • Audio Systems • Exit Lights • CCTV Systems • Kitchens – General • Reticulation Systems in Bars • Refrigeration • Pest Control • General and specific cleaning requirements <p>Venue owners and operators should ensure that only suitably trained workers and contractors conduct testing and assessment of high risk plant and equipment.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> • Event Safety Alliance (ESA) Reopening Guide <p>National –</p> <ul style="list-style-type: none"> • Safe Work Australia COVID-19 Information for Live Entertainment
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	PROCUREMENT OF SERVICES AND GOODS
SCOPE	Conducting due diligence on all aspects of the supply of services and goods to an event or venue in relation to COVIDSafe practices.
PURPOSE	To ensure that Event Organisers and/or Venues Operators have assessed the supply of goods and services to an event or venue for its compliance with all necessary COVID-19 specific regulatory requirements. This process is also designed to reduce the risk of transmission of COVID-19 in the workplace.
RELATED GUIDELINES	COVIDSafe Plan Personal Protective Equipment (PPE) Risk Management Process and Methodologies Equipment Supply and Handling
GUIDELINES / CONSIDERATIONS	<p>Event Organisers and/or Venues Operators should as part of the assessment process of engaging, or continuing to engage, supply arrangements consider some of the following examples of areas requiring focus:</p> <ul style="list-style-type: none"> • Does the organisation have an approved COVIDSafe Plan which encompasses the specific service or supply that you are seeking them to provide? • Is the organisation capable of meeting the standards you require them to operate under in relation to your COVIDSafe Plan? • Does the organisation have the resources and means to maintain supply if they have an outbreak of COVID-19 within their workforce? • Can the supplier demonstrate a commitment to COVID-19 training and awareness for all workers under their responsibility? • Does the supplier agree to only use PPE and cleaning, sanitisation and disinfecting products that are approved by the Therapeutic Goods Administration? • Does the supplier have an appropriate management plan in place to manage any suspected or confirmed cases of COVID-19 within their workforce? • In the specific areas of PPE and disinfecting products are the products, and/or the supplier listed on the Australian Register of Therapeutic Goods (ARTG) register? • In line with Venue's induction process all suppliers and their agents must ensure they have systems in place to demonstrate compliance with COVIDSafe Plan protocols. <p>Given the reliance of the industry on large numbers of specialised local and national suppliers it is important for Event Organisers and/or Venues Operators to communicate all expectations and requirements of their supply agreements to secure business and industry continuity.</p>
REFERENCE DOCUMENTS / GUIDANCE	National - <ul style="list-style-type: none"> • Therapeutic Goods Authority (TGA) • Australian Register of Therapeutic Goods (ARTG)
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-19 GUIDELINES	
SUBJECT	INGRESS, EGRESS AND CIRCULATION PLANS
SCOPE	Guidelines to mitigate COVID-19 risks in the flow of patrons and workers into, out of and within venues.
PURPOSE	Formulate a meaningful and robust COVIDSafe Plan that mitigates COVID-19 risk around physical distancing when Event Organisers and/or Venue Operators manage the ingress, egress and circulation of patrons and workers.
RELATED GUIDELINES	Signage Plans COVIDSafe Plans Patron Communication – General Box Office and Ticketing Protocols Training, Awareness and Worker Inductions
GUIDELINES / CONSIDERATIONS	<p>Background:</p> <p>In anticipation of Event Organisers and/or Venue Operators being given approval to reopen their venues, some limitations are likely to be in place due to a requirement around physical distancing which will impact venue capacities.</p> <p>For approvals to be issued, Event Organisers and/or Venue Operators will generally require a meaningful and robust COVIDSafe Plan to mitigate the risks of staging an event.</p> <p>When Event Organisers and/or Venue Operators are formulating a COVID-19Safe Plan, the following key objectives should be given consideration:</p> <ul style="list-style-type: none"> • Safe Environment - Provide an environment where COVID-19 risks are reduced as much as reasonably practicable for patrons, workers, clients, contractors, performers, sports professionals and others. • Customer Experience – Ensure new operating plans and procedures maximise COVID-19 safety, whilst maintaining a positive customer experience. • Contactless Technology – Minimise direct contact and interface between workers, contractors, hirers and the public. • Flexible – The Event Organisers and/or Venue Operator’s COVIDSafe Plan needs to be adaptable and scalable to deal with a fluid and changing environment. • Sustainable – Measures implemented need to be sustainable for the Event Organisers and/or Venue Operators. <p>What Event Organisers and/or Venue Operators implement will vary, based around the specific restrictions and guidelines of the jurisdiction in which they operate, venue type and design, and risk appetite of stakeholders.</p> <p>Overview:</p> <p>Event Organisers and/or Venue Operators should consider the following when developing their specific Front of House (FOH) ingress, egress, circulation and density management plans:</p> <ul style="list-style-type: none"> • Create an adaptable and scalable COVIDSafe Plan in line with State/Territory requirements. • Create a risk identification and assessment template. • Keep regularly up to date in relation to current infection rates and clusters for their respective State or Territory. • Keep up to date with developments and guidelines from their respective State or Territory Government’s Health Department and, as appropriate, keep up to date with National guidelines and recommendations. • Review and enhance the COVIDSafe Plan on a regular basis.

- Ensure all workers, contractors, clients, performers, sporting teams and stakeholders understand their roles and responsibilities in relation to the COVIDSafe Plan.

Patron Flow Planning:

Following is a list of specific items that venue operators should consider for potential inclusion within their COVIDSafe Plan:

Ingress:

When creating a methodology for an effective venue entry strategy, consider the following controls:

- External queuing space and existing activities to minimise congregation of people.
- Pedestrian modelling to calculate entry time per patron based on entry process (e.g. security checks, bag checks, ticket scanning etc.).
- Additional entry points to spread entry load.
- Phasing Patron Entry (Entry Times on Ticket).
- Queue Management (Internal & External).
- Security/Anti-Terrorism Measures.
- Automating Ticket Checking.
- Physical Distancing.
- One Directional Pedestrian Flow.
- Hand Sanitiser provision.
- Signage (Operational, Physical Distancing, Hygiene and Guidelines to not enter if unwell with COVID-19 related symptoms etc).
- Accessible entry.
- Separate entry and exit points where feasible to minimise patron cross over.
- Workers PPE and protective barriers/screens, where possible and effective
- Queue Managers and Spruikers.
- Doors/Gate Opening Times.
- Open External and Internal Doors/Gates at same time to minimise crowd density in foyers & concourse

Circulation:

Wherever possible, create one directional pedestrian flow and manage such through measures such as any or all the following:

- Temporary infrastructure.
- Eye level signage.
- Floor decals.
- Door decals.
- Staff directions.
- Information flyer on entry.
- Public Announcements - eg. Video screen, public address, IPTV etc.
- Be cognisant of potential queuing paths generated by services such as toilets and catering outlets.
- Utilise a communication plan to encourage patrons to remain and return to their seats whenever possible – eg. to consume food and beverage.
- Assess widths, flow rates and directional flow impacts of all areas of the venue.
- Where required Event Organisers and/or Venue Operators should extend their planning to address “the last mile”.
- Specific consideration should made to the management of the movement of disabled and mobility impaired patrons.

Egress:

Consider whether any of the following measures would be of benefit to event and/or venue plans:

- Use Separate Entry and Exit Gates/Doors.
- Maximise the number of available exits.
- Minimise crossover flows.
- Eye level signage.
- Floor signage.
- Workers directing patrons.
- Information Flyer on entry to venue.
- Public Announcements (e.g. Video screen, public address, IPTV).

Ticketing and Seating:

Look to use technology from the event's ticketing provider to assist where possible:

- Move to digital ticketing.
- Cashless transactions only, where possible.
- Have fixed ticket scanners or turnstiles where feasible.
- Create a seating plan that meets the State or Territory Governments' Minimum Physical Distancing Requirements and/or Patron Density Requirements
- Liaise with the ticketing provider to complete an Event Build based on the venue's seating plan.

Staff and Contractors:

Ensure that all workers and contractors understand the key components of the COVIDSafe Plan and consider implementing the following:

- Create Standard Operating Procedures (SOP) for all roles covering duties, responsibilities, PPE and equipment requirements.
- Create an equipment and PPE list which may be mandatory or voluntary depending on the role, and relevant State or Territory requirements.
- Potential PPE equipment/supplies:
 - Face Shields
 - Face Masks
 - Hand Sanitiser
 - Disposable Gloves
- Ensure workers maintain physical distances when being briefed or taking tea/meal breaks.
- Ensure all workers and contractors are appropriately trained
- Communications – ensure multi-channel communications to staff and contractors around keeping safe and COVID-19 Protocols (Email, workforce digital tools, posters in staff areas and bathrooms, digital screens etc).

Communications Plan:

Create a multi-channel communication plan that articulates what measures have been implemented and their likely impact on all who visit the Venue including:

- Patrons
- Clients
- Workers
- Community
- Media

Communications may include:

- Digital Communications (Venue & Ticketing Website, Social Media Channels, Direct Emails, Mobile Apps).

	<ul style="list-style-type: none"> • Call Centre/Reception Staff Information (reception, ticketing call centre, sales). • Signage (physical and digital) around venue, including entries, bathrooms and concourse. • Spruiker and announcement information. • Q&A's developed for staff to answer questions.
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> • Sports Grounds Safety Authority - Guide to Safety at Sports Grounds Supplementary Guidance 02: Planning for social distancing at sports grounds <p>National -</p> <ul style="list-style-type: none"> • Australian Government - Department of Health – COVID-19 Social Distancing Guidance • Australian Government - Department of Health – COVID-19 Resources • Australian Health Protection Principal Committee (AHPPC) statement on the safe return of crowds to stadiums, arenas and large theatres <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory – COVIDSafe Plan • New South Wales – COVIDSafe Plans • Northern Territory – COVIDSafe Plans • Queensland – COVIDSafe Plans • South Australia – COVIDSafe Plans • Tasmania - COVIDSafe Plans • Victoria – WorkSafe - COVIDSafe Plans • Victoria – Business Victoria - Creating a COVIDSafe workplace • Western Australia - COVIDSafe Plans
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	PATRON CODE OF CONDUCT
SCOPE	To provide patrons with a clear understanding of the requirements that they need to adhere to when attending a specific event or venue
PURPOSE	The support and commitment of patrons is required to deliver a successful COVIDSafe event. A clearly articulated Patron Code of Conduct is a vehicle to gain commitment from patrons that highlight the personal responsibility of all patrons to the health and welfare of themselves, other patrons, workers and the wider community.
RELATED GUIDELINES	Patron Communication – General Terms and Conditions of Entry and Sale
GUIDELINES / CONSIDERATIONS	<p>To assist Event Organisers and/or Venue Operators in communicating the requirement that patrons are required to adhere to a Patron Code of Conduct can be developed.</p> <p>In drafting a Patron Code of Conduct the following should be considered:</p> <ul style="list-style-type: none"> • The contents should be specific to the venue and/or the event • It should reflect current guidance and regulations • It should be clear, concise and in plain language, and available in multiple languages, if appropriate • It should highlight that compliance equates to respect and that non-compliance risks not just the individual but the wide community • The Code of Conduct should be communicated and socialised on digital platforms and posted in high traffic areas within the venue <p>Examples of wording may include:</p> <p><i>To assist our staff and to protect the health of you and your fellow fans please observe the following -</i></p> <ul style="list-style-type: none"> • <i>Observe social distancing at all times and avoid close contact with other fans not in your social bubble</i> • <i>Remain in your allocated seat whenever possible</i> • <i>Maintain good hand hygiene – sanitisation stations are readily available within the venue</i> • <i>Cover your coughs or sneezes with your elbow</i> • <i>All payments within the venue are contactless</i> • <i>When moving past other fans moving to and from your seat avoid face to face contact by facing away from them as you pass</i> <p><i>Thank you for your commitment and support in keeping your fellow fans and your community safe</i></p>
REFERENCE DOCUMENTS / GUIDANCE	<p>International -</p> <ul style="list-style-type: none"> • Sports Grounds Safety Authority - Guide to Safety at Sports Grounds Supplementary Guidance 02: Planning for social distancing at sports grounds <p>National –</p> <ul style="list-style-type: none"> • Australian Government – Department of Health – Physical Distancing Guide
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	PATRON TRANSPORT
SCOPE	The operational delivery of transport for patrons
PURPOSE	To provide a safe framework for patrons travelling to or from an event via their nominated transport options
RELATED GUIDELINES	Patron Communication – General Venue and Event Related Cleaning Hygiene Ingress, Egress and Circulation Plans Contact Tracing
GUIDELINES / CONSIDERATIONS	<ul style="list-style-type: none"> Wherever possible, encourage travel only with those within your household or those within the direct group you will be attending the event with. Look to increase dialogue with public and private transportation entities to develop, where practical, strategies that minimise COVID-19 risks associated with arrival to or departure from the site. Where possible, Hand Sanitiser Stations should be implemented at any transport related touchpoint areas. <p>Public Transport:</p> <ul style="list-style-type: none"> Refer to government guidelines relating to public transport usage. Work with public transport service providers to establish the requirements by way of the scale of the overlay needing to be deployed based on projected attendances and any physical distancing requirements. Where possible agree with public transport providers the service levels and staffing structures required to deliver services which meet the necessary standards and expectations of patrons. <p>Rideshare and Taxis:</p> <ul style="list-style-type: none"> Consider installation of designated rideshare drop-off and pickup zones with accompanying crowd control infrastructure is recommended in order to minimise crowding at potential ingress/egress choke points. Refer to business recommendations relating to ridesharing apps. Consider requests of dedicated pickup zones assignment within ridesharing apps to minimise random outdoor waiting areas for patrons, in turn supporting contract tracing efficacy if required. <p>Bus Transfers:</p> <ul style="list-style-type: none"> Where paid bus transfers to the event site are organised by the Event Organiser and/or Venue Operator consideration should be given to implementing systems and conditions for any contact tracing requirements for patrons using these services. <p>Private Vehicles / Car Parks:</p> <ul style="list-style-type: none"> Onsite car parking should consider cashless only payment, where possible. Valet &/or shared patron “buggy” services should be limited. Onsite car parking should display signage upon entry regarding Government guidelines for COVID-19.

	<ul style="list-style-type: none"> Event Organisers and/or Venue Operators should ensure carparking sites are included in any updated cleaning and hygiene practises, including regular cleaning of high touchpoint areas such as ticket and pay machines.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> Australian Government Information for Public Transport Australian Government – Department of Health – Physical Distancing Guide <p>State or Territory -</p> <ul style="list-style-type: none"> New South Wales - Travel and Transport Advice Northern Territory - Travel and Transport Advice Queensland - Travel and Transport Advice South Australia - Metro Travel and Transport Advice Tasmania - Travel and Transport Advice Victoria - Public Transport Travel Advice Western Australia - Transperth Travel & Transport Advice <p>Rideshare links -</p> <ul style="list-style-type: none"> Uber COVID-19 Resources Ola COVID-19 Resources DiDi COVID-19 Resources
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	DISABILITY ACCESS AND INCLUSION
SCOPE	Delivery of services for patrons with disability and accessibility needs.
PURPOSE	To ensure that operating plans, services and communications are provided to patrons with disabilities and accessibility needs in such a way as to minimise the potential for exposure to COVID-19 and provide accessibility and inclusivity to the event experience.
RELATED GUIDELINES	Ingress, Egress and Circulation Plans Patron Transport Training, Awareness and Worker Inductions Customer Service
GUIDELINES / CONSIDERATIONS	<p>Overview: Communications, services and operations relating to COVID-19 should consider plans for welcoming persons with disabilities and providing accessible and inclusive experiences.</p> <p>In these guidelines ‘people with a disability’ refers to people who have an impairment that affects their physical, mental, intellectual or sensory functions – and may be permanent or temporary. This may mean they encounter barriers to accessing information. You should also consider the communication and event needs of persons with disabilities which may be physical or invisible, including:</p> <ul style="list-style-type: none"> • Persons in a wheelchair • Persons with vision or hearing impairments • Persons recovering from accidents or illness • Persons with sensory conditions • Persons who are neurodiverse • Persons with intellectual disability • Persons with chronic health issues • Persons who are ageing • Persons with English as a second language or who have low literacy <p>Consideration should be given in engaging/consulting with local advocates for persons with disabilities in developing specific COVIDSafe Plans.</p> <p>Communication: Providing up to date accessible communication to all patrons is important to ensure patrons can prepare and be informed about the event experience.</p> <p>Accessible communication ensures everyone has the same access and opportunity to read information, use websites, attend events, respond in emergency situations and find out about specific COVID-19 protocols across all communication channels.</p> <p>Review and updating of information relating to disability services and accessibility at events relating to COVID-19 operations may include:</p> <ul style="list-style-type: none"> • Website Information • Maps/Seating Plans

- Ticketing website information
- Email information
- Disability and Accessible ticketing/Venue Hotlines
- Support worker access and information
- Telephone “on-hold” messaging
- Briefing of reception and ticketing staff who respond to patron enquiries

Transport and Car Parking:

- Consultation with public transport, taxis and ride hailing companies to confirm their services and any changes/impacts due to COVID-19 for persons with disabilities (include in communications with patrons).
- Dedicated parking bays for persons with disabilities (ensuring compliance with standards).
- Dedicated drop off and/or parking for disability support workers.

Arrival and Exit:

- Review signage and wayfinding (fixed and digital), ensuring accessible communications best practise in place (font, height, language).
- Ensure queue management systems are accessible for persons in wheelchairs and persons with mobility impairments.
- Consider placement of COVID-19 specific communications (such as floor decals highlighting safe physical distances) in a range of positions to ensure accessible to all persons.
- Dedicated entry for persons with a disability and their support worker/carer, ensuring clear signage, communications and staff are well briefed on entry protocol.
- Consider increased wait times/travel paths due to changes in COVID-19 Operations and look for opportunities to provide accessible queues, priority egress at the end of the event and ushers to direct the most convenient and shortest travel pathways.

Operations:

- A suitably trained and qualified Manager, Supervisor/Team Leader should be engaged at all events to brief staff on operations and services for patrons with disabilities and assist with customer service.
- Venue or event spaces that reduces points of ingress or egress must ensure continued accessibility.
- Venues that temporarily reduce capacity should confirm that they still offer enough accessible seating, including companion seats, to comply with disability laws.
- Dedicated lift access for people with accessibility challenges.
- Install and manage appropriate queue management systems to meet physical distancing requirements. Use of floor markings particularly in the most crowded areas, such as serving counters and tills. Ensure one-way traffic flows, with dedicated entrances and exits, to minimise congestion.
- Wheelchair spaces to be positioned the minimum physical distance required from each other.
- The minimum physical distance required is maintained behind wheelchair bays where possible.

Training:

- All staff to have conducted the relevant COVID-19 specific training.

	<ul style="list-style-type: none"> • Ensure training is provided to key staff which includes communicating with people with intellectual disability, or who are neurodiverse, about COVID-19 event safety requirements. • Include COVIDSafe Plan update in staff briefing notes. <p>Cleaning and Hygiene:</p> <ul style="list-style-type: none"> • Hand sanitiser units in place for staff and patrons. • Staff to regularly sanitise touch points. • Supply of accessibility assistance equipment such as wheelchairs, MLAK key for changing places facilities and hearing loop equipment to be sanitised before and after each usage. • Accessible bathrooms furnished with suitable sanitising equipment/materials. • Accessible bathroom touch points to be cleaned and disinfected before and after each use by dedicated staff members. • Quiet rooms to be disinfected before and after use and dedicated staff member to clean all touch points throughout events.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government – Department of Health – Physical Distancing Guide • The Disability Discrimination Act 1992 (Commonwealth) <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory – Disability Services Act • Queensland - The Disability Services Act • New South Wales – Disability Discrimination Act • Northern Territory – Disability Services Act • South Australia – Disability Services Act • Tasmania– Disability Services Act • Victoria – Disability Act • Victoria – Accessible Communication Guidelines • Western Australia – Disability Services Act • The Equal Opportunity Act (relevant State) • The Charter of Human Rights and Responsibilities Act (relevant State) <p>Other Reference Materials -</p> <ul style="list-style-type: none"> • Get Skilled Access – Reference Materials
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CUSTOMER SERVICE
SCOPE	Customer Service Staff protocols
PURPOSE	To ensure the safety of Customer Service Staff and patrons in relation to directions around venues and the dissemination of information.
RELATED GUIDELINES	Training, Awareness and Worker Inductions Contact Tracing Worker – Health Screening Protocols Signage Plans Patron Code of Conduct Hygiene Personal Protective Equipment (PPE)
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <ul style="list-style-type: none"> Customer Service Staff, who provide ushering and customer service are key to maintaining a COVIDSafe venue, as they are the front-line staff interacting with the patrons attending events in the venue. <p>Training:</p> <ul style="list-style-type: none"> All staff should have conducted the relevant COVID specific training modules. Include COVIDSafe Plan responsibilities in staff briefing notes and where necessary in Event Plans and documentation. Event plans and training models should include information and protocols on how to seat houses and venue preferred customer flows and the procedures to follow if a patron feels unwell and where first aid stations are located. Ensure all staff understand the venue's COVIDSafe Plan and how it relates to their respective duties. <p>Worker Health Screening and Contact Tracing:</p> <ul style="list-style-type: none"> Where possible appoint a COVIDSafe Manager to organise the monitoring of staff health screening (including, monitoring throughout the shifts) and to keep a record of any staff and/or any patrons presenting any symptoms. Ensure that all staff are aware of venue policy surrounding being fit for work. Workers should not attend work if unwell or have cold like symptoms. Workers who do present symptoms on arrival should not be permitted to commence their shift and should be required to leave the venue. Workers are encouraged to have the COVIDSafe App downloaded and are permitted where possible to carry their mobile phone discreetly during their shifts. <p>Physical distancing:</p> <ul style="list-style-type: none"> Ensure that Customer Service Staff are correctly positioned within the venue, and where possible, have adequate physical distance from patrons and other workers. Where Customer Service Staff work in groups, try to ensure consistency of groups to avoid cross contamination. This may be accomplished by compartmentalisation of staffing groups.

	<ul style="list-style-type: none"> • Staff to monitor patron movement to ensure that patrons abide by the venue's physical distancing requirements. • Ensure that Customer Service Staff are correctly positioned within the venue and where possible have adequate physical distance from patrons. • Customer Service Staff to monitor seating areas and patron movement to ensure that patrons do not move into seats withheld from use for the purposes of facilitating physical distancing. <p>Cleaning and Hygiene:</p> <ul style="list-style-type: none"> • Operational equipment such as two-way radios, torches, ear pieces and pens should not be shared with other team member during the shift. All workers rostered should be issued with their own equipment and ensure that all equipment is cleaned and sanitised at the start and conclusion of each shift. • Well signed Hand Sanitiser Stations be made readily available for workers and patrons. • During entry procedures, where possible, limit the touch point on the event tickets whether hard or digital ticket. Patrons should at all times handle their own ticket or phone. • Customer Service Staff must wear and utilise the PPE that is considered to be appropriate by management and that is issued to them at the commencement of their shift. • Ensure that workers maintain excellent hand hygiene practices. • Customer Service Desks should ideally be fitted with protective Perspex sneeze screens to avoid direct contact with patrons where possible. • Where possible Customer Service Staff should be issued with their own uniform to maintain and arrive dressed for work. If uniforms are supplied at each shift, Event Organisers and/or Venue Operators should ensure that the correct cleaning and hygiene processes have occurred during laundering and where possible minimise touch points during dispatch and return. <p>Communication:</p> <ul style="list-style-type: none"> • Event Plans should include information that needs to be disseminated to patrons prior to arrival at the venue • COVIDSafe signage, including the Patron Code of Conduct, to be on display throughout the venue providing details of key controls to prevent the spread of COVID-19. • Where announcements and digital screens are utilised to provide information to patrons this should include key customer service messaging <p>Record Keeping:</p> <ul style="list-style-type: none"> • Include a formal post event debrief on customer service deliverables against COVID-19 related objectives, and that continuous improvement action plans are generated post event.
REFERENCE DOCUMENTS / GUIDANCE	<p>International -</p> <ul style="list-style-type: none"> • Sports Grounds Safety Authority - Guide to Safety at Sports Grounds Supplementary Guidance 02:Planning for social distancing at sports grounds <p>National –</p> <ul style="list-style-type: none"> • Australian Government – Department of Health - COVID-19 infection control training • Australian Government – Department of Health – Physical Distancing Guide

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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	SIGNAGE PLANS
SCOPE	COVIDSafe signage requirements for venues
PURPOSE	To ensure that Event Organisers and/or Venue Operators have appropriate signage in place to assist with patron and worker awareness and education of COVID-19 safety measures.
RELATED GUIDELINES	Patron Communication – General COVIDSafe Plans Patron Code of Conduct Training and Awareness
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <ul style="list-style-type: none"> • Confirm specific signage requirements of each State or Territory. • Use digital signage wherever possible to facilitate changes as requirements are amended. • Identify high visibility locations suitable to install signage. <ul style="list-style-type: none"> ▪ Establish relevant key messaging for the venue which may include: <ul style="list-style-type: none"> ▪ Be mindful of others, maintain physical distancing ▪ Standard hygiene messaging including BYO hand sanitiser ▪ Standard COVID Health messaging – e.g. stay home if not well ▪ Download COVID-Safe App ▪ Maximum number of patrons in certain areas (lifts, rooms etc.) ▪ Cashless Only • If it is identified that there will be significant numbers of non-English speaking community groups in attendance at an event, information (where possible) may be provided in both English and any other relevant language. • Be mindful of changing circumstances. All permanent or semi-permanent signage must be able to stand the test of time – avoid dates, measurements (e.g. 1.5m), maximum numbers if possible as these may change. <p>Key locations for signage include, for example:</p> <ul style="list-style-type: none"> • At all entry points - all messaging • Outside toilets - maximum numbers and physical distancing • Internal Toilets - hygiene messaging • In Lifts - maximum numbers and physical distancing • Top and bottom of escalators -physical distancing • Food and beverage outlets -hygiene, physical distancing, rules on consumption of alcohol, food (e.g. in seats, cashless only) • Function Rooms -maximum numbers, physical distancing, rules on consumption of Food and Beverages • Ticketing windows -physical distancing, cashless only • General concourse -Standard Health messaging, general hygiene and physical distancing. • Worker facilities -all messaging • Merchandise outlets -cashless only • Seating sections and aisles - physical distancing • Scoreboards and Video screens including using touring production equipment - all messaging

	<p>Types of Signage:</p> <ul style="list-style-type: none"> • Digital -Replay Screens and IPTV • Decals on ground to determine standing distance apart in lines at entrance, toilets, catering outlets and merchandise stands • Toilet mirror decals -hygiene • A-Frames/Free Standing/Wall in lift wells, external toilets, catering outlets, Escalators, Entry/Exit points • Counter signage -cashless only <p>Event Organisers and/or Venue Operators should look for opportunities to support the in venue/at event messaging through all related websites and social media platforms.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia - Signage and posters - COVID-19 • Australian Government - Department of Health - Coronavirus (COVID-19) campaign resources • Australian Government – Department of Health – Physical Distancing Guide <p>State and Territory -</p> <ul style="list-style-type: none"> • New South Wales - Signage Resources • Victoria - Signage Resources
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	PATRON COMMUNICATIONS – GENERAL
SCOPE	General patron communications regarding COVIDSafe event practices
PURPOSE	To educate patrons on requirements of Event Organisers and/or Venue Operators attending an event or venue operating under new or revised COVIDSafe plans
RELATED GUIDELINES	Patron Communications – Incident Terms and Conditions of Sale and Entry Privacy COVIDSafe Plan Patron Code of Conduct Signage Plans
GUIDELINES / CONSIDERATIONS	<ul style="list-style-type: none"> Given the current climate often requires rapid adaptation of COVIDSafe plans to ensure compliance with public health directives and State or Territory and Federal regulations or policy, Event Organisers and/or Venues should ensure that any communications made to the public are always up-to-date and readily available to patrons through all available channels eg. Venue, ticketing or event organiser websites, social media feeds etc. Dedicated communications outlining the Event Organisers and/or Venue Operators COVIDSafe expectations should be distributed to event patrons prior to the event and should be visible at all times throughout the venue during the event. These communications should be delivered with sufficient time for any patron actions to be completed, whilst also aiming for information contained to be as current as possible to the timing of the event itself. Where possible, these communications should be sent via email and where last-minute updates or reminders are required, an SMS should be sent. The information contained within these communications serves not only to outline specific requirements of your audience regarding COVIDSafe practices whilst in attendance, but also to offer patron confidence that their safety and wellbeing has been properly considered. Regardless of how thorough public documentation may be, it is important to communicate directly with your audience, where possible, to provide an additional level of comfort in their return to events and ensure their expectations are best managed prior to arrival. <p>Direct communications should include detail regarding:</p> <p>COVIDSafe Plan Requirements: Specific requirements and/or practices that will be in place to support the COVIDSafe Plan should be detailed and patrons should be advised that their adherence to these requirements is expected. These could include such things as requirements for physical distancing, entry, queueing, door opening times, food and beverage service, merchandise and cloak room policies.</p> <p>Event Attendance – Terms and Conditions of Entry: Terms and Conditions of Entry, including COVIDSafe Plan specific provisions, should be detailed in full and where possible these should be included in the ticket purchase pathway.</p>

	<p>If not practical to provide conditions of entry in full, links could be included in the ticket purchase pathway with a directive for the ticket purchaser to review Terms and Conditions of Entry in full. If not practical to include Terms and Conditions of Entry in ticket purchase pathway (because, for example, tickets to an event have already been purchased), then any new COVID-19 specific conditions need to be notified to ticket purchasers via email.</p> <p>Event Attendance – Health: Patrons should be reminded that good hygiene practices must be observed at all times and that if they are unwell or subject to a self-quarantine or self-isolation period at the time of the event, they are not to attend. It should be clearly communicated that their attendance implies compliance with these expectations. Attending while under quarantine or isolation orders is against the law. It should also be noted that attendance when unwell with any COVID-19 symptoms may be contravening public health emergency directions.</p> <p>It should be requested that patrons ensure their details are up-to-date with the agency through which their ticket was purchased. Steps to update details, if required, should be provided (including options for online, phone or in person).</p> <p>Australian Government COVIDSafe App: Encourage your patrons to download and register their details in the COVIDSafe App prior to arrival. A link to Australian Government Department of Health for further detail should be included and patrons should be reminded that the app must be running for it to be effective.</p> <p>Event Non-Attendance and Refund Policy: Should a patron be unable to attend the event due to related COVID-19 government guidelines, steps outlining the process regarding their ticket(s) should be outlined by the Event Organiser and/or Venue Operator</p> <p>Patron Code of Conduct: It is recommended that Event Organisers and/or Venue Operators consider adopting and promoting a Patron Code of Conduct to gain support from patrons for the COVIDSafe Plan.</p> <p>Contact Details: Where possible, patrons should be provided contact details where they can go for further COVIDSafe queries regarding the event / venue.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government - Department of Health – COVIDSafe APP • Safe Work Australia - Signage and posters - COVID-19 • Australian Government - Department of Health - Coronavirus (COVID-19) campaign resources • Australian Government – Department of Health – Physical Distancing Guide
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-19 GUIDELINES

SUBJECT	BOX OFFICE AND TICKETING PROTOCOLS
SCOPE	The engagement protocol for workers interacting with patrons relating to ticketing matters
PURPOSE	To provide a safe framework for workers who engage with patrons at a venue or event in relation to ticketing matters
RELATED GUIDELINES	Signage Plan Ingress, Egress and Circulation Plans Personal Protective Equipment (PPE) Training, Awareness and Worker Inductions
GUIDELINES / CONSIDERATIONS	<ul style="list-style-type: none"> • Infrastructure permitting, digital tickets are encouraged in order to: <ul style="list-style-type: none"> ▪ Minimise physical contact between patrons and workers. ▪ Support an effective contact tracing regime. • Physical 'hard' tickets should be deprioritised and as such, Event Organisers and/or Venue Operators are encouraged, where possible, to establish event based "on the spot" method of patron digital ticket delivery (including purchased Box Office collects and guest tickets not issued in advance). • Where possible, card only transactions are encouraged. • Box Offices should minimise shared-touch surfaces by: <ul style="list-style-type: none"> ▪ Resending digital tickets rather than printing physical 'hard' tickets in instances where event day replacements are required. ▪ Minimisation (or complete removal) of cash sales. ▪ Where possible, removal of pens and any process requiring signature confirmation and alternative recording methodology should be established. • Where possible, physical barriers such as plexiglass or similar protective shielding should be installed to limit direct contact between patrons and Box Office workers. • Scheduled cleaning and disinfection of any patron touchpoint surfaces at box offices should be maintained. • Signage should be visible at all box office windows with the below prompts to: <ul style="list-style-type: none"> ▪ Download the Australian Government COVIDSafe App ▪ Reconsider attendance if you are feeling unwell or have been experiencing any symptoms of cold or flu in the past 24 hours • Hand Sanitiser Stations should be made available at queueing locations • Where it has been assessed as required, Box Office workers should have PPE made available to them, including single use gloves for any unavoidable cash sales points. • Consider strategies to reduce groups/numbers of patrons queueing. • Provide additional resources and training for workers to support their effective management of challenging conversations or patron behaviour, including privacy issues, in effort to decrease patron referrals from one worker to another.

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government - Department of Health – COVIDSafe APP • Safe Work Australia - COVID-19 Hygiene Checklist • Safe Work Australia - COVID-19 Workplace Checklist • Safe Work Australia - Signage and posters - COVID-19 • Australian Government - Department of Health - Coronavirus (COVID-19) campaign resources • Australian Government – Department of Health – Physical Distancing Guide <p>State and Territory -</p> <ul style="list-style-type: none"> • New South Wales - Signage Resources • Victoria - Signage Resources
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CONTACT TRACING
SCOPE	Collection of contact data for contact tracing in the event of suspected or confirmed exposure to COVID-19
PURPOSE	To ensure that comprehensive and efficient contact tracing of all patrons and workers can be conducted for suspected or confirmed exposure to COVID-19 in a timely manner
RELATED GUIDELINES	Patron Communications – General Privacy Terms and Conditions of Sale and Entry Record Keeping
GUIDELINES / CONSIDERATIONS	<p>Venues and event organisers should confirm the contact tracing requirements applicable for each event.</p> <p>To deliver the necessary level of contact tracing the following should be considered:</p> <ul style="list-style-type: none"> • Contact tracing is time critical and provision of contact details to State or Territory health officials should be conducted in the shortest time frame possible. • Event Organisers and/or Venue Operators should ensure that Minimum Contact Details are collected and retained as required for all workers in attendance at an event. • Event Organisers and/or Venue Operators should request agreement to the use of this data from workers at time of collection, as required by Government directives. • Where practicable, when required by mandatory Government requirements, Event Organisers and/or Venue Operators should establish electronic data capture solutions for Minimum Contact Details, all attendees at an event through ticket-based processes, ideally through digital ticketing solutions. • Other solutions could be facilitated through smartphones or tablets to reduce touch point requirements at event entry, such as methods involving utilisation of QR Code functionality. • Event Organisers and/or Venue Operators should only provide personal information to relevant health authorities who undertake contact tracing activities, when requested to do so. <p>Patron Contact Tracing:</p> <p>The current standard practice of event ticket sales achieves, on average, collection of one patron's contact details for every 2.5 tickets sold.</p> <p>Recommended controls to encourage data collection over and above this average figure are outlined below:</p> <ul style="list-style-type: none"> • Terms and Conditions of sale to outline that primary purchaser contact details may be supplied to health authorities for the purpose of contact tracing and that the primary purchaser is required to obtain and retain contact records of their Shadow Audience, which must be readily supplied if required by State or Territory health officials. • Patrons who refuse to supply details under their expectation that their rights entitle them to anonymity or pseudonymity should be referred to any applicable

	<p>mandatory Government requirements or terms and conditions regarding collection of information in order to manage enforceable COVID-19 directions.</p> <ul style="list-style-type: none"> • In the event a ticket purchaser refuses to provide detail of their Shadow Audience, a request should be made that they immediately disseminate information to their extended party, as directed by health officials. • Minimum Contact Details are to be recorded for the primary recipients of complimentary guest list tickets and prior to delivery of their guest tickets, they should provide written confirmation of their agreement to terms and conditions per standard sales pipeline. • Where possible, corporate/guest/complimentary list data is to be collected in advance, however in instances where box office collections take place, Minimum Contact Details data and agreement to terms and conditions should be collected prior to issuing. • Event Organisers and/or Venue Operators must ensure that Minimum Contact Details are collected and retained as required for all event talent and entourage, including any guests in attendance that have been granted access to the event such as with event accreditation. • Walk-up box office sales should gather Minimum Contact Details and verbally agree to contact tracing obligations at time of purchase, noting these instances would generally allow for collection of all patron data due to timing / location of sale. • Advance consideration to be made regarding collection of, terms and conditions and access to membership data that may not otherwise be captured through public ticket purchase pipelines. Event organisers should agree in advance with database owner groups the expected timeframes for data to be provided, if it is required by government or health authorities for contact tracing purposes. • Ticketing agencies and the venue box office staff must facilitate reasonable requests to alter details as required to maintain the accuracy and integrity of contact tracing ability, for instances where data is not collected at point of entry. • In the event of a ticket purchase by a minor, Minimum Contact Details (with the exception of full address details) should still be collected. • In cases where a purchasing patron claims to not have an available phone number and email address, a residential address should be recorded and verified using photographic ID (or, in the case of an international visitor, the address they will be staying at). • At all touchpoints possible, patrons should be encouraged to download the Australian Government COVIDSafe App prior to the event. <p>Worker, Touring Party, Contractors and Other Contact Tracing:</p> <ul style="list-style-type: none"> • Where possible Event Organisers and/or Venue Operators should consider establishing procedures to capture and record movements of workers whilst, on site or in transit to and from site, while executing their duties. This information can assist in confirming actual close contacts whilst in the workplace.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Coronavirus (COVID-19): Understanding your privacy obligations to your staff • Australian Government OAIC - Guidance for businesses collecting personal information for contact tracing <p>State and Territory -</p>

- | | |
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| | <ul style="list-style-type: none">• Australia Capital Territory – Contact Tracing• New South Wales – Contact Tracing• Northern Territory – Contact Tracing• Queensland – Contact Tracing• South Australia – Contact Tracing
• Tasmania – Contact Tracing• Victoria – Contact Tracing• Western Australia – Contact Tracing |
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	RECORD KEEPING
SCOPE	Suggested and required record keeping processes and protocols specific to COVID-19 regulations and COVIDSafe Plans
PURPOSE	The provide a guide for a PCBU/Employer/Duty Holder for the accurate, effective, and secure record keeping of data during COVID-19.
RELATED GUIDELINES	Roles and Responsibilities Training, Awareness and Worker Inductions Privacy Contact Tracing Worker – Health Screening Protocols
GUIDELINES / CONSIDERATIONS	<p>Contact Tracing: If required by applicable State or Territory law, the details of all Workers entering your venue or workplace may need to be recorded for contact tracing purposes. These records should be stored in a safe and secure location and should be stored for the required period as per State or Territory requirements.</p> <p>It is recommended that these records be accessible remotely but securely should the workplace be closed for COVID-19 related reasons for any length of time.</p> <p>Health Monitoring: It is recommended Workers complete a health assessment before attending any venue or event provided the workplace has proper consents and privacy processes in place which covers the collection, use, storage and sharing of health information. Records of the health assessment should be stored in accordance with, and for the periods required by law.</p> <p>Cleaning, Hygiene & PPE:</p> <ul style="list-style-type: none"> • A register of the cleaning practices implemented should be recorded, monitored and adjusted as required. A cleaning checklist should be completed for your workplace or specific work area depending on the size. • The PCBU/Employer/Duty Holder should maintain accurate records of stock levels of PPE and hygiene products provided, to ensure facilities are properly stocked and have adequate supplies for each event. When determining what and the amount of PPE and hygiene products required, the PCBU/Employer/Duty Holder needs consider the number of Workers on site, the shift arrangements and when access to these products is required.

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government OAIC - Guidance for businesses collecting personal information for contact tracing • SafeWork Australia Health Monitoring • SafeWork Australia Cleaning Checklist • Safe Work Australia - COVID-19 Hygiene Checklist • Safe Work Australia - COVID-19 Workplace Checklist <p>State and Territory -</p> <ul style="list-style-type: none"> • New South Wales - How to make your business COVID safe • Northern Territory - Guidelines for events and gatherings • Queensland - Business, activities, and undertakings • South Australia - Public Activities • South Australia Government - Contact Tracing Record • Tasmania - COVID-19 Safe Workplaces Framework • Victoria - Recording keeping for contact tracing - information for business • Victorian State Government - Health Questionnaire • Western Australia - Business and Industry Recovery
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	PRIVACY
SCOPE	Consideration of privacy obligations which must be met when collecting, using and sharing personal information.
PURPOSE	To ensure that Event Organisers and/or Venue Operators comply with their privacy obligations when handling the personal information of customers collected for the purpose of assisting governments and/or health authorities with contact tracing to prevent the spread of COVID-19
RELATED GUIDELINES	Contact Tracing Record Keeping
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <p>To assist with contact tracing in the event of an outbreak of COVID-19, State and Territory governments throughout Australia are requiring certain businesses to request and/or collect personal information of customers and visitors who visit their premises. The exact record keeping obligations which apply to businesses vary and, as such, it is important that Event Organisers and/or Venues keep up to date and comply with the record keeping obligations in the States and Territories in which they operate.</p> <p>When collecting, using and sharing personal information, businesses must comply with their existing obligations arising under Australian privacy law (including, without limitation, the Australian Privacy Principles) in addition to any mandatory directions or orders of State/Territory governments and health authorities with respect to collecting, using and sharing information for contact tracing purposes.</p> <p>Collection of personal information:</p> <p>Event Organisers and/or Venue Operators should:</p> <ul style="list-style-type: none"> • Confirm what record keeping obligations are mandatory in the State or Territory in which an event is taking place contact tracing purposes. Where data is collected solely for contact tracing (i.e. not as part of a broader ticket purchase or other process) then the data collected should be limited to the contact information that is required under the applicable contact tracing requirement. • Note that in circumstances where an Event Organiser and/or Venue Operators is required to collect patron/visitor personal information for contact tracing purposes as a condition of operation, the collection of contact information is permitted under privacy laws as it is necessary for the organisation's functions and activities. • If there is no direction or order in place which applies to the relevant venue, there is no requirement for the venue to collect patron/visitor information for contact tracing purposes. Contact information may still be collected, however, by a Event Organiser and/or Venue Operator or ticketing agent for their normal functions/activities. • Consider whether applicable privacy policies need to be amended before information is collected from patrons for contact tracing purposes. Note: In circumstances where collection of personal information is required by a public health order or emergency management direction, a privacy policy may not need to be amended if it permits collection of personal information for the purpose of complying with relevant laws. Amendments may also not be required if a policy permits collection of personal information to enable the relevant organisation to

collect such information as is necessary for the purpose of performing its functions and activities. If a privacy policy does not permit collection of personal information to comply with law or as necessary for the purpose of fulfilling an organisation's functions and activities, amendments may be required before information is collected.

- Consider how they will comply with Australian Privacy Principle 5 which provides that when collecting personal information about an individual, a business must take reasonable steps to notify the individual of certain matters at the time of collection (this will include consideration of whether a new or additional collection notice is required to inform patrons of certain matters before their information is collected for contact tracing purposes. Such matters include:
 - What information is being collected
 - That the collection is required by law
 - The purposes of the collection (i.e. contact tracing)
 - The consequences if personal information is not collected
 - How information will be used/who it will be disclosed to (i.e. State or Territory health authorities), and when it will be destroyed

Use and disclosure of personal information:

Event Organisers and/or Venue Operators should implement processes to limit the use and disclosure of personal information in accordance with applicable contact tracing requirements and Australian Privacy Principle 6. Note:

1. If information has been collected solely for contact tracing purposes, it can only be disclosed for contact tracing purposes to the relevant State or Territory health authorities at their request.
2. If, however, information has been collected for another purpose (for example, the purpose of buying a ticket to an event), information can only be used or disclosed for contact tracing purposes if a relevant exception applies including where:
 - (a) the individual has consented to the use or disclosure of their information for contact tracing purposes;
 - (b) if disclosure is required or authorised by law;
 - (c) if disclosure is reasonably necessary for an enforcement related activity.

As such, Event Organisers and/or Venue Operators may want to consider whether additional privacy consents should be collected from patrons before they use or disclose their information or if another exception will apply.

Where a State or Territory health authority requests information for contact tracing purposes, before disclosing information to them, Event Organisers and/or Venue Operators:

- (a) Ensure that the nature and scope of the request is in writing
- (b) Verify the basis of any request for disclosure of personal information
- (c) Ensure any personal information is provided in a secure manner

Security and Destruction of Personal Information:

Event Organisers and/or Venues must take reasonable steps to protect the personal information they hold from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Reasonable steps include:

- Storing the information securely and/or, where possible, separately.
- Only providing authorised personnel in the business with access to personal information.

	<ul style="list-style-type: none"> Destroying information collected for contact tracing purposes in accordance with mandatory timelines for destruction imposed by State and Territory governments, or where no time period is specified, within a reasonable time period.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> Office of the Australian Information Commissioner - Guidance for businesses collecting personal information for contact tracing The Australian privacy principles <p>State and Territory –</p> <ul style="list-style-type: none"> Australian Capital Territory – Factsheet on Collecting and Storing Customer Information Australian Capital Territory - Guidelines for COVID Safety Plan (which apply to concert venues) New South Wales - What you can and can't do under the rules - see 'Record keeping and penalties' Northern Territory - Guidelines for events and gatherings Northern Territory COVID-19 Event Safety Plan Queensland – Fact sheet for collecting and storing customer information South Australia – COVID-19 Restrictions and Responsibilities – Activities and Gatherings – See 'contact tracing' summary Tasmania - COVIDSafe Workplace Guidelines for the Cultural and Creative Industry Victoria - Summary of record keeping obligations on businesses for contact tracing purposes Victoria – Contact tracing obligations with respect to venues, theatre and auditoriums Western Australia - COVID-19 coronavirus: Business and industry recovery
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	TERMS AND CONDITIONS OF SALE AND ENTRY
SCOPE	Notifying patrons of new COVID-19 related Terms and Conditions of Sale and Entry
PURPOSE	To ensure that patrons are aware of any new requirements that apply to them in relation to an event as a result of COVID-19
RELATED GUIDELINES	Contact Tracing Record Keeping
GUIDELINES / CONSIDERATIONS	<ul style="list-style-type: none"> • Event Organisers and/or Venue Operators, through ticketing agents, should disclose any new requirements which are likely to impact patrons at an event (including, for example, mandatory government directions) to patrons as soon and as prominently as possible. • Event Organisers and/or Venue Operators, through ticketing agents, should also provide patrons with clear ways of communicating with them in relation to any queries they may have about new requirements impacting patrons/the event. • For new events, any such requirements should (where possible) be disclosed in the purchase pathway so they form part of the binding ticket Terms and Conditions for the event. • For events which have been postponed/rescheduled due to COVID-19 (and for which Terms and Conditions are already in place), any such requirements should be emailed to patrons. • The types of matters which may need to be brought to the attention of patrons include: <ul style="list-style-type: none"> ▪ Any conditions of entry to the event (such as a requirement to provide contact information for contact tracing purposes and requirements to maintain good hygiene practices and to not attend events when unwell). ▪ Any other requirements arising from mandatory government and/or health authority directions in the relevant State or Territory in which the event is taking place. ▪ Any changes to privacy provisions/processes which arise due to new obligations to collect information for contact tracing purposes. ▪ How the Event Organisers and/or Venue Operators will handle various scenarios and how this may impact patrons (including event cancellations and/or postponements). ▪ Any risk warnings or terms regarding exclusions or limitations of liability in circumstances where there is a COVID-19 outbreak or COVID-19 related loss/incident at the event. ▪ Any other COVIDSafe measures required by the Event Organisers and/or Venue Operators • In updating the requirements that apply to patrons at an event, Event Organisers and/or Venue Operators should continue to be mindful of their obligations under the Australian Consumer Law, which include obligations: <ul style="list-style-type: none"> ▪ To not mislead or deceive consumers or engage in conduct that is likely to mislead or deceive consumers, including making false or misleading representations about what a patron is entitled to under their event/ticket Terms and Conditions or the consumer guarantees; and ▪ To not include or rely on unfair contract terms in standard form contracts with consumers (which may include event/ticket Terms and Conditions).

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none">• Australian Consumer Law - Unfair contract terms• Australian Competition & Consumer Commission - False or misleading statements <p>State and Territory –</p> <ul style="list-style-type: none">• Australian Competition & Consumer Commission – Consumer Protection Agencies – All States and Territories
<i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	FOOD AND BEVERAGE SERVICE
SCOPE	The operational delivery of food and beverage services for event patrons.
PURPOSE	Best practice principles for the operation of food and beverage services with a focus on reducing the risk of COVID-19 impacts.
RELATED GUIDELINES	Procurement of Services and Goods Training, Awareness and Worker Inductions Equipment Supply and Handling Personal Protective Equipment (PPE) Venue and Event Related Cleaning Hygiene Patron Communication - General
GUIDELINES / CONSIDERATIONS	<p>Overview: Information on COVID-19 and Food Safety can be found on the Food Standards Australia & New Zealand (FSANZ) website. There are no specific additional food safety handling measures required. All food businesses operating in Australia are required to comply with the Food Act 2008, Food Regulations 2009, and the Australia and New Zealand Food Standards Code which will manage the risks associated with COVID-19.</p> <p>Operations: Review all catering services to ensure physical distancing, encourage additional hygiene measures, increase service points and extend service periods. Areas include but are not limited to:</p> <p>Retail:</p> <ul style="list-style-type: none"> • Minimise congestion at peak service times with appropriate queue management. • Consider on-line ordering and in-seat or collect from dedicated outlets. • Use of click and collect or digital kiosk platforms. • Single use packaging that minimises cross contamination by patrons. • Encourage multiple purchases per transaction to reduce patron movement. <p>Suites/Corporate Boxes:</p> <ul style="list-style-type: none"> • Offer individually portioned menus. • Avoid shared utensils. • Sanitisation of all equipment. <p>Functions:</p> <ul style="list-style-type: none"> • Increase ratio of service points to guest numbers. • Stagger patron approach to service points. • Amend food presentation and sequence of service e.g. plate cloche. <p>Backstage Catering:</p> <ul style="list-style-type: none"> • Review menus • Schedule dining room sittings for safe capacities • Buy in items managed for minimal handling <p>General:</p>

- Calculate capacities of restaurant, café, function room and dining areas observing current regulations by State or Territory.

Cleaning and Hygiene:

Increase frequency of cleaning and disinfection regime of high traffic areas, common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, EFTPOS keypads etc.

- Implement contactless (cashless) payments as much as possible, liaise with banks to mitigate potential risks regarding outages, limits and transaction speed.
- If cash is accepted, limit number of outlets/POS accepting cash to reduce touch points. Workers to wear gloves if handling cash and be given a stylus when working POS.
- All treasury workers to wear gloves and cashiers to sanitise hands before and after cash count.
- EFTPOS limits to be increased/reviewed to minimise use of PIN.
- Where PIN is required, a disposable wooden stylus to be used or hand sanitiser placed at each EFTPOS terminal for use prior to input.
- Clean and sanitise crockery, cutlery and glassware - a two-step process, as sanitising will only be effective after thorough cleaning of all dirt, grease and debris.
- Commercial dishwashers must operate at more than 77 degrees Celsius so that the number of microorganisms on the surface or utensils are reduced to a level that does not permit the transmission of infectious disease. Regular maintenance and testing should occur to ensure that the machines are operating correctly.
- Ensure that any disinfectant used is 'food grade' – safe for food contact surfaces. Up to date copies of Safety Data Sheets (SDS) must be readily accessible for all workers involved in using, handling or storing the chemical at the workplace, emergency service workers, and anyone else who may be exposed to the chemical.
- Consider waste bin solutions that are either open or limit hand contact i.e. pedal or automatic sensor.
- If PPE is required it must be used in accordance with protocols.
- Where possible, delivery drivers should use a hand sanitiser before passing delivery documents to food premises workers. Disposable boxes and packaging should be used to avoid the need for cleaning of any returns. In the case of reusable crates, appropriate hygiene and disinfection protocols should be implemented.

Suppliers:

- Review service agreements where food or beverage services are subcontracted to ensure compliance with changing requirements. Increased audit schedule may be required.
- Review supplier qualification criteria to include provision of suppliers COVIDSafe plans to verify quality and safety of the food and beverage supply chain. Communicate venue specific COVIDSafe compliance measures implemented that may affect their service delivery.

Physical Distancing :

	<p>Install and manage appropriate queue management systems to meet physical distancing requirements. Use of floor markings particularly in the most crowded areas, such as serving counters and tills. Ensure one-way traffic flows, with dedicated entrances and exits, to minimise congestion. The number of POS per stand should be within physical distancing guidelines.</p> <ul style="list-style-type: none"> • Where practical, install plexiglass barriers at tills and counters as an additional level of protection for workers. • Worker positions by outlet should be recorded. Workers should only operate one POS per event. If multiple workers on the one POS, workers to sanitise their hands and POS after each use. • If food is being prepared on site and workers are unable to physically distance while doing their work additional control measures (such as wearing face masks) may need to be implemented • Where possible, POS receipts to include worker name or ID code and POS lanes to be marked if patron tracing is needed. • Vending adopted where possible within physical distancing to reduce patron visitation to outlets. • Ensure that self-service 'grab and go' products are sold or served in sealed packaging. • Ensure correct inventory control processes are in place for the receipt, transfer and storage of food and beverage stock items. • Drivers and other workers delivering to food premises should not leave their vehicles during the delivery. Reduce or eliminate decanting of drinks to minimise product handling. • Avoid communal condiment stations, instead offering individual PC packets served by workers. • Modify public water fountains to allow bottle or single use cup filling only, sipper taps to be decommissioned/disabled. <p>Communication:</p> <ul style="list-style-type: none"> • Conduct worker training and awareness programs specific to COVID-19 health and safety requirements. As rules differ from State to State ensure that all local mandated requirements are met. Training may include COVIDSafe event specific briefing. • Update standard operating procedures to provide guidance to workers for consistency and accountability. • Inform and educate patrons via video messaging and signage. Communications to include way finding, safety, implemented restrictions and expectations. A collection of educational videos, radio and poster resources to be available.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Food Standards – Australia and NZ – Novel Coronavirus Food and Safety • Food Standards Australia New Zealand Act 1991 • Health Direct - COVID-19 Restriction Checker • Food Standards – Australia and NZ – Cleaning and Sanitising • Australian Government – Department of Health – Physical Distancing Guide • Australian Government - Department of Health - Coronavirus (COVID-19) • Safe Work Australia – Safety Data Sheets <p>State and Territory-</p> <ul style="list-style-type: none"> • Australian Capital Territory – COVID-19 Information

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| | <ul style="list-style-type: none">• New South Wales – COVID-19 Information• Northern Territory – COVID-19 Information• Queensland - COVID-19 Information• South Australia - COVID-19 Information• Tasmania - COVID-19 Information• Victoria - COVID-19 Information• Western Australia – COVID-19 Information |
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	MERCHANDISE
SCOPE	The operational delivery of the selling Merchandise at Events.
PURPOSE	To ensure that when Event merchandise is offered at Events that the entire process is managed to minimise the potential for exposure to COVID-19 between workers and patrons.
RELATED GUIDELINES	Training, Awareness and Worker Inductions Equipment Supply and Handling Personal Protective Equipment (PPE) Venue and Event Related Cleaning Hygiene Patron Communication - General
GUIDELINES / CONSIDERATIONS	<p>Two different operating models are considered in relation to these guidelines each being addressed separately. These are:</p> <p>Venue Managed Merchandise</p> <p>Operations:</p> <ul style="list-style-type: none"> • Cashless transactions where possible. • EFTPOS limits to be increased/reviewed to minimise use of PIN as per venue guidelines. • Where a PIN is required, a keypad disinfection process or hand sanitiser placed at each EFTPOS terminal and if PIN required, used prior to input by the patron. • Once transaction approved, merchandise is placed on the stand top and not given to the patron to reduce transmission risks. • The number of POS per stand should be within physical distancing guidelines. • Where possible, Merchandise range can be offered for sale prior to the patrons via Venue APP (when inventory numbers have been confirmed in the count in) pre event. Product can be picked up at a designated location, where possible. • Staff positions by stand should be recorded. Sellers should only operate one POS per event. If multiple staff on the one POS, should sanitise their hands and POS after each use. • Only Merchandise Staff (including touring merchandise staff) and Venue Management should be allowed in Storeroom (to reduce touch points). • Consideration for additional external outlets to maintain POS numbers and spread (and hence minimise) the queues. • Where possible, patrons should not be permitted to try on any merchandise nor handle/review programs etc., until after purchase. Only staff can handle merchandise prior to completion of the transaction. • Where possible, VIP Merchandise Packs can be sent out to ticket holder in advance, rather than be collected at the venue. <p>Training:</p> <ul style="list-style-type: none"> • All Merchandise staff to have conducted the necessary training to fulfill their obligations towards delivery of the COVIDSafe Plan. • Include COVID-19 update in staff briefings.

	<p>Cleaning & Hygiene:</p> <ul style="list-style-type: none"> • Prior to each event, merchandise storerooms, stands and pop ups to be sanitised, including all POS and EPTPOS. • Staff wear suitable PPE when count in and out of stock and when setting up the stands where applicable. • Operational equipment such as two-way radios, tape dispensers and pens not be shared with other team member during the shift. All staff rostered to be issued with their own equipment. • If cash is accepted, limited number of Stands/POS will accept cash to reduce touch points. Staff will need to wear gloves if handling cash and be given a stylus when working POS simultaneously. • All cash skim staff to wear gloves and tellers to sanitise their hands before and after hands after cash count. • Hand Sanitiser units placed at the entry of the storeroom and must be used by all staff when entering room. <p>Patron Awareness:</p> <ul style="list-style-type: none"> • Queue Management implemented to meet physical distancing requirements, including one-way traffic flows, dedicated entry and exits points, physical distancing signage and announcements and management in use strategies to ensure safe distances are maintained. • Where possible, COVID-19 signage to be displayed at all merchandise stands providing details of key controls to prevent the spread. <p>Contract Tracing:</p> <ul style="list-style-type: none"> • Where possible, POS receipts to include seller's name or ID code. • If viable, POS lanes to be identified/labelled if patron tracing is needed. • All runners to keep a record of stock drops, where possible. <p>Team/Hirer Managed Merchandise</p> <p>Where a team or hirer manages the sale of event merchandise and only venue furniture, fixtures and equipment is used.</p> <ul style="list-style-type: none"> • In addition to previous Venue Managed Merchandise related items above that a team or hirer must agree to: <ul style="list-style-type: none"> ▪ Where practicable use their own POS/EFTPOS. ▪ Should store merchandise in specific venue allocated storage space. If that is not assigned, stock should be bought on site per game/event. ▪ All stands will be cleared and cleaned post game for cleaning and disinfection.
REFERENCE DOCUMENTS / GUIDANCE	<p>National –</p> <ul style="list-style-type: none"> • Australian Government – Department of Health – Physical Distancing Guidelines
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CLOAKING SERVICE
SCOPE	The operational delivery of cloaking services for event patrons.
PURPOSE	To ensure that when providing cloaking services at events that they are managed to minimise the potential for cross contamination of patron's personal items whilst in the possession of the venue.
RELATED GUIDELINES	Equipment Supply and Handling Personal Protective Equipment (PPE) Venue and Event Related Cleaning Hygiene Ingress, Egress and Circulation Plans Patron Communication - General
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <ul style="list-style-type: none"> To reduce the risk of spread of COVID-19, it is recommended that cloaking services at events be minimised (or where possible the service removed entirely), to reduce the number of touchpoints. If a cloaking service is made available, identify a suitable location(s) and establish the anticipated capacity required. If practicable, the infrastructure in each space would ideally be designed to ensure that all items stored within the space are isolated, and that items are not in contact with any other cloaked items. If there are space constraints, then cloaked items could be placed in clear plastic bags and tied. Jackets and or any items requiring to be placed on a hanger should be stored in single use plastic sleeves prior to placement on a continuous rack or rail. Umbrellas should also be placed in single use plastic sleeves prior to being placed in a shared storage area. Install and manage appropriate queue management systems to meet physical distancing requirements. Use of floor markings particularly in the most crowded areas, such as serving counters and tills. Ensure one-way traffic flows, with dedicated entrances and exits, to minimise congestion <p>Training:</p> <ul style="list-style-type: none"> All cloak room staff to have conducted the COVID-19 training. Include COVIDSafe Plan details in staff briefing notes. <p>Cleaning and Hygiene:</p> <ul style="list-style-type: none"> Hand Sanitiser Stations in place for staff and patrons. Operational equipment such as two-way radios, tape dispensers and pens cannot be shared with other team members during the shift. All staff rostered to be issued with their own equipment. Staff should wear and utilise the PPE that they are issued with at the commencement of their shift and should wear it at all times during service times. Staff to regularly sanitise touch points and counter tops. All cloaking left over should be boxed at the end of the shift so that the cloak room can be cleaned and sanitised.

	<p>Patron Awareness:</p> <ul style="list-style-type: none"> • If no cloaking service is made available, ensure that this is included in all key event information and communicated to patrons. • COVID-19 signage to be displayed at the cloak room providing details of key controls to prevent the spread. • The cloak room should not accept gifts intended for the event. • All items cloaked are subject to a security search. <p>Contact Tracing:</p> <ul style="list-style-type: none"> • Patrons should share their contact details verbally with the cloak room staff to complete the cloak room ticket. • The patron's contact details should be captured on the stub retained by the venue. • When collecting cloaking, patron should verbally advise stub name and number then place it on the counter for cross checking. • Cloaking should be placed on counter and not handed direct to the patron.
REFERENCE DOCUMENTS / GUIDANCE	<p>National –</p> <ul style="list-style-type: none"> • Australian Government – Department of Health – Physical Distancing Guide
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	VENUE AND EVENT RELATED CLEANING
SCOPE	The operational requirements of event related cleaning services
PURPOSE	To ensure that cleanliness, disinfection and sanitisation of all utilised areas for an event are compliant to current State or Territory and Federal legislation requirements
RELATED GUIDELINES	Personal Protective Equipment (PPE) Procurement of Services and Goods Training and Awareness Record Keeping
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <p>Standard cleaning procedures for events and venues should be robust, with pre event, event and post event cleaning programs for all internal and external areas.</p> <p>There are a number of specific enhancements Event Organisers and/or Venue Operators should consider implementing to complement their standard cleaning programs to mitigate the risks of COVID -19:</p> <ul style="list-style-type: none"> • Cleaning staff to wear a higher level of PPE than previously used in the event and venue environment. • Hand Sanitiser Stations to be conveniently placed in various locations to encourage and promote hand hygiene. • Increase the frequency of routine cleaning processes substantially during an event to ensure high touch points are regularly serviced. • Enhanced diligence in maintaining a cleaning log to ensure the cleaning regime is strictly adhered to (consider display for public where possible and appropriate). • Undertake more regular inspection of facilities to ensure that you have delivered an appropriate level of control. • Consider the implementation of the use of disinfectants as part of the cleaning strategy. • Allocate adequate time (pre, during and post event) to ensure the cleaning process is thorough and effective, and not just largely aesthetic for presentation purposes • Increase focus on the presentation of cleaners, via the use of hi-vis vests clearly labelled, to provide a visual reassurance to patrons and staff, that regular hygienic cleaning is being undertaken. • Venue managers should also ensure they assess and document the cleaning requirements of administration areas of their facility. <p>Safe Work Australia has developed extensive guidance on cleaning and disinfection of workspaces and event spaces which can be accessed through the links featured below in the Reference Documents/Guidance section of this Guideline.</p> <p>Pre Event:</p> <ul style="list-style-type: none"> • Undertake a risk assessment of the venue or event site to identify high touch point areas. Determine the frequency of potential contamination and then establish a cleaning and disinfection protocol around the results of the risk assessment.

- As a general rule the extensive pre event clean should be completed at least 4 hours prior to the commencement of the event.
- Once rooms are extensively cleaned these should be locked until the areas are accessible for the event.
- All disinfection products used for mitigating the risk of COVID-19 transmission must be listed on the Australian Register of Therapeutic Goods (ARTG). The ARTG listings confirm that the active ingredient contained in the disinfectant is proven to mitigate COVID-19 -related viruses. Being listed on the ARTG DOES NOT validate claims of efficacy of the product in terms of product viability after application.

Event Cleaning:

- Appropriate numbers of cleaning staff should be allocated to remain onsite during the event.
- Special attention should be given to frequently touched surfaces (e.g. door handles. Toilets, taps, EFTPOS machines, lift buttons etc.
- Surfaces and fittings should be cleaned more frequently when:
 - Visibly soiled
 - Used repeatedly by a number of people
 - After any spillage

Post Event:

Upon the conclusion of an event, a detailed clean should be undertaken, to ensure all spaces occupied and utilised during the event, are thoroughly cleaned and sanitised.

As per the pre event process, once areas have been thoroughly cleaned, these areas should be locked down, in preparation for the next event.

Detailed checklists and record should be maintained to ensure that all areas have been cleaned and recorded as having been serviced upon the conclusion of the cleaning process.

Infection Control:

As a result of COVID-19, venues should also develop a procedure in the event of a suspected contaminated area with a Venue specific Environmental Cleaning Procedure – Infection Control.

It should be noted that cleaning and disinfecting are two different processes:

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces.
- **Disinfecting** means using chemicals to kill germs on surfaces. It is important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

Event Organisers and/or Venue Operators should develop COVIDSafe Plans that include a combination of cleaning and disinfection to be most effective in removing the COVID-19 virus. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government – Department of Health Environmental cleaning and disinfection principles for COVID-19 • Safe Work Australia - How to clean and disinfect your workplace - COVID-19 • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment - Cleaning • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment - Hygiene • Australian Register of Therapeutic Goods (ARTG) • Safe Work Australia – COVID-19 Cleaning Table <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory – Cleaning Checklist • Queensland - Workplace Health and Safety - Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy • South Australia - Cleaning and disinfection in the workplace • Victoria – Preventing Infection in the workplace • Western Australia - Infection control advice for COVID-19 environmental cleaning in non-healthcare settings (home and workplace)
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	WASTE MANAGEMENT
SCOPE	Treatment of waste in the workplace
PURPOSE	To provide guidance on the safe and effective removal of waste from an event space during a pandemic.
RELATED GUIDELINES	Decontamination Environmental Cleaning Venue and Event Related Cleaning Confirmed COVID-19 Case Response Plan
GUIDELINES / CONSIDERATIONS	<p>Overview: Waste services should be treated as normal waste utilising best practice for reuse/recycle, except where there has been a suspected or confirmed case of COVID-19.</p> <p>Contaminated Waste Removal: Where an area within a venue is suspected or confirmed of being contaminated with COVID-19 a Decontamination Environmental Clean will be initiated. Any waste in this area or waste generated as part of the Decontamination Environmental Clean procedure including disposable cloths, gloves, facemask and overalls should be disposed of as follows:</p> <ul style="list-style-type: none"> • Place in a plastic rubbish bag and tie when full. • The plastic bag should then be placed in a second bin bag and tied. • Put in a suitable and secure place and mark for storage for at least 72 hours. • After 72 hours the waste can be put in with the normal general waste stream only. <p><i>Note: if waste is required to be removed from the venue in less than 72 hours, the waste must be treated as medical/clinical waste and disposed of as per state guidelines for medical/clinical waste.</i></p> <p>Normal venue Clinical waste practices continue to apply. Event organisers should consider that greater amounts of clinical waste may be generated.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National –</p> <ul style="list-style-type: none"> • Australian Government – Department of Health – Environmental cleaning and disinfection principles for COVID-19 • Safe Work Australia – COVID-19 Cleaning Table
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	VENUE AND EVENT MEDICAL SERVICES
SCOPE	Medical Services guidelines for Event Organisers and/or Venue Operators with a set of parameters to guide First Aid and Medical teams.
PURPOSE	In the event that a patron or worker presents at an event with COVID-19 symptoms, the COVID-19 risk is mitigated and dealt with appropriately, in order to minimise the adverse health impacts on other patrons, workers and First Aid and Medical teams attending the event.
RELATED GUIDELINES	Patron – Health Screening Protocols Workers – Health Screening Protocols Hygiene Personal Protective Equipment (PPE)
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <ul style="list-style-type: none"> Where suitable, a dedicated COVID Mitigation Manager should be rostered to oversee the event. All First Aid and Medical personnel present at an event (if any) to wear appropriate PPE when working with patrons who present with symptoms that are 'suspected COVID' as per State or Territory health guidelines. At large events and where suitable, the layout of first aid posts and medical centres should ensure physical distancing between patrons (i.e. between beds, chairs etc.) and/or if, possible, a designated isolation zone should be set up. ARTG registered hand sanitiser units should be placed at the entry to and throughout any first aid room and/or onsite medical centres and must be used by all patrons when entering and exiting the room. All personnel should follow the '5 Moments for Hand Hygiene', namely: <ul style="list-style-type: none"> before touching a patient, before clean/aseptic procedures, after body fluid exposure/risk, after touching a patient, and after touching patient surroundings. The venue may choose to take patrons' temperatures prior to any first aid call outs. Where possible, a secondary first aid post should be established and used for any patients who record a high temperature which may be related to COVID 19. and are 'suspected COVID' as per State or Territory health guidelines). The primary purpose of the secondary first aid post is isolation. All medical waste to be disposed of in accordance with the state guidelines for medical/clinical waste. <p>Screening Protocols – Workers and Patrons:</p> <ul style="list-style-type: none"> Where possible, First Aid and Medical personnel will be designated responsibility to specific entry points to a venue or event to manage any worker or patron health issues identified during the ingress phase. For patrons presenting with symptoms such as fever, coughing, sore throat or shortness of breath, steps taken can include:

- Isolate patron.
- Place a surgical mask on the patron if it can be tolerated.
- Advise patron to use cough etiquette.
- Place patron in a single room with closed door/screen, allocate dedicated bathroom where available.
- Restrict entry of non-essential staff, family, friends and visitors. Keep a record for contact tracing of all staff and visitors who enter room.
- Use dedicated/disposable equipment.
- Avoid aerosol generating procedures (AGPs); if these must be performed use airborne precautions.

Patron Presentation:

- The adherence to infection prevention and control principles including use of PPE is key in the prevention and control of inadvertent exposure to pathogens.
- The following outlines the key principles of safe working for first aiders and medical personnel who may be in attendance at an event:
 - First Aid and Medical personnel should be trained on all COVID-19 medical processes
 - First Aid and Medical personnel must know what PPE they should wear for each setting and context and have access to that.
 - Gloves must be single use and should be disposed after each patron contact.
 - Aprons and gowns can be worn for a session of work in higher risk areas provided that the item does not come in contact with patients or their environment, are not used during AGPs and not visibly contaminated.
 - Fluid resistant surgical mask and eye protection can be used for a session or extended period of work rather than a single patient contact.
 - Hand hygiene must be performed after removing any element of PPE.
 - Avoid touching the face.
 - Hair to be tied back during clinical care.
 - First Aid and Medical personnel are to take regular breaks and rest periods.
 - If a patron has severe symptoms suggestive of pneumonia, contact and airborne precautions should be observed, where possible.
 - First Aid and Medical personnel should follow current State Health department advice regarding use of airborne precautions.
 - Arrange “isolated” transport home or to a designated COVID-19 hospital for testing.

Communication Protocol:

- Ongoing training of Event Organisers and/or Venue Operators on the measures and updates issued by authorities - particularly the applicable Health Department.
- Ensure workers know that they must urgently report any increased risk of infection, for example if they have been in contact with a person diagnosed or potentially infected with COVID-19 or, if they have travelled from a country identified as high risk.
- Ensure communications are designed to encourage a calm and supportive environment rather than encouraging panic or discrimination.
- Contact any workers who are based offsite and make sure their safety conditions match the relevant health and safety obligations.
- Speak regularly to organisations and venues that share facilities or co-locate with others to make sure relevant information is shared effectively.

	<p>Ambulance Transfers Protocols:</p> <ul style="list-style-type: none"> • In circumstances where a patron with COVID-19 symptoms requires an ambulance transfer, the following protocols are recommended: <ul style="list-style-type: none"> ▪ The transferring live event/venue first aid post or medical centre (if any) is to notify the jurisdictional ambulance service on patient condition and should follow instructions from relevant ambulance provider on next steps. ▪ Where possible, the transporting agency is to notify the area receiving the patient ▪ The decision to transfer a suspected or confirmed COVID-19 patient to an appropriate referral hospital should be made between the venue and relevant ambulance provider and/or receiving hospital and their relevant medical staff. State referral hospitals should be recognised in all event medical management plans. <p>Transport Considerations for workers or patrons who present at an event with COVID-19 symptoms:</p> <ul style="list-style-type: none"> • Ensure the person has transport home, to a location they can isolate, or to a medical facility if necessary. • Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. • They should not use public transport unless there is no other option. • If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible. This includes: <ul style="list-style-type: none"> ▪ wearing a surgical mask, if available ▪ avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible ▪ practising good hand hygiene and cough/sneeze hygiene, and ▪ paying by card. <p>Other Considerations</p> <ul style="list-style-type: none"> • Review the number of clinical waste bins available onsite to cope with increased capacity
<p>REFERENCE DOCUMENTS / GUIDANCE</p>	<p>National -</p> <ul style="list-style-type: none"> • Australian Government – Department of Health <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Health • New South Wales Health • Northern Territory Health • Queensland Health • South Australia Health • Tasmania Health • Victoria Health • Western Australia Health
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	HYGIENE
SCOPE	To provide improved ability for patrons and workers to maintain exceptional personal hygiene standards
PURPOSE	To minimise the risk of transmission of COVID-19 in the workplace through the deployment of hygiene related infrastructure, improved awareness and education materials in venues and at events.
RELATED GUIDELINES	Patron Communication – General Signage Plan Equipment Supply and Handling Food and Beverage Service Personal Protective Equipment (PPE)
GUIDELINES / CONSIDERATIONS	<p>Hygiene, including the hygiene of workers, volunteers, performers, players and patrons is vitally important in reducing the spread of a virus. This is both the responsibility of the Event Organisers and/or Venue Operators 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.</p> <p>Below are a range of strategies which should be incorporated wherever possible:</p> <ul style="list-style-type: none"> • COVIDSafe hygiene and cleaning signage to be installed in prominent areas. • Consideration may be given to include promoting good hygiene practices via visual displays / videoboards. • Use cashless systems where possible. • Providing Hand Sanitiser Stations in addition to washing facilities; and provide at key locations including entry and exit points and service points i.e. bars • Hand Sanitiser should be an alcohol-based sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient. • Toilet facilities to include adequate hand wash, paper towels and a suitable waste disposal container. • Developing a detailed cleaning program. • PPE available to all workers. • Setting clear guidance on how to handle goods, merchandise and materials. • Use door openers / chocks where possible, to reduce the need to physically touch areas. • Consider installation of sneeze guards, where staff are positioned at static points where they regularly are interacting with patrons. • Consideration should be given to reducing recirculated air conditioning where possible, and if practical, consider opening windows to encourage air flow. • Consider the implementation of a health, hygiene and facilities checklist, which will assist in ensuring the hygiene strategies you have implemented are in place, practiced and being monitored.
REFERENCE DOCUMENTS / GUIDANCE	National - <ul style="list-style-type: none"> • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment - Hygiene • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment - Cleaning

- | | |
|--|--|
| | <ul style="list-style-type: none">• Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment – Duties under WHS Laws• Therapeutic Goods Authority (TGA)• Australian Register of Therapeutic Goods (ARTG) |
| <p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p> | |

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	PERSONAL PROTECTIVE EQUIPMENT (PPE)
SCOPE	To provide direction on the use of PPE
PURPOSE	To minimise the risk of transmission of COVID-19 in the workplace through appropriate use of Personal Protective Equipment (PPE).
RELATED GUIDELINES	All operational guidelines
GUIDELINES / CONSIDERATIONS	<p>Risk Assessment: Completing a risk assessment will assist you in deciding what type of PPE is required and when it will be utilised – specific to process and role. This must be documented in the COVIDSafe Plan.</p> <p>Stakeholder Communication: Event Organisers and/or Venue Operators must communicate with stakeholders in relation to COVIDSafe Plans and overlapping safety accountabilities and responsibilities. PPE use must be discussed and documented in the overarching event COVIDSafe Plan.</p> <p>Consultation: PCBUs/Employers/Duty-holders must consult with workers about the control measures that will be put in place to manage the risks of COVID-19, including PPE. The consultation process must decide when, and which, workers are required to wear PPE specific to their role. PPE must be provided to them with appropriate instruction and training on how to wear it safely and correctly.</p> <p>PPE for Workers: PPE refers to anything used or worn to minimise risk to worker health and safety. PPE is recognised in all States and Territories as the least effective ways of controlling safety problems. It works best when used with other control measures – or when absolutely no other safety measures are available.</p> <p>PPE should be used to supplement the other control measures put in place at the workplace to protect against COVID-19. This includes good hygiene measures, physical distancing, environmental cleaning and providing workers and patrons with information and training.</p> <p>Each State and Territory has specific laws regarding PPE. Event Organisers and/or Venue Operators must implement more control measures to protect against COVID-19 than only PPE.</p> <p>Common PPE that can be used to protect against COVID-19 include:</p> <ul style="list-style-type: none"> • Masks • Gloves • Eye protection, and • Perspex Screens (Sneeze Guards)

The use of some masks, gowns and disposable suits is applicable to the First Aid / Medical element of the event. It is not recommended that these types of PPE are used outside of First Aid / Medical departments to protect against COVID-19.

PPE for Patrons:

Each State and Territory has specific laws, and COVID related regulations regarding PPE and Event Organisers and/or Venue Operators must ensure that PPE requirements for patrons meet regulations for their jurisdiction.

Where patrons are not required to wear PPE they may elect to use PPE when attending events or venues due to medical advice pertaining to their own specific medical condition or personal choice to minimise personal risk.

Event Organisers and/or Venue Operators should consider the promotion of the use, and/or supply, of PPE at their event or venue.

Should Event Organisers and/or Venue Operators stipulate that the use of PPE by patrons is a requirement of entry to an event or venue that minimum standards for such PPE is stipulated clearly on the Terms and Conditions of Sale and Entry.

Approved PPE for use for COVID-19

It is recommended that Event Organisers and/or Venue Operators consult, and use as their primary guidance, ARTG website to establish which products, standards and suppliers are approved in Australia.

Event Organisers and/or Venue Operators must ensure that PPE requirements for all persons at a venue or event meet regulations for their jurisdiction.

Supply and Stock:

Event Organisers and/or Venue Operators should ensure facilities are properly stocked and have adequate supplies for each event. When determining what and the amount of PPE and hygiene products required, consider the number of Workers on site, the shift arrangements and when access to these products is required. Contractors may be required to provide suitable PPE for use by their workers.

Disposal of PPE:

PPE waste generated from patrons or staff known or suspected of having COVID-19 are to be treated as Clinical Waste. This PPE waste must be disposed of in the clinical waste stream onsite. Event organisers are to ensure this process is managed by onsite medical teams.

You should consider PPE waste not to be clinical waste if it has **not** come into contact with an individual suspected (or diagnosed) with COVID-19. This PPE can be disposed of in normal event waste streams.

Training in the use of PPE:

Workers should receive training in PPE. Records of this training should be maintained with the training received being relevant to all forms of PPE that they may be required to use in the execution of their duties.

This training may include, but is not limited to:

- What is PPE?
- Limitations of PPE
- Where and when to use PPE

	<ul style="list-style-type: none"> • How to don and doff PPE safely • How to dispose of PPE safely
REFERENCE DOCUMENTS / GUIDANCE	<p>National</p> <ul style="list-style-type: none"> • Safe Work Australia – PPE • Safe Work Australia - Live entertainment, PPE • Australian Government - Department of Health - Coronavirus (COVID-19) health alert • Safe Work Australia – Consultation • Safe Work Australia – Risk • Safe Work – Australia - Model Code of Practice: How to manage work health and safety risks • Therapeutic Goods Authority (TGA) • Australian Register of Therapeutic Goods (ARTG)
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	WORKER – HEALTH SCREENING PROTOCOLS
SCOPE	The health screening of workers prior to, and whilst in, the workplace
PURPOSE	To establish controls to minimise the likelihood of COVID-19 entering the workplace through infected workers and to minimise the risk of transmission within the workplace.
RELATED GUIDELINES	Record Keeping Venue and Event Medical Services Work Health and Safety Contact Tracing
GUIDELINES / CONSIDERATIONS	<p>It is recommended workers complete a health screening before attending any venue or event. Records of the health screening results should be stored in a safe and secure location. These data must be stored for the required period as per the state guidelines mentioned above. If there is no set period for which you must retain the information under the Order or Direction, you should destroy it after a reasonable period of time.</p> <p>The Health Screening process adopted by Event Organisers and/or Venue Operators will vary dependant on the risk profile of the setting and the roles that workers may fulfil.</p> <p>Suggested screening methods which should be considered may include:</p> <ul style="list-style-type: none"> • Prearrival online questionnaires (See HealthDirect Symptom Checker) • Questions asked verbally at the access point to the venue • Temperature testing by a suitably trained worker with measure in place to manage high temperature readings (this must also be accompanied by clear explanation that a negative temperature screen does not mean the subject is COVID-19 free). Any thermal devices used for COVID temperature checking must be ARTG registered as a medical device. <p>Clear protocols and processes should be established to support and manage workers as a results of an adverse outcome from the screening process.</p> <p>Attendance Records:</p> <p>The details of all workers entering your venue will need to be recorded. These records should be stored in a safe and secure location. These data should include the following: worker name, location of work/venue, email address, phone/mobile number. Attendance records may be called upon to assist with contact tracing in the event that a person receives a COVID-19 diagnosis following or during an event. This data should be stored for the required period as per state guidelines.</p> <p>Suppliers and contractors:</p> <p>Under Work Health and Safety legislation in most states (except Victoria and WA), workers include contractors. Health and safety laws in other states impose obligations and duties on employers including suppliers to Event Organisers and/or Venue Operators. Event Organisers and/or Venue Operators should require clear protocols for health screening of workers for all suppliers that are consistent with the</p>

	venue or event's own standards to ensure the entire workforce falls under the same standards in relation to health checking.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment – Health Monitoring • Australian Government – Department of Health - Health Direct Symptom Checker <p>State and Territory –</p> <ul style="list-style-type: none"> • New South Wales - How to make your business COVIDSafe • Northern Territory - Guidelines for events and gatherings • Queensland - Business, activities, and undertakings • South Australia - Public Activities • Tasmania - COVID-19 Safe Workplaces Framework • Victoria - Recording keeping for contact tracing - information for business • Victorian State Government - Health Questionnaire • Western Australia - Business and Industry Recovery • TGA Thermometer requirements
<i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	PATRON - HEALTH SCREENING PROTOCOLS
SCOPE	The health screening of patrons prior to entering an event or venue
PURPOSE	To establish controls to minimise the likelihood of COVID-19 entering a venue or event through infected patrons and to minimise the risk of transmission to workers and other patrons
RELATED GUIDELINES	Venue and Event Medical Services Patron Communication – General Terms and Condition of Sale and Entry Privacy
GUIDELINES / CONSIDERATIONS	<p>It is recommended patrons complete health screening before attending any venue or event.</p> <p>The Health Screening process adopted by Event Organisers and/or Venue Operators will vary dependant on the risk profile of the setting, the specific requirements of their COVIDSafe Plan and any regulatory requirements of the jurisdiction in which they operate.</p> <p>Suggested screening methods which should be considered may include:</p> <ul style="list-style-type: none"> • Terms and Conditions of sale at the time of ticket purchase are amended and require the purchaser to acknowledge they take responsibility for health screening of all attendees and that patrons should comply with Government directives and not attend if they are unwell • Signage at the venue reminding patrons of any conditions of entry relating to any health screening requirements and reminding patrons that they must not attend if they are unwell. • Health specific questions asked verbally at the access points to the venue <p>It is imperative that venues and event owners develop and implement plans to address and manage all outcomes from health screening processes including facilitating the transfer from site of any patrons potentially requiring further medical assistance.</p> <p>It must be noted that whilst venue and event owners can have robust screening processes in place that the success of these measure are heavily reliant on patrons acting responsibly and observing government guidance and regulations in relation to their individual health status. In addition, careful consideration must be given to the protocols around individuals who have an adverse temperature or have other visible flu-like symptoms at entry.</p> <p>This should take into account any sensitivities around publicly identifying individuals screened and identified to have a potential flu-like symptoms and then recording of personal information. Privacy legislation must be considered including seeking consent if recording an individual's personal information and additional privacy requirements will apply if any sensitive information (such as health information) is collected.</p>

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment – Health Monitoring • Australian Government – Department of Health - Health Direct Symptom Checker <p>State and Territory –</p> <ul style="list-style-type: none"> • New South Wales - How to make your business COVIDSafe • Northern Territory - Guidelines for events and gatherings • Queensland - Business, activities, and undertakings • South Australia - Public Activities • Tasmania - COVID-19 Safe Workplaces Framework • Victoria - Recording keeping for contact tracing - information for business • West Australia - Business and Industry Recovery
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	COVID-19 AWARENESS TRAINING FOR SECURITY STAFF
SCOPE	COVID-19 awareness training for Security Staff at venues, events and festivals
PURPOSE	To provide guidance on COVID-19 awareness training for Security Staff to minimise the risk of transmission at events and venues
RELATED GUIDELINES	Training, Awareness and Worker Inductions Personal Protective Equipment (PPE) Hygiene Access Control Security Searching – Patrons and Workers
GUIDELINES / CONSIDERATIONS	<p>Security Staff are at the forefront of patron and worker engagement which presents a risk for potential transmission of COVID-19.</p> <p>Venues, events and festivals should consider requiring Security Staff to complete a training course and/or be provided with a documented and evidenced briefing sheet that should include the following:</p> <ul style="list-style-type: none"> • How COVID-19 is transmitted • Use of PPE • Donning and Doffing PPE Safely • Disposal of PPE • Mitigation for Transmission • Signs and Symptoms of COVID-19 • How to engage with patrons using safe practices <p>A number of relevant training courses have been identified and can be found in the Reference Document Guidance section of this guideline. This should be part of the training outlined in the Training and Awareness Guideline.</p> <p>Where security services are delivered by a contractor Event Organisers and/or Venues should work with that organisation to ensure that training records are maintained available for review by the contracting party.</p> <p>Health and Hygiene Training (State and Territory Requirements): States and Territories within Australia may require staff in the Hospitality, Tourism and/or Entertainment industries to undertake specific courses and as such businesses in these sectors should research the obligations that may apply to them.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> • World Health Organisation Coronavirus Disease (COVID-19) Training <p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – Covid-19 Information for Workplaces – Live Entertainment • Australian Government – Department of Health - COVID-19 Infection Control Training Module <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory – Public Health Directions • New South Wales – Public Health Orders • Northern Territory – Chief Health Officer Directions • Queensland – Public Health Directions

- [South Australia – COVID-19 Active Declarations](#)
- [Tasmania - Public Health Directions](#)
- [Victoria – State of Emergency Directions](#)
- [Western Australia – State of Emergency Declarations](#)

State Specific COVID-19 Training Modules -
Hygiene and Hygiene Officers course (for the Hospitality and Tourism industry in WA)

This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	ACCREDITATION
SCOPE	Accreditation measures for venues and events
PURPOSE	To provide guidance on accreditation measures that comply with State or Territory and Federal guidelines and regulations to operate in a COVID-19 safe manner.
RELATED GUIDELINES	Access Control Security Searching – Patrons and Workers Worker – Health Screening Protocols Record Keeping Contact Tracing
GUIDELINES / CONSIDERATIONS	<p>Accreditation is used as a form of access control that allows for an individual(s) to gain access or move around a specific area(s) based on their responsibilities. Accreditation assists COVIDSafe operations through the creation and enforcement of zones to control the movement of people throughout the venue and assist in contact tracing.</p> <p>Accreditation generally falls into two categories:</p> <p>Permanent - that issued by the venue for staff or contractors who may be based at a venue on an ongoing basis.</p> <p>Temporary - this is issued either by the Event Organiser and/or Venue Operator and is specific for the day/duration of the event/hire of the venue.</p> <p>In some instances, accreditation may be issued internally within a tour/organisation and used under agreement for access to the venue of staff/Guests and VIPs.</p> <p>The principal event authority, Event Organisers or Venue Operators, should establish a designated responsibility to act as a single repository of all internal and external issued accreditation for record keeping and contract tracing purposes.</p> <p>The guidelines below should be taken as considerations only. Venue, event or festival specific accreditation plans should be developed to support COVID-19 safe plans and operations:</p> <p>Pre-registration and Training:</p> <p>All persons requiring accreditation should pre-register and provide their name and contact details (for example, phone number and e-mail address) to assist with future contact tracing requirements. Consideration should also be given to including an acknowledgement of potential risks involved working in a mass gathering environment. Consider requiring all approved accredited persons to complete COVID -19 training prior to issue of accreditation. Consider developing a process for persons who apply for multi-venue or multi-State or Territory accreditation to ensure ongoing health monitoring and awareness of State or Territory COVID-19 safety requirements.</p> <p>Accreditation Types:</p> <p>Typically, a laminate, sticker or wristband. Accreditation should be clearly visible/identifiable at a distance to reduce the need for close contact at access check points. Where possible laminates should be double sided. The colour or design of accreditation should change between individual events and venues. Event</p>

Organisers and/or Venue Operators accreditation levels should be aligned (i.e. there should not be separate or miscellaneous wristbands distributed by third parties).

Digital accreditation may be considered. Digital accreditation can allow Event Organiser and/or Venue Operator to manage accreditation in dynamic environments, in real time and in a remote manner. This includes the issuing and revoking of accreditation, manage inductions and or COVID related staff self-reporting questionnaires and as a communication portal.

Accreditation Zones:

Accreditation is used to control the movement of workers to designated areas based on roles and responsibilities. Where possible, accreditation zones should also aim to limit the interaction between workers and departments on site. Consider using different levels of accreditation to zone the venue, event or festival to restrict access to critical areas and assist in contact tracing, if required. Implement access restrictions for movement within and across zones. Consider displaying accreditation zones on signage throughout venue. Consider developing a process for emergency access to zones, if required, for example, for emergency repairs or maintenance and/or emergency evacuation.

Accreditation Distribution:

All workers should have current accreditation to access the site. To collect accreditation, each worker should have their name and contact details checked and recorded in the accreditation register. Individuals should collect their own accreditation. No accreditation should be collected on behalf of another worker or guest. Where possible accreditation distribution should coincide with the onsite induction and any 'fit for work' checks required by the event or venue. Hand sanitiser and alcohol wipes should be made available at accreditation collection and any major touch points. Event day accreditation booths should be reviewed to consider physical distancing and PPE requirements.

VIP and Guest Passes:

All guests and VIPs that request passes (not necessarily accreditation) to gain access should provide appropriate details such as name, contact number and email.

Accreditation Checks:

Accreditation should be checked on entry to the site and between accreditation zones. Where possible accreditation should be examined at a distance and touching or close contact should be avoided. Barcodes or QR code for scanning may assist in this regard. Where access points are public facing or in high traffic areas, check point workers should ensure they are wearing adequate PPE. Hand sanitiser and disinfectant wipes should be made available at all major touch points.

Revocation of Accreditation:

Consider development of Terms and Conditions of Entry that specify the conditions under which accreditation may be revoked, including for breaching COVID-19 health and safety protocols. These conditions should be communicated and all accredited persons educated on their responsibilities and obligations.

Access to Accreditation Register:

As noted above the accreditation register should be made available to the Event Organisers and/or Venue Operators either at completion of the event or when requested. This information should be kept for the minimum period of time as

	determined by the relevant health authorities and then destroyed and is to be used only in the instance of contact tracing.
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> • Event Safety Alliance (ESA) Reopening Guide <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • NSW Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • Government of South Australian COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	ACCESS CONTROL
SCOPE	Venue and event access control measures
PURPOSE	To provide guidance on venue and event access control measures that comply with State or Territory and Federal guidelines and regulations to operate in a COVID-19 safe manner.
RELATED GUIDELINES	Accreditation Security Searching – Patrons and Workers Worker – Health Screening Protocols
GUIDELINES / CONSIDERATIONS	<p>Access control considerations for COVID-19 safe operations may include:</p> <ul style="list-style-type: none"> • Review the existing access control process /system and where practical and/or feasible implement contactless access. • Contractors, workers and talent access checks prior to entry, with areas of work to be documented. • Appropriate screening protocols in place on all entry points. • Identification check of all workers prior to being authorised entry to the venue. • Separation of worker sign on terminals, and physical distancing measures in place. • Worker sign on entry doors/gates to remain open and manned to ensure physical distancing and accreditation checks are in place prior to entry. • Site access logs maintained with name and contact details of all persons on-site for contact tracing. • Site visitor/contractor sign in area and terminals cleaned regularly. • COVID-19 health and hygiene information, advice and signage erected at all entry points. • Terms and Conditions of entry updated to enable refusal of entry and eviction for public health reasons, including workers, contractors and visitors. • It is expected patrons will want to wear face masks and consideration should be given to protocols on face coverings. Event Organisers and/or Venue Operators should seek to retain its ability to verify patron identity and develop a process as to how may this be accomplished with face coverings. • Physical distancing monitored and controlled at entry points. • Separation and isolation of suspected cases in first aid rooms and/or other identified facilities within the venue. • Secondary screening measures in place, where possible. • Preference to have digital accreditation for personnel to ensure there is no contact and ability to remain at safe distance when verifying accreditation. • No contact accreditation/working person credential using dedicated hand scanner per person and having accredited persons lift and present accreditation to security staff. • In lieu of electronic accreditation, issue a credential such as a wristband to allow easy identification of persons who have been successfully screened and had their identification checked for access to the venue. • Where access control systems are in place a, review/audit of the card manifest to control the movement between suppliers, contractors, workers and the public.

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia Covid-19 Information for Workplaces – Live Entertainment • Department of Health – State and Territory health departments <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • NSW Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Western Australia Government COVID-19 Coronavirus
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	VENUE CLEAN ZONES
SCOPE	The lockdown of key operational areas for talent and workers on event days.
PURPOSE	To ensure a consistent approach in providing a COVIDSafe environment for all talent and key operational areas, including the performance spaces and the field of play. This area will undergo rigorous bio security processes when compared to that of other areas of the venue, with an additional layer of accreditation required to access these areas.
RELATED GUIDELINES	Accreditation Hygiene Venue and Event Related Cleaning Training and Awareness
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <ul style="list-style-type: none"> Confirm what areas will be utilised for the event by talent and key staff. This will form the base for the event's clean zone. Areas should include: <ul style="list-style-type: none"> Change and dressing rooms Coaches' boxes Offices of key operational workers Medical rooms Access ways to performance spaces and the field of play. Identify key walking routes from these spaces to the field of play. <ul style="list-style-type: none"> Identify any cross over points where there is a transition from the "dirty zone" to the clean zone. Work on strategies to assist in the above transition (e.g. dedicated security personnel or nominated bio security staff). Suggested operating hours of the clean zone should allow enough time to conduct compliance checks by the tour management or the governing body. Accreditation for these areas should include an additional level to the general access pass and should undergo pre event approval from tour management or its governing body. This could take the form of a clip-on badge or distinguishing sticker applied to existing accreditation and fixed upon entry to ensure integrity. Once the clean zone is established the Event Organiser or Venue Operator must ensure additional layers of accreditation are adhered to. <ul style="list-style-type: none"> Allowances need to be made for workers requiring access to the clean zones for critical works or emergencies (e.g. plumbing issues). Should workers require access, they must adhere to additional bio security PPE requirements set by the tour management or its governing body. Security staff will be tasked with maintaining the integrity of the clean zone throughout the duration of the event. Workers who have been pre-approved by the tour management or the governing body are permitted access to performance spaces or the field of play. <p>Compliance:</p> <ul style="list-style-type: none"> Seating in areas such as the side of stage, sideline interchange, coaches' boxes and match officials rooms is to be spaced to maintain minimum physical distancing requirements. Ensure all appropriate hygiene requirements are placed in clean zone areas - this will include signage and Hand Sanitiser Stations where appropriate.

	<ul style="list-style-type: none">• Appropriate cleaning protocols are to be in place as approved by the tour management or its governing body.• Ensure all staff are appropriately trained in COVIDSafe practices.
REFERENCE DOCUMENTS / GUIDANCE	National - <ul style="list-style-type: none">• Australian Government - Department of Health – COVID-19 Social Distancing Guidance• Australian Government - Department of Health – COVID-19 Resources
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	SECURITY SEARCHING – PATRONS AND WORKERS
SCOPE	COVID-19 safe security searching of patrons and workers entering the event space
PURPOSE	To provide guidance for Event Organisers and/or Venue Operators on the conduct of safe, hygienic and physically distanced security searching.
RELATED GUIDELINES	Access Control Personal Protective Equipment (PPE) Hygiene COVID-19 awareness training for Security Staff Cloaking Services
GUIDELINES / CONSIDERATIONS	<p>Security Layout: The security search area layout takes into consideration the correct sequence of events to ensure that any health screening is completed prior to the security screening process in order to maintain separation between security staff and the public.</p> <p>Bag Limits: Consideration should be given to implementing no bag, clear bag or bag size restrictions for patrons and staff. This will reduce a number of touchpoints between staff and patrons, improve physical distancing and security search points and speed up processing times to reduce queue wait times.</p> <p>Worker and Patron Security Screening: It is expected that Event Organisers and/or Venue Operators will continue to have a requirement to conduct worker and patron security searches in their discretion. Opportunities should be identified to increase physical distance between security staff and those undergoing security screening. This includes ensuring minimal physical contact between security staff and those undergoing security screening.</p> <p>All security staff fulfilling these roles must be trained in the specific requirements of searching and the use and disposal of Personal Protective Equipment (PPE) to deliver it safely.</p> <p>Handheld metal detectors may continue to be used with appropriate safety precautions in place. Consideration may also be given to deploying different security screening technology, such as walk through metal detectors, to expedite processing times and further improve physical distancing.</p> <p>Worker and Patron Awareness: Event Organisers and/or Venue Operators should include key information pertaining to security screening protocols into all patron communication plans. This information should be provided in the days leading up to an event and where possible at the approach to access points to the venue to assist patrons to understand and be prepared for new or different processes.</p> <p>Security Screening Protocols:</p>

The sections below provide guidance on COVID-19 safe security screening processes for staff, patrons and bags. These are options only and they should be adapted to the specific conditions and requirements at each venue, event or festival.

Self-Search by Customer, including Bag

Equipment:

- Appropriate search area that allows for physical distancing
- Search table
- PPE
- Cleaning materials
- Hand sanitiser
- Signage (if required)

Process:

- Security is located prescribed minimum physical distance away from the search table
- Worker/patron is located at the head of the queue
- Security provide verbal directions for the patron to move forward to the search table
- Worker/patron places personal belongings on search table from pockets
- Where a bag is present, the bag is placed on the search table and security will direct the Worker/patron to “search the bag”.
- When satisfied that the search is complete security will direct the staff/patron to collect belongings and move out of the search area while maintaining the prescribed minimum physical distance.

Considerations:

- The time to conduct this search will be lengthy due to the time it takes to pass and understand messages, the speed and compliance of the Worker/patron and the emptying and collection of belongings
- Worker/patrons will not be able to avoid touching search tables. A suitable cleaning regime will be required to ensure a safe working space
- Clearly identify and communicate the information that must be conveyed prior to, during and post search in relation to entering the venue. This can be verbal and visual to assist in the patrons understanding
- If an international event, consider providing information in multiple languages and/or having translators on site

Self-Search by Worker/Patron and Security Staff

Equipment:

- Appropriate search area that allows for physical distancing
- Search table
- PPE
- Cleaning materials
- Hand sanitiser
- Signage (if required)
- Search stick

Process:

- Security stays prescribed minimum physical distance away from staff/patron and provides instructions

- Worker/patron removes items from pockets and places them on the search table
- Where a bag is present, the bag is placed on the search table and security will direct the worker/patron to move back the prescribed minimum physical distance
- Security will search the contents of the bag, this will be with the aid of a 30-centimetre stick/wand.
- Where items need to be removed, security staff will ask the worker/patron to do so, moving back the prescribed minimum physical distance back until completed
- When satisfied that the search is complete security will direct the worker/patron to collect their belongings and move out of the search area while maintaining the prescribed minimum physical distance.

Considerations:

- The time to conduct this search will be lengthy due to the time it takes to pass and understand messages, the speed and compliance of the worker/patron and the emptying and collection of belongings
- Worker/patrons will not be able to avoid touching search tables. A suitable cleaning regime will be required to ensure a safe working space.
- Clearly identify and communicate the information that must be conveyed prior to, during and post search in relation to entering the venue. This can be verbal and visual to assist in the patrons understanding.
- If an international event, consider providing information in multiple languages and/or having translators on site
- Security are required to wear PPE to reduce the risk of contamination or passing contamination between worker/patrons.
- Security should use hand sanitiser on the outer layer of gloves between each search. This will assist in minimising the risk of any potential cross-contamination from the search.
- PPE worn by security must be replaced on a set time period.

Use of Hand Held Metal Detector on Worker/Patron and Bag Search by Security Staff

Equipment:

- Appropriate search area that allows for social distancing
- Search table
- PPE
- Cleaning materials
- Hand sanitiser
- Signage (if required)
- Handheld Metal Detector

Process:

- Security is located prescribed minimum physical distance away from worker/patron and provides instructions.
- Worker/patron removes items from pockets and places them on the search table.
- Security approach the worker/patron and conduct the search with the Handheld Metal Detector keeping the device at arm's length to provide maximum space between security and the worker/patron.

	<ul style="list-style-type: none"> • Security search will be conducted in a systematic and methodical manner. • Any alarms will be investigated post search when security returns to the recommended safe distance. • Worker/patron will self-search the area of alarm and remove or indicate the item detected and place the item on the search table. • This process will be repeated until security is satisfied the alarm has been resolved. • Where a bag is present, the bag will be placed on the search table and security will direct the worker/patron to step back the prescribed minimum physical distance. • Security will search the contents of the bag; this will be with the aid of a 30-centimetre stick/wand. • Where items need to be removed, security will ask the worker/patron to do so, moving back the prescribed minimum physical distance until completed. • When satisfied that the search is complete security will direct the worker/patron to collect belongings and move out of the search area while maintaining the proscribed minimum physical distance. <p>Considerations:</p> <ul style="list-style-type: none"> • The time to conduct this search will be lengthy due to the time it takes to pass and understand messages, the speed and compliance of the staff/patron and the emptying and collection of belongings. • Worker/patrons will not be able to avoid touching search tables. A suitable cleaning regime will be required to ensure a safe working space • Clearly identify and communicate the information that must be conveyed prior to, during and post search in relation to entering the venue. This can be verbal and visual to assist in the patrons understanding. • If an international event, consider providing information in multiple languages and/or having translators on site. • Security are required to wear PPE to reduce the risk of contamination or passing contamination between worker/patron. • Security should use hand sanitiser on the outer layer of gloves between each search. This will assist in minimising the risk of any potential cross-contamination from the search. • PPE worn by security must be replaced on a set time period.
REFERENCE DOCUMENTS / GUIDANCE	<p>International -</p> <ul style="list-style-type: none"> • Centre for the Protection of Critical Infrastructure (UK) Physical Distancing Search Guidance • PAS 127:2014 Checkpoint Security Screening of People and their belongings- Guide <p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • New South Wales Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19

- [Tasmanian Government Coronavirus Disease: Roadmap to Recovery](#)
- [Victorian Government Coronavirus: Important information for Victorians](#)
- [Western Australia Government COVID-19 Coronavirus](#)

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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	GOVERNMENT AND COUNCIL SERVICES AND SUPPORT
SCOPE	Provision of Government and Council Services and Support at venues, events and festivals to support implementation of COVID-19 restrictions, compliance monitoring and enforcement.
PURPOSE	To provide guidance for venues, events and festivals on considerations for government services provided under user pay schemes to support implementation of COVID-19 restrictions, compliance monitoring and enforcement.
RELATED GUIDELINES	Access Control Accreditation Evictions and Move on Powers
GUIDELINES / CONSIDERATIONS	<p>The COVID-19 pandemic has seen legal powers granted to various State and Territory government agencies to monitor compliance with and enforce breaches of COVID-19 specific regulations.</p> <p>Consideration should be given to undertaking consultation with government agencies in relevant jurisdictions to discuss and negotiate any user pay services that Event Organisers and/or Venue Operators may be required to pay for.</p> <p>Such considerations should be focused on the outcomes of the COVID-19 risk assessment and mitigation measures identified to reduce risk to an appropriate level.</p> <p>Specific points that Event Organisers and/or Venue Operators should consider discussing with government agencies include:</p> <ul style="list-style-type: none"> • Will Event Organisers and/or Venue Operators be required to pay for the presence of police or compliance officers for the purpose of monitoring and enforcement of COVID-19 specific regulations? • Will compliance monitoring and enforcement of COVID-19 specific regulations set by the relevant authorities fall within the role of the licensing officers? • Will user pays police resources required for monitoring compliance with and enforcement of COVID-19 specific regulations be separate from, and additional to any general duties, of user pays Government and Council Services and Support required at the venue or event?
REFERENCE DOCUMENTS / GUIDANCE	<p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • NSW Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	EVICCTIONS AND MOVE ON POWERS
SCOPE	Legislative powers for the enforcement and management of COVID-19 requirements at venues, events and festivals.
PURPOSE	To identify and specify legislation either at State or Territory and Federal level that will be enacted for the return to operations with regards to Evictions and Move on Powers for security and crowd control staff at venues, events and festivals.
RELATED GUIDELINES	Personal Protective Equipment (PPE) Hygiene Government and Council Services and Support Access Control Terms and Conditions of Sale and Entry
GUIDELINES / CONSIDERATIONS	<p>Event Organisers and/or Venue Operators and contractors currently have no legal powers to enforce physical distancing requirements. These powers vest in police forces nationally under State and Territory specific COVID-19 response arrangements.</p> <p>As such venues, events and festivals need to develop provisions to support security and crowd management personnel to enforce COVID-19 health, hygiene and physical distancing requirements.</p> <p>Terms and Conditions of Entry:</p> <p>Terms and Conditions of Entry may assist venues, events and festivals in the enforcement of any conditions or requirements specified by health authorities, if no specific powers are provided in relation to refusing entry, evicting or moving people on if they present concerns from a COVID-19 or other health perspective. Consideration should be given to incorporating health provisions in Terms and Conditions of Entry to support enforcement of health monitoring, hygiene and physical distancing requirements at venues, events and festivals.</p> <p>Event Organisers and/or Venue Operators and ticketing agents should have a clear process/policy for refunds (if any) if a patron is rejected after having failed a health screening or for failing to comply with the Terms and Conditions of Entry. Consideration is given to an objective, clear and well communicated steps to follow by staff interacting with the public in relation to any escalation as a result of the screening process at the point of entry.</p> <p>Some examples of Conditions of Entry to consider are below:</p> <ul style="list-style-type: none"> • “Failure to comply with physical distancing requirements could result in your entry being refused or your ejection from the venue.” • “In the event that an individual(s) fails the venue’s health screening processes they may be refused admission.” • “Failure to comply with any government guidance, State directives or legislation with regards to COVID-19 or any other relevant health directives could result in your entry being refused or your ejection from the venue.”

	<p>Evictions:</p> <p>Liquor licensing legislation provides security and crowd management staff with the authority, in certain circumstances, to remove patrons from venues, events and festivals. Furthermore, in some jurisdictions venue staff may have the ability to evict, or refuse entry, to a patron(s). This may result in patrons leaving in a compliant manner or being forcibly removed by security and crowd management personnel. Consideration should be given to providing security and crowd management personnel with PPE to protect their health and hygiene during evictions.</p> <p>Consideration should also be given to providing personal hygiene facilities for security and crowd management staff who have to physically interact with patrons. This including showers and other washing facilities, soap and hand sanitiser and replacement uniforms if required.</p> <p>Consideration should also be given to having additional security and crowd management staff rostered on to allow individual personnel to be replaced if they are required to wash, shower and/or replace their uniform.</p> <p>It should also be noted that venue staff may have the ability to evict/refuse entry to a patron(s) and they should apply similar processes as those in place for security and crowd management staff. PPE, personal hygiene, uniform/clothing changes and stand-down should all be considered.</p> <p>If an eviction is due to health and hygiene concerns with a patron and there is close physical contact, staff involved should be advised to monitor their symptoms and seek prompt medical attention.</p> <p>Move on Powers:</p> <p>It is recommended that Event Organisers and/or Venue Operators check State and Territory legislation to determine who is authorised to move people on for breaches of COVID-19 health orders. It is expected that this power will vest in law enforcement authorities only.</p> <p>Event Organisers and/or Venue Operators and contractors should consider developing protocols to ensure effective coordination with relevant law enforcement agencies to move people on if they are found to be in breach of COVID-19 health orders.</p>
<p>REFERENCE DOCUMENTS / GUIDANCE</p>	<p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • NSW Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	BROADCAST OPERATIONS
SCOPE	Deployment of production personnel and equipment into Studios and Control Rooms and Field of Play
PURPOSE	To provide guidelines to mitigate risk of transmission of infection via interaction between on air talent, players, floor crew, studio audience and patrons.
RELATED GUIDELINES	Equipment Supply and Handling Accreditation Venue Clean Zones Worker – Health Screening Protocols Media Contact Tracing Record Keeping COVIDSafe Plan Personal Protective Equipment (PPE)
GUIDELINES / CONSIDERATIONS	<p>Overview: It is important that all contractors engaged by Event Organisers and/or Venue Operators for the purposes of Broadcast Operations have provided their COVIDSafe Plan that is applicable to their area of operation at the event and that it meets or exceeds the requirement of the COVIDSafe Plan for the Event Organisers and/or Venue Operator.</p> <p>Studio and Control Rooms:</p> <ul style="list-style-type: none"> Only essential personnel (On Air Talent, Cameras and Floor Managers, Audio Technicians) should be permitted in each control room/studio environment, no other guests or production staff. Floor crew to practise physical distancing where practicable. Restrict movement between areas as much as practicable. <p>External Studio Production/Field of play:</p> <ul style="list-style-type: none"> All crew/talent to complete Studio/Venue inductions prior to commencing the shift, Event Organisers and/or Venue Operators to liaise with Production Manager, Venue, Communication/PR and Team Representatives where access and designated zones are located/mapped pre, during and post broadcast/record. Interviews on remote/ink cameras or in temporary set ups are conducted in Studios or dedicated <i>clean zones</i>. <p>Hygiene and Health:</p> <ul style="list-style-type: none"> All operators to disinfect their equipment and operational area(s) before and after each shift including production areas, technical, make up and wardrobe and EVS areas. PPE may be required – ensure regular hand sanitisation before and after close contact.

	<ul style="list-style-type: none"> • Touch points, keyboards, telephones (desktop and mobile), headphones are disinfected with wipes. • Cameras and tripods: <ul style="list-style-type: none"> ▪ Viewfinders/eye pieces disinfectant wipe down. ▪ Pan handles and zoom demands disinfectant wipe down. • Microphones: <ul style="list-style-type: none"> ▪ All wind socks /lapel mics removed and disinfected pre and post and only put on as they are handed to the talent for testing. • Ear pieces/Comms Head Sets - talent to keep own disinfected ear pieces for the entire cross. Floor Technicians use their own ear pieces, shared Heads Sets sprayed and disinfected with wipes pre and post use. <p>Record Keeping:</p> <ul style="list-style-type: none"> • All personnel report to Security Entry/Access points and undertake a temperature check, if required (results may be recorded), sign in/register before entering the venue. • At arrival, satisfy all “fit for work” requirements as a worker of the Production Company or Studio. • Apply wristbands/secondary event/venue specific accreditation and maintain a register of attendance at the designated entry/exit points for the purposes of contact tracing. <p>Production Bump in/out and set changeovers:</p> <ul style="list-style-type: none"> • Consider staggered departmental crew calls to minimise interaction, PPE, hand sanitisers and disinfecting wipes made available to each Head of Department and at designated areas. • Where practicable utilise video screens for messaging in between records/play. • Consider having catering distribute packaged meals only and designate quarantined and managed areas, staggered breaks where possible. <p>On Set Audience/Guests and Contestant Protocols:</p> <ul style="list-style-type: none"> • Consider staggered arrival in small numbers, pre-selection process should include and be limited to household/family/accredited studio participants. • Allocate dedicated dressing rooms or holding areas where physical distancing can be practised and position or move talent and patrons to accommodate meeting the physical distancing guidelines.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Screen Production Industry - COVID-Safe Guidelines • Australian Government - Department of Health – COVID-19 infection control training • Australian Government – Department of Health – Physical Distancing Guide
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	MEDIA
SCOPE	Operational considerations to the deployment of Journalists, Photographers and Film Crew to Venues
PURPOSE	To provide guidelines to mitigate risk of transmission of infection via interaction between on air talent, players, workers and patrons.
RELATED GUIDELINES	Equipment Handling and Supply Accreditation Broadcast Operations Health Screening – Workers Record Keeping Contact Tracing Venue Clean Zones
GUIDELINES / CONSIDERATIONS	<p>Overview:</p> <p>It is important that all Media on site at an Event are conversant with, and agree to observe, the relevant components of the Event and/or Venue's COVIDSafe Plan that is applicable to their area of operation at the event.</p> <p>Guidelines for accredited media representatives arriving/working within media zones on event and non-event days include:</p> <p>Hygiene and Health:</p> <ul style="list-style-type: none"> Where crew are required to work in close proximity with the public, teams or talent ensure the minimum physical distance is practised, PPE including face masks and gloves may be required – ensure regular hand sanitisation application before and after close contact. Interviews - consider the use of boom mics, maintain physical distancing. All operators to clean and disinfect their equipment and operational areas before and after each shift. Ear pieces - talent to keep own sanitised ear pieces for the entire cross. Comms head-sets sanitising – remove and sanitise and then replace. Cameras and Tripods: <ul style="list-style-type: none"> Viewfinders/eye pieces disinfectant wipe down. Pan handles and zoom demands disinfectant wipe down. Cameras and kits must not be left unattended or shared. Hand mics, lapel mics & wind socks: <ul style="list-style-type: none"> All wind socks and lapel mics removed and sprayed and only put on as they are handed to the talent for testing. <p>Physical Distancing:</p> <p>There should be no direct media contact with on air talent, players, workers and patrons and all media interviews should take place in areas where both players/talent and media are appropriately physically distanced.</p> <p>Physical distancing cannot sufficiently guarantee safeguarding of players/talent or members of the media, so in the interests of abundant caution media will have no, or supervised access, to venue media clean zones.</p>

	<p>Separate, media entry and exit points to a venue should be established where possible to prevent cross-contamination with talent/players/personnel/officials.</p> <p>Editorial and Media Briefings: Assessments of operations should include, and not be limited to:</p> <ul style="list-style-type: none"> • Authorised designated location(s) access points and routes. • Consideration of proximity to general population and talent/players or other personnel. • Determining dedicated/accredited venue media clean zone locations. • Confirmation of key operational areas and qualification of set up/pack down times prior. <p>Record Keeping and Accreditation:</p> <ul style="list-style-type: none"> • Apply wristbands/secondary event/venue specific accreditation and maintain a register of attendance at designated entry/exit points for the purposes of contact tracing. • All media representative details are provided in advance where possible and upon presenting to the designated access point(s) may be required to: <ul style="list-style-type: none"> ▪ Present valid photo ID. ▪ Undertake a temperature check (results may be recorded) ▪ Confirm they have been briefed on the relevant aspects of the event's COVIDSafe Plan including venue media clean zone protocols, where applicable.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Screen Production Industry - COVID-Safe Guidelines • Australian Government - Department of Health – COVID-19 infection control training • Australian Government – Department of Health – Physical Distancing Guide
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	EQUIPMENT SUPPLY AND HANDLING
SCOPE	Considerations for the use of hired and shared equipment onsite
PURPOSE	To mitigate the risk of infection to personnel and patrons from hired and shared equipment onsite
RELATED GUIDELINES	Hygiene Personal Protective Equipment (PPE) Training, Awareness and Worker Inductions Record Keeping COVIDSafe Plan Worker – Health Screening Protocols Contact Tracing
GUIDELINES / CONSIDERATIONS	<p>Pre-COVID-19 equipment supply and handling was driven by factors other than sanitisation, shared tools and equipment. It is suggested that these factors be taken into account when planning for hire, supply and use of equipment.</p> <p>Hygiene and Health:</p> <ul style="list-style-type: none"> • All PPE is to be supplied. • Disinfectant and sanitisation products to be used. Disinfectant and sanitisation products as are approved by the Therapeutic Goods Authority (TGA) and listed on the Australian Register of Therapeutic Goods (ARTG) • All equipment needs to be thoroughly cleaned and disinfected then quarantined prior to delivery onsite. • Where possible equipment should be tagged as ‘sanitised’ to allow for easy identification. • Where equipment is dry hired for install by the event, workers should check for ‘sanitised’ tags and cleaning registers prior to handling. • Where equipment onsite is to be shared between workers and departments, cleaning registers and disinfectant wipes are to be made readily available. • Once finished with equipment, workers are to thoroughly wipe down the equipment using disinfectant wipes and record their details in the cleaning register. • Any equipment that cannot be adequately sanitised using disinfectant wipes should be put aside for quarantine in a pre-designated ‘safe’ area onsite. • Where possible shared equipment is to be sanitised using TGA certified disinfectant wipes prior to collection. • Where equipment has likely been touched or utilised by patrons or performers at the event, workers are to exercise greater caution and ensure they are wearing adequate PPE when handling. • Workers are required to wash or sanitise their hands regularly while onsite, with hand sanitiser made available at all major touch points. <p>Physical Distancing:</p> <ul style="list-style-type: none"> • Where possible each equipment contractor should be allocated a designated area onsite to unload and prepare for installation. • Workers are to limit their movements to designated work zones and maintain physical distancing where possible.

	<ul style="list-style-type: none"> Where workers are required to work in close proximity to one another, PPE including gloves and face masks may be required. <p>Record Keeping:</p> <ul style="list-style-type: none"> Cleaning registers (dates, disinfection products method etc) should be recorded for all equipment to assist with contact tracing. <p>Health Screening – Workers:</p> <ul style="list-style-type: none"> All workers handling and working with equipment are to be inducted on arrival and must satisfy any ‘fit for work’ requirements of the contractor, client and venue.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> Work Health and Safety Act 2011 National Health Act 1953 Therapeutic Goods Authority (TGA) Australian Register of Therapeutic Goods (ARTG) Safe Work Australia - Model Code of Practice: Hazardous manual tasks Safe Work Australia - National COVID-19 Safe Work Principles. <p>State and Territory –</p> <ul style="list-style-type: none"> Australian Capital Territory – Work Health and Safety Regulation 2011 Australian Capital Territory – Hazardous Manual Tasks – Code of Practice 2011 Australian Capital Territory Public Health Act 1997 New South Wales - Work Health and Safety Regulation 2017 New South Wales Public Health Act 2010 New South Wales – Getting Back to Work in a COVID Safe Way New South Wales - SafeWork – Hazardous Manual Tasks – Overview Northern Territory – Guide to the Work Health and Safety Act 2011 Northern Territory – Work Safe – Laws and Compliance Queensland – Hazardous Manual Tasks – Code of Practice 2011 Queensland - Public Health Act 2005 South Australia Work Health and Safety Act 2012 South Australia – Public Health Act 2011 South Australia - Emergency Management Act 2004 South Australia – Work Safe Tasmania – WorkSafe Tasmania Tasmania - Work Health and Safety Act 2012 Victoria – WorkSafe - Compliance code: Hazardous manual handling Victoria - Occupational Health and Safety Act 2004 Victoria - Occupational Health & Safety Regulations 2007 Victoria - Public Health and Wellbeing Act 2008 West Australia - WorkSafe West Australia - Occupational Safety and Health Regulations 1996
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	HEATING, VENTILATION AND AIR CONDITIONING (HVAC)
SCOPE	The operation and maintenance of HVAC systems
PURPOSE	To minimise the risk of transporting airborne contaminants such as COVID-19 in venues
RELATED GUIDELINES	Personal Protective Equipment (PPE) Decontamination Cleaning Record Keeping
GUIDELINES / CONSIDERATIONS	<p>Whilst there is currently no evidence that Covid-19 can spread through HVAC systems, Event Organisers and/or Venue Operators need to minimise any risks and this protocol highlights variations to normal operations that should be considered, such as applying physical distancing, utilising PPE and practising increased hygiene.</p> <p>Hygiene and Health:</p> <ul style="list-style-type: none"> • Ensure all HVAC systems are cleaned, maintained and inspected in accordance with the relevant regulations and standards prior to restarting in order to control the risk of mould and legionella and airborne infectious aerosols in the system. • Increase outside air intake where possible to assist with the removal of contaminated air. For example: <ul style="list-style-type: none"> ▪ Open outdoor air dampers ▪ Extend operation times/hours ▪ Maintain ventilation 24 hours a day (at a lower rate when the building is unoccupied) ▪ Use operable windows (if relevant) ▪ Check HVAC filtration • Reduce the recirculation of air where possible. • Temperature and Humidity: <ul style="list-style-type: none"> ▪ Maintain relative humidity above 40% (or within optimum range as per the latest published standards and guidelines) • Ensure the likely touch-points on plant and in plant room areas are cleaned before being disinfected. <p>Physical Distancing:</p> <ul style="list-style-type: none"> • Ensure workers apply physical distancing, utilise PPE (where appropriate) and practice good hygiene whilst working on plant and in plant room areas (including changing filters). • Ensure controls are in place in order to prevent unauthorised access to Building Management Systems to restrict unauthorised schedule changes and minimise manual overrides. <p>Record Keeping:</p> <ul style="list-style-type: none"> • Ensure all HVAC systems are maintained and serviced as per the relevant regulations and standards.

REFERENCE DOCUMENTS / GUIDANCE	National - <ul style="list-style-type: none">• Safe Work Australia – HVAC Systems• Australian Standard AS 1668.2-2012 – The use of ventilation and air conditioning in buildings - Mechanical ventilation in buildings• Australian Standard AS 3666 – Air Handling and Water systems of buildings – Microbial control• Air Conditioning and Mechanical Contractors Association (AMCA)
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	GROUND TRANSPORT – TOURING PARTIES AND WORKING GROUPS
SCOPE	Considerations for moving Touring Parties and Working Groups in common vehicles whilst travelling.
PURPOSE	To provide guidelines to mitigate risk of infection to Touring Parties and Working Groups whilst utilising ground transport within Australia.
RELATED GUIDELINES	Accommodation – Touring Parties and Working Groups Hygiene Worker Inductions Record Keeping Contact Tracing
GUIDELINES / CONSIDERATIONS	<p>Pre-Covid-19 working group ground transport was not significantly impacted by the need for social distancing and record keeping. It is suggested that these factors be taken into account when planning for ground transport of touring parties and working groups.</p> <p>Hygiene, Health and Equipment Cleaning:</p> <ul style="list-style-type: none"> • Ensure any member of a touring party or working group who report symptoms consistent with COVID-19 be quarantined from the remainder of the party. • When drivers report for duty, they should undergo the same induction processes as relate to other Workers for the relevant place of business. • Transportation providers should disinfect the passenger compartment after every trip, including all hard surfaces, seats, headrests, seatbelts, seatbelt buckles and armrests. Nothing should be left in the rear of the vehicle that could be touched by more than one person, such as papers, water bottles or coffee cups. • Disinfectant and sanitisation products as are approved by the Therapeutic Goods Authority (TGA) and listed on the Australian Register of Therapeutic Goods (ARTG) • All drivers should be trained regarding the surfaces passengers are likely to touch and the cleaners, disinfectants, and PPE needed to clean and disinfect them. Additional time between trips should be reserved for this process. • Where possible only the driver should operate the door/hatch handles. • It is recommended that all passengers and drivers wear PPE while in the vehicle, and wash hands or use hand sanitiser on leaving the vehicle. • Drivers should have hand sanitiser available in the vehicle at all times. • When possible, windows should be opened as opposed to the use of air conditioning, for air flow and ventilation in enclosed spaces. • Passengers should handle their own luggage wherever possible. <p>Physical distancing:</p> <ul style="list-style-type: none"> • Physical distancing is recommended in all transport (including buses, vans, and other ground transportation) to the extent possible for those in the Touring Parties and Working Groups. • Where possible consistent “bubbles” should be established for ground transport movements.

	<ul style="list-style-type: none"> Capacity of the vehicles should be set, and enforced, to reflect physical distancing requirements. Consideration should be given to the mix of size and capacity of vehicles to minimise transmission risks. <p>Record keeping:</p> <ul style="list-style-type: none"> Drivers should maintain a log of passengers travelling for all moves (for any contact tracing requirements) This information should be remitted to event organisers/promoters promptly and as required. Where possible working groups should be aligned into work 'bubbles' to move and stay as a contiguous unit.
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> Event Safety Alliance (ESA) Reopening Guide Production Services Association – Tour Production Group – COVID-19 Working Procedures Guidance <p>National –</p> <ul style="list-style-type: none"> Live Performance Australia – COVID Safe Touring Guidelines Safe Work Australia - COVID-19 National Principles
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	ACCOMMODATION – TOURING PARTIES AND WORKING GROUPS
SCOPE	Considerations for accommodating working groups at hotel properties to mitigate the risk of infection to tour parties and personnel whilst travelling
PURPOSE	To provide guidelines for booking and arrangements at accommodation for Touring Parties and Working Groups within Australia
RELATED GUIDELINES	Ground Transport – Touring Parties and Working Groups Personal Protective Equipment (PPE) Record Keeping COVIDSafe Plans Hygiene
GUIDELINES / CONSIDERATIONS	<p>Pre-COVID-19 Touring Parties and Working Groups accommodation was driven by factors other than consolidation and proximity to places of work. It is suggested that these factors be taken into account when planning accommodation for tour parties and working groups.</p> <p>Accommodation Arrangements:</p> <p>Upon booking -</p> <ul style="list-style-type: none"> Hotels and accommodation to be screened in advance to establish their facilities and protocols can deliver a COVIDSafe environment. Ideally single occupancy rooms to be booked unless couples or family rooms are specifically required. Establish protocols around housekeeping entering rooms. <p>On arrival -</p> <ul style="list-style-type: none"> Arrange a pre-arrival check-in where possible. Call ahead to arrange check in time to avoid queuing. Utilise contactless check in when available. If contactless check in is not available, one person to check in the entire Touring Party. <p>During stay -</p> <ul style="list-style-type: none"> Adhere to any additional relevant hotel policies and procedures at all times. Request no contact room service delivery method. Limit the frequency of housekeeping. Use self-parking options. Take all possible steps to avoid other hotel guests by minimising use of shared facilities and movement around common areas of the hotel Clean keycards with disinfectant wipes upon receipt and daily. <p>On departure -</p> <ul style="list-style-type: none"> Utilise contactless check out whenever available. <p>Hygiene and Health:</p> <ul style="list-style-type: none"> All PPE is to be supplied by approved manufacturers/suppliers.

	<ul style="list-style-type: none"> Disinfectant and sanitisation products to be used. Disinfectant and sanitisation products as are approved by the Therapeutic Goods Authority (TGA) and listed on the Australian Register of Therapeutic Goods (ARTG). Pre-arrange contact with local doctor and/or medical professional. Ensure any member of a Touring Party or Working Group who report symptoms consistent with COVID-19 be quarantined from the remainder of the party. All members of the Touring Party or Working Group follow advice regarding hand/face hygiene, any specific hotel protocols and current government local state or territory guidelines during their stay. <p>Physical distancing and management of group interactions:</p> <ul style="list-style-type: none"> Consideration should be given to hotel selection and proximity to venue/place of work, to limit the amount of time spent travelling. Where possible working groups should be aligned into work 'bubbles' to move and stay as a contiguous unit. Where possible consideration should be given to grouping bookings onto common floors or blocks of the hotel, to limit the amount of interaction with other guests/hotel staff. Advice should be provided to Touring Party or Working Group regarding use of communal areas (dining or recreation spaces) and the requirements of physical distancing/cleaning of common surfaces (gym equipment, lifts etc). <p>Record keeping:</p> <ul style="list-style-type: none"> Records should be retained of all Touring Party or Working Group members staying at respective properties, including room numbers for any contact tracing requirements. <p>Communication and Training:</p> <ul style="list-style-type: none"> Event Organisers and/or Venue Operators include, as part of working groups inductions, the local state or territory current health directions including physical distancing.
REFERENCE DOCUMENTS / GUIDANCE	<p>International –</p> <ul style="list-style-type: none"> Event Safety Alliance (ESA) Reopening Guide Production Services Association – Tour Production Group – COVID-19 Working Procedures Guidance <p>National –</p> <ul style="list-style-type: none"> Live Performance Australia – COVID Safe Touring Guidelines Safe Work Australia - COVID-19 National Principles
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	ONSITE ACCOMMODATION – GREENFIELD SITES
SCOPE	Operational delivery and management of onsite accommodation for patrons and workers on Greenfield and/or Festival sites
PURPOSE	To provide guidance on COVIDSafe considerations to provide a safe framework for patrons and workers accommodated within Greenfield and/or Festival sites
RELATED GUIDELINES	Contact Tracing Decontamination Environmental Cleaning Venue and Event Related Cleaning Confirmed COVID-19 Incident Response Plan Incident Management
GUIDELINES / CONSIDERATIONS	<p>General: Ensure all guidelines and requirements for the specific jurisdiction relating to campgrounds are followed. This may require the completion of a specific Camping COVIDSafe Plan which would be supplementary to an Event or Venue COVIDSafe Plan.</p> <p>When designing and managing the delivery of camping services at greenfield sites the following should be considered:</p> <p>Layout:</p> <ul style="list-style-type: none"> • Ensure sufficient space in accordance with state/territory regulation is allowed for queuing around facilities and between campsites. • Ensure access points to main festival site and campgrounds are supervised, controlled and monitored with clear accreditation processes to access both. • Consider the inclusion of an all hours first aid facility near the campground. • Consider compartmentalisation of the campground with separate facilities in each area. <p>Contact Tracing:</p> <ul style="list-style-type: none"> • The identity of patrons residing at each campsite should be captured and retained. • Provide patrons with an easy to use system for recording any visitors from other campsites. <p>Cleaning & Hygiene:</p> <ul style="list-style-type: none"> • Ensure bathrooms are well stocked with hand soap and paper towels and regular checks and restocking is conducted. • If campgrounds are remote and/or with minimal staffing, then patrons should be advised to also bring their own soap, Personal Protective Equipment (PPE), and sanitation products. • Sanitation and hygiene related products should be made available for purchase to patrons. • Patrons should be advised to practise good hygiene and bring their own cleaning equipment.

	<p>Incident Management:</p> <ul style="list-style-type: none"> • Ensure a specific Incident and Response Plan has been developed to manage the isolation of any suspected cases, and close contacts. • The plans should address the isolation, management and security of the belongings of all patrons entering quarantine as necessary. • Establish any relocation or evacuation requirements in the event of suspected cases (ie. all campsites within a set distance to be relocated). • Deep cleaning of amenities and facilities identified as being used by the affected patrons. <p>Workers:</p> <ul style="list-style-type: none"> • If using an A and B team process, ensure accommodation is also separated accordingly. • Consider strict conditions on tent/accommodation capacities and ensure management to maintain standards. • Ensure worker accommodation and facilities areas remain separate from patron areas. • Ensure adequate hygiene facilities are provided.
REFERENCE DOCUMENTS / GUIDANCE	<p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government - Community and Outdoor Facilities and Libraries • New South Wales – COVIDSafe Plans – Caravan Parks and Camping Grounds • Queensland Government – Roadmap to Easing Restrictions • Queensland - Industry Framework for COVID Safe Events in Queensland • Victoria – Department of Health and Human Services – Restriction Levels <p>Other States and Territories largely have standard physical distancing restrictions only.</p>
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	TEMPORARY AMENITIES AND FACILITIES – GREENFIELD SITES
SCOPE	Public amenities and facilities installed for the purposes of delivering services at greenfield sites
PURPOSE	To provide guidance on COVIDSafe considerations to be incorporated in the set up and operation of temporary amenities and facilities
RELATED GUIDELINES	Crowd Management – Greenfield Sites Venue and Event Related Cleaning Waste Management Cloaking Service Site Design and Management – Greenfield Sites Personal Protective Equipment (PPE) Hygiene Food and Beverage Service
GUIDELINES / CONSIDERATIONS	<p>General:</p> <ul style="list-style-type: none"> • Consider card only transactions. • All organisations contracted to provide goods and services to an event should provide the Event Organisers and/or Venue Operators with their COVIDSafe Plan for review and approval. • All COVIDSafe Plans provided to the Event Organisers and/or Venue Operators should meet the standards and requirements set out on the Event Organisers and/or Venue Operators COVIDSafe Plan. • All external suppliers should provide their own Personal Protective Equipment (PPE), sanitation and hygiene supplies to fulfil delivery of their COVIDSafe Plan. • All external workers are subject to contact tracing procedures as outlined in the Event Organisers and/or Venue Operators COVIDSafe Plan. • All external workers should have completed the minimum training required in the Event or Venue COVIDSafe Plan. • The site design should ensure adequate space, infrastructure and signage in place to manage physical distancing requirements for patrons while queuing, perusing or purchasing. • Consider BOH site layout to ensure adequate distancing for workers. • Hand Sanitiser Stations should be made available at temporary facilities. • All amenities should have their capacity assessed. • The defined capacity of specific amenities and facilities must be clearly signed and managed as required. <p>Cloakroom:</p> <ul style="list-style-type: none"> • Consider whether cloaking services are essential in a COVID-19 environment. It is preferable not to provide cloaking services. <p>Market Stalls</p> <ul style="list-style-type: none"> • Consider whether Market Stalls are essential in a COVID-19 environment. • Clothing, jewellery and other wearables should not be tried on to reduce contact.

Food Stalls

- Consider contactless ordering by use of smartphone app.
- Consider environmentally friendly single use packaging and utensils.
- Condiment stations should be removed and single serve packages provided upon request.

Bars:

- Consider direct can/bottle service (subject to applicable liquor licence regulations).
- Consider whether cocktails and mixer drinks are essential, direct can/bottle service reduces contact, reduces need for ice as an ingredient.
- Consider A and B bar staff teams for multi day events.

Phone Charging:

- Consider whether Phone Charging services are essential in a COVID-19 environment. It is preferable not to provide these services to minimise touch points.
- Should this service be provided supervised self-service is advisable with all equipment handled by patrons cleaned as a high touch surface.

Chillout Spaces:

- Designated area with single directional entrance and exit.
- Area to have a set capacity, displayed via signage.
- Lay out and furniture arrangement to ensure compliance with physical distancing requirements of the jurisdiction.
- Furniture should be made from materials that can be easily cleaned / disinfected between uses.
- Cleaning rota and regimes to be established and monitored.
- Hand sanitiser to be readily available.

Toilets:

- Consider single entry toilet facilities with open air handwash to increase airflow.
- Review and agree on appropriate cleaning checklist with supplier to ensure adequate process.
- Consider displaying cleaning log to ensure patron satisfaction.
- Ensure adequate ratio of toilets, urinals and handwashing stations available to patrons to reduce queuing.
- Stores of consumables, including soap, must be sufficient for the increased demands of patrons.
- Replenishment of hand washing consumables must occur regularly.

Fairground Rides:

- Consider option to pre-purchase, contactless ride tickets with timed entry to avoid reduce between staff and patrons, and limit queuing
- Implement cleaning procedures of high-touch areas between use including handles, doors, seatbelts, gates. Record each clean and display schedule.
- Implement single entry/exit procedure into ride area
- Ensure capacity of ride is in compliance with relevant restrictions

Site Sheds:

	<ul style="list-style-type: none"> • Consider split sheds for areas where occupants are likely to spend increased time with others to reduce the number of occupants per room. • Consider site sheds with windows to allow for adequate airflow. • Cleaning and disinfection of site sheds and back of house facilities and amenities must be considered as a separate consideration to public areas.
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government – Department of Health Environmental cleaning and disinfection principles for COVID-19 • Safe Work Australia - How to clean and disinfect your workplace - COVID-19 • Safe Work Australia – COVID-19 Information for Workplaces – Live Entertainment - Cleaning • Australian Attractions Industry COVIDSafe Plan
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	SITE DESIGN AND MANAGEMENT – GREENFIELD SITES
SCOPE	Site Layout and management during all event phases on Greenfield Sites
PURPOSE	To provide guidance on COVIDSafe considerations to provide a safe framework for designing and managing a Greenfield Site
RELATED GUIDELINES	Procurement of Services and Goods Personal Protective Equipment (PPE) Emergency Management Plan Confirmed COVID-19 Case Response Plan Equipment Supply and Handling Signage Plan Event and Venue Medical Services Training and Awareness Incident Management Plan
GUIDELINES / CONSIDERATIONS	<p><u>Site Design</u></p> <p>General:</p> <ul style="list-style-type: none"> • Allow for increased space within queuing infrastructure to maintain physical distancing requirements as required by the specific jurisdiction. • Consider increased space allowance even without restrictions due to changed patron behaviour patterns. • Ensure opportunities for maximising natural airflow. • Wherever practical, create one directional patron flow. • Consider having bars located in areas without view to stages to discourage dwell times in the area. • Ensure extended contingency infrastructure stock is on hand due to unforeseen changes to patron behaviour and potential extended queuing to manage crowds. • Consider BOH working areas and ensure adequate space is provided and flow of workers is single directional. • Consider options to limit enclosed space areas or areas with poor airflow. • Consider increased onsite parking for changed worker behaviour accessing site. • Consider zoning larger sites with additional access control/RFID scanning to maintain more accurate records of the worker and patron movements. <p>Stage(s):</p> <ul style="list-style-type: none"> • Provide a controlled capacity and space allocation in the viewing area in front of the stage. • Consider using single-flow entrance and exit to reduce capacity standing areas. • Consider multiple barriers to assist in the management of patron density. • Adequate space provided for unloading, loading of equipment, freight and crews to perform their jobs properly, safely and hygienically. • Consider implementing strict zones within stage areas to minimise interactions between specific workers and acts.

First Aid and Medical Services:

- Ensure site layout is created in consultation with onsite medical provider as well as local health authorities and ambulance representatives.
- Provide adequate transfer referral pathways for suspected cases of COVID-19 to isolation facilities and points of transfer off site.

Communication with patrons regarding site design and controls:

- Establish a consistent signage plan utilised across the entire site.
- Workers directing patrons
- Public announcements (e.g. Video screen, public address)
- Utilise digital communications (venue and ticketing websites; social media platforms; direct emails, and push notifications on Apps to provide real time information)

Transport and Traffic:

- Consider how patrons may change their transport patterns.
- Allow for increased personal and private vehicle movement.
- Ensure adequate infrastructure provisions are accommodated due to any potential changes and that patron flow is linear and crossovers are minimised.
- Ensure extended contingency infrastructure stock is on hand due to unforeseen changes to patron arrival/departure behaviour and potential extended queuing.
- Consider extending, and increasing, transport hubs to controlled ingress flows.

Site Management**Workers/Crew/Supplier Management and Resilience:**

- Consider, particularly for multi-day events, extended bump-in and/or running A and B teams to ensure whole crews are not lost in the event of a COVID-19 outbreak.
- Contact tracing procedures must be followed for all workers onsite.
- Contact tracing procedures must be followed for all deliveries to/from site.
- Health screening to be conducted on a daily basis for all workers onsite, including deliveries.
- Consider the utilisation of zones with distinct teams to reduce overlap and improve overall resilience.

Meetings, Briefings & Training:

- Conduct as many meetings online as practical.
- Meetings and briefings that need to be in person should be of limited duration with appropriate physical distancing standards observed.
- WHS & First Aid training has been updated to consider COVID-19 and all suppliers onsite should be appropriately trained prior to arriving onsite (this should be documented in Supplier COVIDSafe Plans).
- Consider rostered breaks in separate areas for teams to reduce unnecessary contact between workers.

Equipment:

- Suppliers should bring their own equipment, and management of hygiene should be outlined in their Supplier COVIDSafe Plans. These should align with the Event or Venue COVIDSafe Plan.
- Sufficient equipment should be on hand to reduce double-handling.

	<ul style="list-style-type: none"> Equipment should be appropriately sanitised between use. <p>Personal Protective Equipment (PPE):</p> <ul style="list-style-type: none"> Receivers at site entrances should be provided with appropriate PPE for their tasks should it be deemed required. All personnel required to wear PPE should be trained in appropriate use. PPE requirements should be standardised across the site including suppliers and deliveries. This should be outlined clearly in the Event or Venue COVIDSafe Plan. <p>Incident Management:</p> <ul style="list-style-type: none"> An Incident Management Plan (IMP) for management for workers identified as a suspected case of COVID-19 should be developed and communicated to all key workers. The IMP should address the identification and management of close contacts. Decontamination cleaning requirements should be detailed. The IMP should cover HR management and health reporting. Information gathered from the execution of IMP should be presented to the event or venue Crisis Management Team (CMT) to assist in the assessment of whether the event should proceed or be cancelled. The decision-making process of the CMT for a case being identified on site should be shared and discussed with the key stakeholders associated with the event or venue. <p>Policy:</p> <ul style="list-style-type: none"> Event or venue policies on how to deal with breaches of COVIDSafe Plans should be developed and communicated to all workers on site. The process for decisions for assessing breaches of COVIDSafe Plans should be agreed and documented in advance.
REFERENCE DOCUMENTS / GUIDANCE	<p>National</p> <ul style="list-style-type: none"> Safe Work Australia: What To Do If A Worker Has COVID-19 Australian Standard 3745:2010 Planning for Emergencies in Facilities Safe Work Australia COVID-19 Information for Workplaces – Emergency Plans
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CROWD MANAGEMENT – GREENFIELD SITES
SCOPE	The management of patron ingress, egress, circulation at Greenfield sites
PURPOSE	To provide guidance on COVIDSafe considerations to be incorporated into crowd management plans and measures for Greenfield sites
RELATED GUIDELINES	Access Control Security Searching - Patrons and Workers Emergency Management Team Emergency Management Plan Site Design and Management – Greenfield Sites Contact Tracing Patron Transport Personal Protective Equipment (PPE)
GUIDELINES / CONSIDERATIONS	<p>Arrival at event: Consideration should be given in the following areas:</p> <ul style="list-style-type: none"> • Ensure ample room designated for patron drop off by various modes of arrival such as public and private buses, trains, ride share, taxis, parents/friends and/or designated carparks. • Additional transport hubs to reduce congregations in the patron journey. • Pre-sell all tickets via chartered or public transport and ensure purchaser data is captured for contact tracing purposes. • For patrons arriving via public or chartered transport, manage the timetables and stagger the arrival times. • Create a wider and longer space for patrons to merge into as they're walking toward the greenfield entrance from their separate designated drop off spaces. • Use event staff to manage patron flow from drop off points to the greenfield entrance. <p>Ingress / Entry to the event:</p> <ul style="list-style-type: none"> • Review ingress plans up to ensure there is the ability to maintain physical distancing requirements. • Earlier gate opening times. • Extend and stagger managed ingress with multiple checkpoints to slow down entry. • Provide a wider and longer space to corral patrons into at the entrance. • Temporary ground markings to space patrons in entry queues. • Use event staff to manage patron flow in the corralling and on approach to security search, ticket scanning and wristbanding. • All workers and security to wear appropriate PPE for security searching, ticket scanning and wristbanding. • Provide hand sanitiser on all lanes for workers and patrons. • Ensure all tickets are scanned, ID matched (for those under 18, it might be a school or vocational learning card, or confirmation from guardian). Each ticket purchased must register full contact details for the patron. • Consider ID scanners to assist where practicable.

	<p>Egress: Review egress set up to ensure there is the ability to maintain the required physical distancing. Consideration should be given in the following areas:</p> <ul style="list-style-type: none"> • Programming a staggered finish time, or soft closure, to allow people to start leaving in groups as their preferred space/activation/artist finishes. • Multiple exits, which align with designated transport options and allow for greater physical distancing for patrons. • Use event staff and signage to manage and direct patron flow. • Transport hubs to have sufficient infrastructure to manage queues for each mode of transport. • Transport hubs to be monitored and managed to ensure physical distancing requirements are observed within queues. <p>Circulation: The following could be considered for patron circulation:</p> <ul style="list-style-type: none"> • When linking areas of the greenfield site, have clear and open pathways between stages, amenities, services and infrastructure. • Utilise a one-way system to avoid crossover of patron flow. • Controls at key site intersections if safe and practical. • Manage physical distancing in queueing infrastructure as required. • Timed and/or staggered ingress and egress times for viewing areas. • Carefully consider programming of performances and activities to ensure regular patron circulation. • Infrastructure systems and plans to assist with management of patron flow and patron density in specific areas.
<p>REFERENCE DOCUMENTS / GUIDANCE</p>	<p>National -</p> <ul style="list-style-type: none"> • Australian Standard 3745:2010 Planning for Emergencies in Facilities • Safe Work Australia COVID-19 Information for Workplaces – Emergency Plans <p>State and Territory -</p> <ul style="list-style-type: none"> • Australian Capital Territory Emergency Plan • Australian Capital Territory Government COVID-19 • New South Wales State Emergency Management Plan • New South Wales - COVID-19: What you need to Know • Northern Territory - Emergency Plan • Northern Territory Government - Coronavirus (COVID-19) • Queensland State Disaster Management Plan • Queensland Government - Roadmap to Easing Restrictions • South Australian Government - COVID-19 • South Australia - State Emergency Management Plan • Tasmania - Emergency Management Arrangements Issue 1 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Victoria - Emergency Management Manual • Western Australia - State Emergency Management Plan • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	EMERGENCY MANAGEMENT PLAN
SCOPE	This guideline is applicable to all venues hosting events including stadia, arenas, open air venues and theatres
PURPOSE	To provide guidance to Event Organisers and/or Venue Operators on the development of health emergency provisions within Emergency Management Plans
RELATED GUIDELINES	Emergency Management Team Incident Management Confirmed COVID-19 Case Response Plan
GUIDELINES / CONSIDERATIONS	<p>Venue Emergency Management Plans should be developed based on the Australia Standard 3745:2010 Planning for Emergencies in Facilities and updated government guidelines regarding adjustments to emergency management plans to operate in a COVID-19 environment.</p> <p>For example, venues should consider practical information that workers may need, including:</p> <ul style="list-style-type: none"> • Emergency contact details for key personnel who have specific roles or responsibilities under the Emergency Management Plan, for example fire wardens, floor wardens and first aid officers. • Contact details for COVID-19 information lines. • A description of the mechanisms for alerting people to an emergency or possible emergency – this may be affected by remote working. • Any changes to evacuation procedures or assembly points. • The post-incident follow-up process, including who must be notified (this may include the process for notifying the business if a worker experiences an emergency while working from home). <p>Event Organisers and/or Venue Operators should develop a detailed Response Plan to manage any confirmed cases of COVID-19 in the workplace.</p> <p>Procedures for testing the Emergency Management Plan, including the frequency of testing should also be included.</p> <p>Emergency Management Plans should be developed, approved and maintained by the Emergency Planning Committee.</p> <p>The Emergency Planning Committee should review at least annually the EMP to ensure specific protocols dealing with COVID and pandemic related emergencies are updated regularly.</p> <p>The Emergency Planning Committee should review relevant governing legislation, doctrines and standards at the national and State or Territory level to ensure Emergency Management Plans address all legal and operational requirements applicable to the jurisdictions within which the event or venue is based. The lead agency/organisation for responding to health emergencies, including infectious disease responses, should be identified and the roles and responsibilities of this agency clearly articulated.</p>

	<p>Support agencies should be identified and roles and responsibilities defined to ensure all stakeholders understand how they will be required to contribute to a health emergency response.</p> <p>Specific equipment, supplies and materials for responding for a health emergency at an event should also be identified and procured prior to hosting the event.</p> <p>It is important to note that when planning evacuations from events and venues immediate life safety concerns take precedent over maintaining physical distancing.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australia Standard 3745:2010 Planning for Emergencies in Facilities • Safe Work Australia Covid-19 Information for Workplaces – Live Entertainment – Emergency Plans <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • Australian Capital Territory Emergency Plan • New South Wales Government COVID-19: What you need to Know • New South Wales State Emergency Management Plan • Northern Territory Government Coronavirus (COVID-19) • Northern Territory Emergency Plan • Queensland Government Roadmap to Easing Restrictions • Queensland State Disaster Management Plan • South Australian Government - COVID-19 • South Australia State Emergency Management Plan • Tasmanian Emergency Management Arrangements Issue 1 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Victoria - Emergency Management Manual • Western Australia State Emergency Management Plan • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	EMERGENCY MANAGEMENT TEAM
SCOPE	Variations to the responsibility of Emergency Management Teams (EMT) for events
PURPOSE	To provide guidance to Event Organisers and/or Venue Operators on the structure and responsibilities of the EMT.
RELATED GUIDELINES	Emergency Management Plan Incident Management
GUIDELINES / CONSIDERATIONS	<p>Event Organisers and/or Venue Operators take a proactive approach to preparing for and responding to risks that could result in emergency situations. It is standard practice for an EMT to be established at all venues, events and festivals hosting events to control and coordinate responses to emergency situations as described in the Emergency Management Plan (EMP), including health emergencies.</p> <p>Operating in a COVID-19 safe manner reinforces the need to effectively prepare for and respond to emergencies, in particular health emergencies, and to ensure EMT roles and responsibilities are clear and understood. It is important that the operational elements of the event and/or venue's COVIDSafe Plan are reflected in the EMP and the EMT are fully conversant with these details.</p> <p>The EMT</p> <p>The EMT (or Emergency Control Organisation) as defined by Australian Standard (AS) 3745:2010, is 'a person or persons appointed by the emergency planning committee to direct and control the implementation of the facility's emergency response procedures.</p> <p>The EMT is made-up of all relevant venue, event and public safety agencies to deliver a unified approach appropriate during the readiness for, response to and recovery from an emergency.</p> <p>The EMT should consist of a chief warden or equivalent as a minimum. The following positions shall be included if they are deemed necessary:</p> <ul style="list-style-type: none"> • Deputy Chief Warden • Communications Officer and Deputy • Floor/Area Wardens and Deputies • Wardens and Deputies • Police • Fire • Ambulance • Safety Representative • Security Representative • First Aid Representative <p>A lead agency should be identified in advance for all identified potential emergency scenarios that could occur at the event, including health emergencies.</p> <p>Support agencies should also be identified along with the roles and responsibilities of each agency which should be documented in the Emergency Management Plan.</p>

	<p>The EMT should be reviewed at least annually in conjunction with a review of the EMP to ensure the roles and responsibilities are updated and communicated. The EMT should operate out of a designated Emergency Operations Centre (EOC) that is equipped and prepared to support emergency response operations.</p> <p>At larger venues and events it is good practice to equip and prepare a secondary EOC to operate in the event the primary EOC becomes unavailable during an emergency situation.</p> <p>For smaller venues and events it may be impractical to equip and prepare a fixed secondary EOC. However, plans should be made to ensure the EMT can continue to operate in the event the EOC becomes unavailable.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia Covid-19 Information for Workplaces – Live Entertainment – Emergency Plans • AS3745:2010 Planning for Emergencies in Facilities <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • New South Wales Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Victoria – Health Incident Management Team • Western Australia Government COVID-19 Coronavirus
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	INCIDENT MANAGEMENT
SCOPE	Incident Management planning for Event Organisers and/or Venue Operators
PURPOSE	To provide guidance to Event Organisers and/or Venue Operators on Incident Management arrangements for responding to suspected, or confirmed, COVID-19 incidents.
RELATED GUIDELINES	Emergency Management Plan Emergency Management Team Personal Protective Equipment (PPE) Decontamination Environmental Cleaning Confirmed COVID-19 Incident Response Plan
GUIDELINES / CONSIDERATIONS	<p>Planning should be conducted through the Emergency Planning Committee (EPC) to determine appropriate COVID-19 and other infectious disease Incident Management arrangements for the Event Organiser and/or Venue Operator. Planning considerations include:</p> <ul style="list-style-type: none"> • Ongoing liaison with local and national public health authorities through direct links and nominated liaison persons. • Consider general features of COVID-19 (transmission dynamics, future likely spread, clinical severity, treatment options, potential for prevention). • Consider specific features of the event: crowd density, nature of contact between patrons, number of patrons coming from countries of areas affected by COVID-19, demographic of patrons (in particular age and overall health). • Ensure adequate number of first aid responders trained to assess potential cases of COVID-19 are available on site. • Consider onsite ambulance resources. This should be done in consultation with the state body and the event organiser where the final decision will sit with state body. • Comply with legislation and government COVID-19 specific requirements on events. • Include pandemic/COVID-19 protocols in your tabletop exercise as part of the annual Emergency Management Plan review. <p>At event response plans should be developed with relevant stakeholders to ensure a consistent and well-coordinated approach to addressing suspected cases of COVID-19 and other infectious diseases at the venue or event. These response plans should include:</p> <ul style="list-style-type: none"> • Integration with health and ambulance authority emergency planning and response plans for infectious diseases. • Command and control arrangements to facilitate the rapid communication of information and efficient situation analysis and decision-making. • Surveillance and detection by First Aid responders and ambulance personnel. • Isolation and separation of suspected cases in first aid rooms and/or other identified facilities. • Decision trigger points to cancel, stop or pause the event and chain of command for such decisions.

	<ul style="list-style-type: none"> • Dissemination of public health messages specific to COVID-19 in coordination with relevant stakeholders, particularly health and ambulance authorities. • Consideration should be given to how testing and diagnostics will be conducted through the development of checklists in consultation with first aid and ambulance authorities. Due to the absence of commercial testing kits for COVID-19 further testing and screening can only be done at an authorised screening location. • Consideration should also be given to establishing quarantine spaces and procedures for their operation for suspected cases of COVID-19. • Personal Protective Equipment (PPE) requirements should also be identified and made available for suspected COVID-19 cases and any personnel who may be involved in responding to such incidents. • Cleaning and disinfection should be carried out in any locations impacted by a potential COVID-19 incident. • If concerned about a potential COVID-19 case at an event the Event Organisers and/or Venue Operators should consult with state and territory health authorities in each jurisdiction or the National Coronavirus Helpline at 1800 020 080. • Only the minimum amount of personal information reasonably necessary to prevent or manage COVID-19 should be collected, used or disclosed to authorities. • The at Event Incident Management response will ultimately transition to a Confirmed COVID-19 Case Response Plan in the event of the suspected case being confirmed post event.
REFERENCE DOCUMENTS / GUIDANCE	<p>National –</p> <ul style="list-style-type: none"> • Safe Work Australia COVID-19 Information for Workplaces – Live Entertainment • Department of Health – Local State and Territory Health Departments <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • New South Wales Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19) • Queensland Government Roadmap to Easing Restrictions • South Australian Government - COVID-19 • Tasmanian Government Coronavirus Disease: Roadmap to Recovery • Victorian Government Coronavirus: Important information for Victorians • Western Australia Government COVID-19 Coronavirus
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	PATRON COMMUNICATIONS – INCIDENT
SCOPE	Communication with event patrons, and the community, in the event of a COVID-19 related incident at a venue or event
PURPOSE	To ensure Event Organisers and/or Venue Operators meet all requirements for communication of a confirmed case of COVID-19 to patrons who may have been exposed to the infected person while on site at the event
RELATED GUIDELINES	Signage Plan Incident Management Confirmed COVID-19 Incident Response Plan Emergency Management Plan Media Management Plan
GUIDELINES / CONSIDERATIONS	<p>Event Organisers and/or Venue Operators should have individual response plans developed and ready for action, prior to event day and must have such plans in place where required by applicable law. This enables rapid response ability in the case of any suspected or confirmed cases of COVID-19 on site that may have exposed others to the virus.</p> <p>COVID-19 response plans should be developed in consultation with the relevant State or Territory regulatory body and must be adapted as often as required to ensure compliance with current State legislation.</p> <p>Any patron communications regarding an outbreak or potential exposure to COVID-19 whilst on site, should be guided by State or Territory work health and safety and health department protocols.</p> <p>Consideration should be given to creating templates and scripts for specific locations and platforms such as:</p> <ul style="list-style-type: none"> • Signage at external doors • Scripts for staff appointed to answer incoming phone calls and social media posts • Venue/Event Website <p>Event Organisers and/or Venue Operators should ensure they have a nominated contact in place, to ensure seamless notification from public health authorities and ability for immediate action of response plans as required in the event of a COVID-19 incident.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National –</p> <ul style="list-style-type: none"> • Safe Work Australia COVID-19 Information for Workplaces – Live Entertainment • Department of Health – Local state and territory health departments <p>State and Territory –</p> <ul style="list-style-type: none"> • Australian Capital Territory Government COVID-19 • New South Wales Government COVID-19: What you need to Know • Northern Territory Government Coronavirus (COVID-19)

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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CONFIRMED COVID-19 INCIDENT RESPONSE PLAN
SCOPE	Preparing Event Organisers and/or Venue Operators response to a confirmed case(s) of COVID-19 in the workplace
PURPOSE	To ensure an organisation has appropriate plans in place to manage the impact upon its operations resulting from a confirmed case of COVID-19 in the workplace.
RELATED GUIDELINES	Training, Awareness and Worker Inductions Consultation with Workforce COVIDSafe Plans Contact Tracing Incident Management Emergency Management Plan Decontamination Environmental Cleaning Privacy
GUIDELINES / CONSIDERATIONS	<p>Organisations should develop plans to manage the impact of confirmed cases COVID-19 identified in the workplace after an event. The At event Incident Management will transition to a Confirmed COVID-19 Incident Response Plan in the event a case is confirmed.</p> <p>It should be noted that if results of a suspected case remain outstanding and a venue is scheduled to hold further events some elements of a response plan, such as Decontamination Environmental Cleaning, may need to be invoked as a precautionary measure. Advice should be sought from the relevant State or Territory Health Department in this circumstance.</p> <p>Areas and scenarios requiring consideration in the development of these plans include:</p> <ul style="list-style-type: none"> • Notification of Public Health Authorities • Worker or Contractor Infection • Patron Infection • Key contact lists • Establishment of exclusion zones • Communication – Internal - including staff and management • Communication – External – Patrons in attendance, Clients, Hirers, Suppliers • Signage plans – internal and external • At Event Incident Management • Media management and Communication plans • Process for contact tracing • Decontamination Cleaning • Support services for impacted staff including health monitoring • Return to operations checklists and processes <p>Safe Work Australia has developed extensive and detailed guidance in this area and these resources are available through the link in Reference documents/Guidance section below.</p>

REFERENCE DOCUMENTS / GUIDANCE	National - <ul style="list-style-type: none">• Safe Work Australia – COVID-19 in your Workplace• Safe Work Australia – COVID-19 at the Workplace – Infographic with State and Territory contact details and Guidance
<i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES

SUBJECT	MEDIA MANAGEMENT PLAN
SCOPE	Creation and implementation plans to manage media relations in the event of suspected, or confirmed, case(s) of COVID-19 at an event or in the workplace
PURPOSE	Organisations should be prepared for media enquiries resulting from suspected, or confirmed, case(s) of COVID-19 at events to ensure that messaging is controlled, consistent and managed. This responsibility for this function should, wherever possible, be separated from operational responsibilities in managing an incident.
RELATED GUIDELINES	Confirmed COVID-19 Incident Response Plan Incident Management
GUIDELINES / CONSIDERATIONS	<p>To manage the media in the case of a suspected or confirmed case of COVID-19 venue and event owners should consider developing the following :</p> <ul style="list-style-type: none"> • Appoint an individual, or a team, within the lead organisation(s) to manage all internal and external communication, separating these if required • A flow based plan, with associated checklists, to deliver the correct sequencing in the distribution of key information • Create a master list of contacts, including key public health bodies, to ensure all stakeholders are advised of the incident at the appropriate time in the process • Communicate the plan and protocols to all stakeholders • Templates of media statements and internal communication, which should be available remotely from the workspace, which may apply to both suspected or confirmed cases that cover areas such as: <ul style="list-style-type: none"> ▪ When the case was identified and when the individual was on site ▪ Where they were on site if it was limited to a specific area ▪ Who they were either worker or patron – no specific details to be provided ▪ What you have done to manage the situation and what you are doing to return to operation ▪ Impact on future events ▪ Contact details for inbound queries • Review these plans regularly to ensure contact details and the documentation remain up to date
REFERENCE DOCUMENTS / GUIDANCE	National – <ul style="list-style-type: none"> • Safe Work Australia – COVID-19 in your Workplace • Safe Work Australia – COVID-19 at the Workplace – Infographic with State and Territory contact details and Guidance
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	DECONTAMINATION ENVIRONMENTAL CLEANING
SCOPE	Cleaning of an Event Space and/or workplace in the event of a confirmed, or suspected, case of COVID-19
PURPOSE	To ensure the Event Spaces and/or workplaces are deep cleaned in the event of a confirmed, or suspected case, of COVID-19 was found at a venue/event in accordance with relevant state and federal government requirements
RELATED GUIDELINES	Venue and Event Related Cleaning Personal Protective Equipment (PPE) Incident Management Confirmed COVID-19 Incident Response Plan
GUIDELINES / CONSIDERATIONS	<p>In the case of a suspected or confirmed case of an infectious disease, such as COVID-19, in a worker or patron, OR if a worker or occupant may have been in contact with a confirmed case of COVID-19, all affected areas must be isolated as a Decontamination Environmental Clean may need to be conducted before these areas are used again.</p> <p>Event Organisers and/or Venue Operators should consult with the relevant body in their jurisdiction to gain advice as to the need, or otherwise, to conduct a decontamination clean of the premises dependant on the details of the time and nature of the incident in question.</p> <p>To ensure an environment that minimises, as far as practicable, the spread of infectious diseases affecting any venue employees and occupants, environmental cleaning procedures has been developed according to guidance material from the Australian Government's Department of Health with the specific links included below in the Reference Documents / Guidance section of this document.</p>
REFERENCE DOCUMENTS / GUIDANCE	National <ul style="list-style-type: none"> • Safe Work Australia – Recommended Cleaning – suspected of confirmed case of COVID-19 • Safe Work Australia - Live Entertainment - Cleaning • Australian Government – Department of Health – Environmental cleaning and disinfection principles for COVID-19
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	RISK MANAGEMENT PROCESS AND METHODOLOGIES
SCOPE	To provide direction on Risk Management
PURPOSE	To minimise the risk of transmission of COVID-19 in the workplace through appropriate applied risk management process and methodologies
RELATED GUIDELINES	All operational guidelines requiring risk assessment
GUIDELINES / CONSIDERATIONS	<p>Process and methodology: The associated COVID-19 risks related to the Live Entertainment Industry should be assessed by applying the principles and methodology of the AS ISO 31000: 2018 Risk Management – Principles and Guidelines, AS ISO 45001:2018 - Occupational health and safety management systems and finally as directed by the Health and Safety Legislation of all States and Territories.</p> <p>The COVID-19 Hazard and Risk Management for the Live Entertainment Industry framework must ensure appropriate safety management structures are established for the management of hazards and risk mitigation including the identification, assessment and control of workplace hazards; including consultative mechanisms and preventative programs are implemented for continual improvement.</p> <p>Assessing COVID- 19 risks in the workplace: A risk assessment involves considering what could happen if someone is exposed to a COVID-19 hazard and the likelihood of it happening.</p> <p>Formal risk assessment: All currently operating businesses must assess the risks associated with exposure to COVID-19 and implement control measures to manage those risks. Event organisers must also assess any other new or changed risks arising from COVID-19, for example, customer aggression, high work demand or working in isolation.</p> <p>Organisations must additionally undertake a risk assessment with response to risks to any vulnerable workers working in any business. Risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This includes ensuring vulnerable people are redeployed to roles that don't involve physical contact with patrons, where possible. Where risk cannot be appropriately mitigated, employers and workers should consider alternate arrangements to accommodate a workplace absence.</p> <p>Risk assessments should be reviewed periodically as the operating environment changes (for example, in response to changes in COVID-19 cases or changes to Public Health Orders) or when new information on workplace risks becomes available.</p> <p>Conducting a risk assessment: Safe Work Australia's Model Code of Practice: How to manage work health and safety risks and should be utilised when conducting a formal risk assessment. This Code of Practice provides practical guidance about how to manage Health and Safety risks through a risk assessment process. A safe and healthy workplace does not happen by</p>

chance or guesswork. Event organisers have to think about what could go wrong at the workplace and what the consequences could be. Then PCBU's/Employers/Duty-holders must do whatever they can (in other words, whatever is 'reasonably practicable') to eliminate or minimise health and safety risks arising from the business or undertaking. These methodologies are to be directly applied in relation to COVID-19 risks.

Consultation:

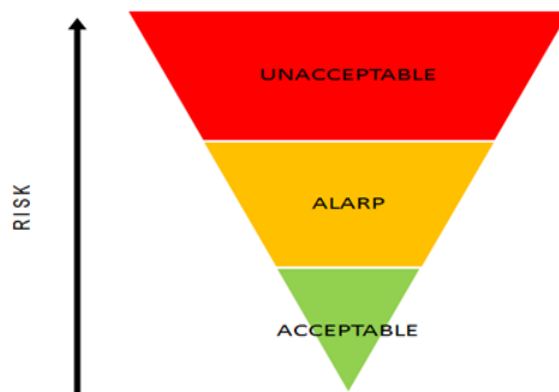
Consultation with stakeholders, workers and health and safety representatives is required at each step of the risk management process. By drawing on the experience, knowledge and ideas of your workers, are more likely to identify all hazards and choose effective control measures in relation to COVID-19.

Hierarchy of controls:

Event organisers must always aim to eliminate the COVID-19 risk, which is the most effective control. If this is not reasonably practicable, PCBU's/Employers/Duty-holders must minimise the COVID-19 risk by working through the other alternatives in the hierarchy of controls.

As Low as Reasonably Practicable (ALARP):

Our overall aim will be to reduce COVID-19 risks to as low as reasonably practicable, striving for acceptable levels. This concept is useful during the assessment of risk and subsequent treatment options, ALARP - is a well recognised approach to safety applied to the management of safety risks where the risk is managed to a level that is; As Low As Reasonably Practicable is illustrated below.



How to review COVID-19 controls:

The event organiser must ensure the COVID-19 control measures put in place should be reviewed regularly to make sure they work as planned. The Health and Safety Regulations require a risk management process for the COVID-19 specific risk. That process includes circumstances where PCBU's/Employers/Duty-holders must review control measures for those risks and, if necessary, change them.

As part of ongoing legal duties as an organisation or business, should regularly review COVID-19 control measures must occur. Managing work health and safety risks is an ongoing process that needs attention over time, but particularly when any changes affect Live Entertainment Industry activities.

	<p>Keeping records: Keeping records of the risk management process demonstrates what event organisers have done to comply with the jurisdictional Health and Safety legislation.. It also helps when undertaking subsequent risk management activities, including reviewing control measures.</p> <p>Shared responsibilities and accountabilities: When contractors are engaged by an event organiser, both parties have shared responsibilities and accountabilities to manage risks. Shared responsibilities and accountabilities means everyone must communicate and work as a team in order provide healthy and safe event. Suppliers, contractors and other PCBU's/Employers/Duty-holders involved in the event must consult in relation to overlapping COVID-19 responsibilities. Event organisers are to ensure this occurs and collaborative approach is taken in relation to manage COVID-19 risks.</p>																		
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia - Live entertainment • Safe Work Australia - Model code of practice: How to manage work health and safety risks • Australian Health Protection Principal Committee (AHPPC) statement on the safe return of crowds to stadiums, arenas and large theatres <p>ISO Standards - AS ISO 31000: 2018 Risk Management – Principles and Guidelines, AS ISO 45001:2018 - Occupational health and safety management systems</p> <p>WHS Legislation and Regulation-</p> <table border="1"> <thead> <tr> <th>STATE</th><th>WHS LEGISLATION AND REGULATION</th></tr> </thead> <tbody> <tr> <td>QLD</td><td>Work Health and Safety Act 2011, and Work Health and Safety Regulation 2011</td></tr> <tr> <td>NSW</td><td>Work Health and Safety Act 2011, and Work Health and Safety Regulation 2017</td></tr> <tr> <td>VIC</td><td>The Occupational Health and Safety Act 2004 (OHS Act), and Occupational Health and Safety Regulations 2017</td></tr> <tr> <td>SA</td><td>Work Health and Safety Act 2012, and Work Health and Safety Regulation 2012</td></tr> <tr> <td>WA</td><td>Occupational Safety and Health Act 1984, and Occupational Safety and Health Regulations 1996</td></tr> <tr> <td>ACT</td><td>Work Health and Safety Act 2011, and Work Health and Safety Regulation 2011</td></tr> <tr> <td>NT</td><td>Work Health and Safety Regulation 2011, and Work Health and Safety Regulation 2011</td></tr> <tr> <td>TAS</td><td>Work Health and Safety Act 2012, and Work Health and Safety Regulations 2012</td></tr> </tbody> </table>	STATE	WHS LEGISLATION AND REGULATION	QLD	Work Health and Safety Act 2011, and Work Health and Safety Regulation 2011	NSW	Work Health and Safety Act 2011, and Work Health and Safety Regulation 2017	VIC	The Occupational Health and Safety Act 2004 (OHS Act), and Occupational Health and Safety Regulations 2017	SA	Work Health and Safety Act 2012, and Work Health and Safety Regulation 2012	WA	Occupational Safety and Health Act 1984, and Occupational Safety and Health Regulations 1996	ACT	Work Health and Safety Act 2011, and Work Health and Safety Regulation 2011	NT	Work Health and Safety Regulation 2011, and Work Health and Safety Regulation 2011	TAS	Work Health and Safety Act 2012, and Work Health and Safety Regulations 2012
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	HEALTH AND SAFETY
SCOPE	To provide direction on legislated Work Health and Safety (WHS) requirements
PURPOSE	To minimise the risk of transmission of COVID-19 in the workplace through appropriate applied Work Health and Safety protocols
RELATED GUIDELINES	All operational guidelines
GUIDELINES / CONSIDERATIONS	<p>General: The Health and Safety laws across all States and Territories require Event Organisers and/or Venue Operators to take care of the health, safety and welfare of workers, contractors, subcontractors, volunteers, and patrons at our workplace. This directly applies to the entire Live Entertainment Industry and is scalable and relevant to any event.</p> <p>The Health and Safety Legislations places the primary duty of care and various other duties and obligations on a PCBU's/Employers/Duty-holders). This is a broad concept used to capture all types of modern working arrangements. Event Organisers and/or Venue Operators have a Primary Duty of Care.</p> <p>Officers/PCBU's/Employers/Duty Holders – Primary Duty of Care: Officers and PCBU's/Employers/Duty-holders in an organisation have additional responsibilities in relation to health and safety in a workplace, including in relation to COVID-19. Officers, PCBU's/Employers/Duty-holders need to exercise 'due diligence' to ensure that workers comply with their duties and obligations. Officers, PCBU's/Employers/Duty-holders, must keep up to date on the COVID-19 situation and be aware of the hazards and risks affecting the workplace from COVID-19. Officers, PCBU's/Employers/Duty-holders must ensure that the organisation has processes and procedures in place to manage Health and Safety risks arising from COVID-19. Event organisers must ensure those processes and procedures are being practically applied and followed.</p> <p>Duty to workers: Officers, PCBU's/Employers/Duty-holders must do what they can to ensure the health and safety of workers and must eliminate the risk of exposure to COVID-19 if reasonably practicable. If event organisers are not able to eliminate the risk of exposure to COVID-19, they must minimise that risk, as far as is reasonably practicable. Protect workers from the risk of exposure to COVID-19.</p> <p>Duty to others: Event Organisers and/or Venue Operators must ensure the work of their business does not put the health and safety of other persons (such as patrons, clients, and visitors) at risk of contracting COVID-19. Event Organisers and/or Venue Operators must protect others from the risk of exposure to COVID-19.</p> <p>Duty to maintain the workplace and facilities: PCBU's/Employers/Duty Holders must maintain the Live Entertainment Industry workplace to ensure the work environment does not put workers and others at risk</p>

	<p>of contracting COVID-19. Event organisers must also provide adequate facilities in the workplace to protect workers and patrons from contracting COVID-19.</p> <p>Duty to provide information, training, instruction, and supervision: Event Organisers and/or Venue Operators must provide Live Entertainment Industry workers with any information or training that is necessary to protect them from the risk of exposure to COVID-19 arising from their work.</p> <p>Duty to consult: Event Organisers and/or Venue Operators must consult with workers on health and safety matters relating to COVID-19. When consulting, PCBU's/Employers/Duty-holders must give workers the opportunity to express their views and raise Health and Safety concerns. Take the views of workers into account and advise workers of the outcome of consultation. Workers must be allowed to express their views and raise Health and Safety issues that may arise directly or indirectly because of COVID-19. Primary duty of care holders must take the views of workers into account when making decisions and advise workers of decisions. Workers are most likely to know about the risks of their work. Involving them will help build commitment to processes and any changes that are implemented. Consultation does not require consensus or agreement but must allow for workers to be part of the decision-making process. If workers are represented by health and safety representatives, the organisation must include them in the consultation process.</p>																		
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LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	TRAINING, AWARENESS AND WORKER INDUCTIONS
SCOPE	To provide guidance and principles in approaching training, awareness and worker inductions in a COVID-19 workplace
PURPOSE	Provide guidance on training, awareness and worker inductions for organisations in order to mitigate risks and ensure compliance with operational policies and procedures and government mandated protocols.
RELATED GUIDELINES	Role and Responsibilities Work Health and Safety Consultation with Workforce
GUIDELINES / CONSIDERATIONS	<p>Appropriate training and induction ensures adequate levels of awareness of a workplace participant's;</p> <ul style="list-style-type: none"> • Role; • Role specific responsibilities; • Delegations; • Escalation points / processes; and • Requirement to participate actively in workplace health, safety and incident / emergency management. <p>PCBU's/Employers/Duty-holders are required to ensure that all workers are fully versed in any new or altered workplace processes that have been implemented as a result of the implementation of a COVIDSafe Plan or extended business closure / hiatus. This training should include but is not limited to;</p> <ul style="list-style-type: none"> • Personal and workplace hygiene; • Cleaning protocols; • Workplace access and reporting for duty; • PPE and uniform requirements (including instructions for use of any required PPE); • Signs and symptoms of COVID-19; • Staying home if unwell and employee self-reporting of symptoms; • COVID-19 reporting processes and escalation; • Changes to conditions of entry and any contact tracing data capture requirements; • Venue / workplace configuration, patron flow, queue management, amenities, movement and occupancy guidelines; • Venue / workplace layout and facility usage overlays; • Venue / workplace usage information including any restricted or limited access zones / areas (including any impacts on accessibility); • Process changes due to accommodating COVID-19 protocols eg entry and exit points, security checks, ticket presentation, payment processing (contactless), usage of lifts, smoking areas, access control, access to and capacities in catering facilities, food and beverage service including public, corporate and talent; • Changes to the management of patrons with disabilities or accessibility challenges

- Alterations to the operation of onsite services – e.g. medical, merchandising, TAB, ATMs, etc;
- Workplace considerations and alterations including protocols around segregation, flexible work arrangements, the use of workstations and hotdesking, clear desk policies, staff break areas and their layout / use;
- Consultation processes and methods for providing suggestions / feedback / input into workplace operations in a COVIDSafe environment;
- The COVIDSafe app and its importance to the live entertainment industry and associated venues and workplaces;
- Workers wellbeing framework and how to access worker mental and physical health support; and
- Any other relevant training content deemed appropriate by workplace owners / managers.

Sharing with workers any public messaging relating to the venue and the specific event being staged is an effective way to keep workers up to date and informed, and ensures consistent messaging.

All workplace participants should complete the Australian Government's 'COVID-19 Infection Control' online training module. Completion of this training ensures a minimum base knowledge across workplaces upon which to build all training and induction content as it relates to COVID-19. The link to this training module is included below in Guidance/Reference documents.

Upon successful completion of the assessment activity a Certificate of Acknowledgement is issued. This certificate should be forwarded to the employer for recording on the training central register held by the organisation (if any).

Additionally, it is recommended that all workers complete basic training in how to use the common forms of PPE. Whilst workers may not require this knowledge to fulfill their responsibilities of their current role by training all workers they are prepared for any future changes that may require increased, or mandatory use, of PPE.

Employers should provide all workers with ongoing updates and refresher training as protocols and processes are altered to accommodate overarching operational reviews and government guidelines affecting workplace operations.

Daily toolbox talks are an effective method by which employers are able to reinforce key messages and relay any alterations to policies and procedures and therefore training content on a shift-by-shift basis. Toolbox talks should always be documented. This documentation should include:

- Time and date of the toolbox talk.
- Location of the toolbox talk.
- Who the toolbox talk is delivered by.
- Key points addressed in the toolbox talk.
- Attendees at the toolbox talk.
- Sign off by attendees on the Record of Toolbox Talk / Training Attendance Register.

REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Australian Government – Department of Health - COVID-19 Infection Control Training Module • Australian Government - Department of Health -What you need to know about Corona Virus • Australian Government - Department of Health -How to identify COVID-19 symptoms • Australian Government - Department of Health – COVIDSafe App • Safe Work Australia COVID-19 Information for Live Entertainment • Safe Work Australia COVID-19 Resource Kit • Safe Work Australia – Duty of Care • Safe Work Australia - Management of vulnerable workers • Safe Work Australia - Infographic COVID-19 in the workplace • Safe Work Australia - COVID-19 National Principles • Safe Work Australia - COVID-19 Incident Notification • Safe Work Australia - COVID-19 PPE • Safe Work Australia - COVID-19 Duties under WHS Laws • Safe Work Australia Signage and Posters <p>State and Territory –</p> <ul style="list-style-type: none"> • AHA WA Mandatory Hospitality and Tourism Training Module • Victorian Government - Hospitality Industry Covid-19 Training Module • Business Victoria – Signage Resources • Restaurant and Caterers Assoc Back to Business Signage Samples <p><i>The National Coronavirus Help Line has been established and can be contacted on 1800 020 080 if you or any of your staff / event partners / contractors have questions about COVID-19. It operates 24 hours a day, seven days a week.</i></p>
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

LIVE ENTERTAINMENT INDUSTRY FORUM COVID-SAFE GUIDELINES	
SUBJECT	CONSULTATION WITH WORKFORCE
SCOPE	Obligations relating to consultation in a COVID-19 workplace in order to mitigate risks to worker health and safety.
PURPOSE	To assist organisations to fulfill their obligations in respect of changes in the workplace as result of COVID-19 and the implementation of COVIDSafe Plans
RELATED GUIDELINES	Role and Responsibilities Training, Awareness and Worker Inductions Record Keeping Work Health and Safety
GUIDELINES / CONSIDERATIONS	<p>Organisations should consult with their workers and their representatives on health and safety matters. This means you should consult when you:</p> <ul style="list-style-type: none"> • Conduct a risk assessment. • Make decisions on control measures relating to managing a risk of exposure to COVID-19. • Make decisions about the adequacy of the workplace facilities to allow for control measures such as physical distancing and hygiene. • Propose other changes that may affect the health and safe of workers. • Change a procedure that has an impact on workers. <p>Organisations must allow all workers to raise and express their views on work health and safety issues that may arise directly or indirectly because of COVID-19. It is important to genuinely take the views of workers into account when making decisions and advise them of your decision.</p> <p>It is important to also consult businesses that organisations work with or share premises with about how they will interact with your workforce and site, including, but not limited to, hirers, performing partners, suppliers, service providers, cleaners, security staff, emergency services organisations, merchandise and retail operations partners, among others in an effort to eliminate risks or minimise them so far as is reasonably practicable. Source: www.safeworkaustralia.gov.au</p> <p>Workplace managers of staff employed by another entity must consider their duty of care to contractors, their staff and other workers participating in workplace activities on their site.</p>
REFERENCE DOCUMENTS / GUIDANCE	<p>National -</p> <ul style="list-style-type: none"> • Safe Work Australia COVID-19 Consultation Obligations • Model Code of Practice - WHS Consultation <p>The National Coronavirus Help Line is 1800 020 080.</p>
<p><i>This is guidance only. Please assess what legal requirements apply to your venue and/or event and prepare a COVIDSafe Plan that meets those requirements and your circumstances.</i></p>	

APPENDIX C - Risk Assessment and Risk Register

COVID-19 RISK SCORE TABLE

COVID-19 Risks are evaluated on a two-dimensional matrix using a qualitative rating of the likelihood and the scale of the possible consequence. This form of evaluation provides a good graphical representation of how serious this risk is or where the individual risk lies within a group of risks. The following table below has been specifically created based on the severity and likelihood of a COVID-19 transmission occurring.

LIKELIHOOD OF A COVID-19 TRANSMISSION OCCURRING	RISK ASSESSMENT MATRIX	ABILITY TO MITIGATE COVID-19 TRANSMISSION IMPACTS			
		Very Prepared to Mitigate COVID-19 Impacts	Somewhat Prepared to Mitigate COVID-19 Impacts	Somewhat Unprepared to Mitigate COVID-19 Impacts	Very Unprepared to Mitigate COVID-19 Impacts
	Negligible	Very low	Very low	Very low	Very low
	Very Low Risk	Very low	Very low	Low	Low
	Low Risk	Low	Low	Low	Moderate
	Moderate Risk (low-moderate)	Low	Moderate	Moderate	Moderate
	Moderate Risk (high-moderate)	Moderate	Moderate	High	Very High
	High Risk	High	High	Very High	Very High
	Very High Risk	Very High	Very High	Very High	Very High

LIVE ENTERTAINMENT INDUSTRY FORUM - RISK ASSESSMENT GUIDANCE

DATE:	August 2020				
Assessors Name:	Paul Corcoran OAM		Reference Number:	Review Date: August 2020	
Endorsed by:	LEIF Workgroup Executive		Signature:	Position:	Date:
Description of Assessment			Live Entertainment Industry Forum Guidelines – Control Measures and Mitigation Strategies		
Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
COVIDSafe Plan	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Lack of COVID-Safe Plan Active COVID-19 case on site No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> COVID-Safe plans were not in place Physical distancing was not considered. Limited disinfection occurred There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> COVIDSafe Plans are the primary tool which an organisation can develop operational plans which meet all standards and enforceable directions. Primary focus of the COVIDSafe plan is the practical application of controls and assigned roles and responsibilities. Assessing the risks and impacts of COVID-19 on the operations of event and/or venue Developing and implementing the COVIDSafe Plan and a Response Plan to enact in the event of a case of COVID-19 in the workplace Ensuring all aspects of the COVIDSafe Plan are integrated into the existing operational plans of the organisation such as the Emergency Management Plan Communicating all elements of the plan to workers, hirers, contractors, other key stakeholders and patrons Auditing and reporting on the delivery of the COVIDSafe Plan and ensuring areas requiring improvement are identified and addressed Event Organisers and/or Venue Operators must consider, and plan for, the extent to which the COVIDSafe Plan will impact its normal operations 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Role and Responsibilities	<ul style="list-style-type: none"> Lack of assigned roles and responsibilities in relation to the COVID-Safe Plan resulting in poor practical application. 	HIGH	<ul style="list-style-type: none"> COVID-Safe plans were not in place. COVID-Safe accountabilities were not assigned COVID-19 was not considered 	<ul style="list-style-type: none"> COVID-Safe plans are to assign roles and responsibilities. Appoint a suitably qualified and experienced worker to fulfill the role of COVID-Safe Coordinator. COVID-Safe Coordinator empowered to deliver the organisation's responsibilities detailed within its COVID-Safe Plan. Assess the risk and impact of COVID-19 on the operations Develop and implement COVID-Safe Plan and Response Plan. COVID-Safe plan integrated into the existing operational plans Communicate all elements of the plan to stakeholders and patrons Comply with the regulatory standards 	MODERATE
Venue Event Space Capacity	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Lack of physical distancing discipline, supervision, and correction Lack of COVIDSafe Plan Active COVID-19 case at No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> Capacity limits were set on venue and safety Physical distancing was not considered. Conditions of entry focused on prohibited items and behaviour. There was no consideration of COVID-19 controls or health monitoring. 	<ul style="list-style-type: none"> Reduced venue and event capacities is an established infection control measure employed by each State and Territory through enforceable COVID-19 specific restrictions. Parameters need to be assessed individually and in combination with the overall capacity set at either the lowest or the highest limit identified in the process. Set maximum permissible capacity Set a percentage of total normal capacity Patron density restrictions typically defined as square metres per patron Physical distancing requirements in viewing areas, service areas and areas of transit Event Organisers and/or Venue Operators should consult closely with the relevant government agencies in their assessment of maximum capacity prior to an event going on sale. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Reopening Plans	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Transmission of COVID-19 through inadequate Systems such as HVAC • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Existing planned maintenance systems existed • Existing defect rectification existed • Hazards looked for and defects Identified • Maintenance roles and responsibilities were defined • COVID-19 was not planned for • COVID-Safe plans were not considered 	<p>Venue owners and operators should develop a detailed checklist to ensure that all infrastructure and services are fit for purpose and defect free prior to reopening.</p> <ul style="list-style-type: none"> • HVAC systems • Recommissioning of cooling towers • Fire Systems • Lighting • Audio Systems • Exit lights • CCTV Systems • Kitchens – General • Reticulation Systems in Bars • Refrigeration • Pest Control • General and specific cleaning requirements <p>Venue owners and operators should ensure that only competent, qualified and licensed workers and contractors conduct testing and assessment of high-risk plant and equipment is serviceable and fit for purpose.</p>	LOW
Procurement – Services and Goods	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered • Suppliers and Contractors did not have to supply COVIDSafe Plans 	<p>Event Organisers and/or Venues Operators should as part of the assessment process of engaging, or continuing to engage, supply arrangements consider:</p> <ul style="list-style-type: none"> • Supplier and Contractor approved COVIDSafe Plan which encompasses the specific service or supply. • Confirmation the supplier or contractor is capable of meeting the standards required for them to operate in relation to the event COVIDSafe Plan • The supplier or contractor has the resources and means to maintain supply if they have an outbreak of COVID-19 within their workforce. • The supplier or contractor can demonstrate a commitment to COVID-19 training and awareness for all workers under their responsibility. • The supplier or contractor agrees to only use PPE, cleaning, sanitisation and disinfecting products that are approved by the Australian Therapeutic Goods Register. • The supplier or contractor have an appropriate management plan in place to manage any suspected or confirmed cases of COVID-19 within their workforce. • Event Organisers and/or Venues Operators communicate all COVID-19 expectations and requirements of their supply agreements. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Ingress, Egress and Circulation Plans	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction Active COVID-19 case on site No hygiene practices or infrastructure present. Inadequate contact tracing processes Inadequate cleaning and disinfecting frequency and process. 	HIGH	<ul style="list-style-type: none"> Limited detail in terms and conditions of entry. Physical distancing was not considered. Conditions of entry focused on prohibited items and behaviour. There was no consideration of COVID-19 controls or health monitoring. 	<ul style="list-style-type: none"> Scalable COVID-Safe Plan developed COVID-19 information current and up to date. Consultation between all stakeholders and PCBU's/Employers/Duty-holders occurred. Conditions of entry created and displayed Ingress plan developed including health screening and security screening Queues managed, physical distancing, monitored, supervised and maintained Circulation considered creating pedestrian flow Egress plans developed Ticketing & Seating plans created to minimise time and confusion Communications plans developed that articulates COVID-19 controls Increased levels of hygiene and sanitisation COVID-19 signage in position Staff trained Contact tracing implemented 	MODERATE
Patron Transport	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction Active COVID-19 case on site No hygiene practices or infrastructure present. Inadequate cleaning and disinfecting frequency and process. 	MODERATE	<ul style="list-style-type: none"> Government guidelines relating to transport did not consider COVID-19 No health screening Standard cleaning and disinfection did not occur Limited or no hygiene infrastructure No physical distancing COVID-19 was not considered for any mode of transport. 	<ul style="list-style-type: none"> Government guidelines in place relating to public transport Travel with those within your household or those within the direct group. Installation of designated rideshare drop-off and pickup zones. Crowd control infrastructure is position to minimise crowding Increased dialogue with public and private transportation entities. Developed strategies that minimise COVID-19 risks associated with arrival to or departure. Dedicated pickup zones assignment within ridesharing apps. Onsite car parking cashless only payment Valet &/or shared patron "buggy" services should be limited Onsite car parking displays COVID-19 signage Carparking sites are included in cleaning and hygiene practises. Sanitisation stations implemented at transport touchpoint areas 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Patron Code of Contact	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Transmission of COVID-19 through patron breaches of COVID-19 controls • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> • COVID-Safe plans were not in place • Health screening was not considered • Physical distancing was not considered. • Limited detail in terms and conditions of entry. • Inappropriate behaviour was considered. • Conditions of entry focused on prohibited items and behaviour • Hand hygiene was not considered • Allocated seating was considered • Social bubbles were not considered • Evictions of patrons based on breaches of COVID-19 controls was not considered 	<p>Event Organisers and/or Venue Operators should communicate the COVID-19 regulations and control measures that patrons are required to adhere to in a Patron Code of Conduct. This should consider:</p> <ul style="list-style-type: none"> • The contents should be specific to the venue and/or the event • It should reflect current guidance regulation and COVIDSafe Plan • It should be clear, concise and available in multiple languages if necessary • It should highlight that compliance equates to respect and that non-compliance risks not just the individual but the wide community • The Code of Conduct should be communicated and socialised on digital platforms and posted in high traffic areas within the venue <p>Examples of wording may include:</p> <ul style="list-style-type: none"> • Observe physical distancing at all times and avoid close contact with other fans not in your social bubble • Remain in your allocated seat whenever possible • Maintain good hand hygiene – sanitisation stations are readily available within the venue • Cover your mouth if you need to cough or sneeze • All payments within the venue are contactless • When moving past other fans moving to and from your seat avoid face to face contact by facing away from them as you pass • Thank you for your commitment and support in keeping your fellow fans and your community safe <p>Event Organisers and /or Venues Operators should consider eviction of patrons who deliberately breach COVID-19 controls and COVIDSafe Plan.</p>	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Disability Access and Inclusion	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction Active COVID-19 case on site No hygiene practices or infrastructure present. 	MODERATE	<ul style="list-style-type: none"> Communications, services and operations consider persons with disabilities No health screening Standard cleaning and disinfection did not occur Limited or no hygiene infrastructure No physical distancing COVID-19 was not considered 	<ul style="list-style-type: none"> Communications, services and operations consider persons with disabilities and providing accessible and inclusive experiences. Consideration for persons with disabilities in developing COVID-19 controls and emergency Management / Incident Management Plans. Communication considers people with disabilities in relation to COVID-19 protocols. 	LOW
Customer Service	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Lack of physical distancing discipline, supervision, and correction Active COVID-19 case on site No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> Processes focused on seating plans and customer service Standard cleaning and disinfection occurred Limited hygiene infrastructure No physical distancing COVID-19 was not considered 	<ul style="list-style-type: none"> Staff have conducted COVID-19 training Event seating plans have been developed and trained. Customer flows determined Procedures developed if patron feels unwell COVID-Safe plan developed Ushers and customer service staff are correctly positioned and have adequate physical distance from the patrons. FOH staff to monitor patron movement and maintain physical distancing. Usher staff are not to make direct contact with patrons Operational equipment cannot be shared with other team member Hand sanitiser units in place for staff and patrons Patron to handle their own ticket or mobile. Staff must wear and utilise PPE, if provided Customer Service Desks fitted with protective Perspex 	LOW
Signage Plan	<ul style="list-style-type: none"> Lack of communication to patrons and content of COVID-Safe controls through signage. 	MODERATE	<ul style="list-style-type: none"> COVID-19 signage was not considered Physical distancing was not considered. There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> COVID-19 Signage plan confirmed relevant to state and territory. High visibility locations suitable to install signage determined Relevant key messaging including, physical distancing, hygiene messaging, COVID Health messaging, COVID-Safe App and room capacities Languages of demographic considered Location of signage determined including entry points, toilets, lifts, escalators, F&B outlets, function rooms, box office, concourses, merch stands and seating sections. Signage mediums confirmed 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Patron Comms - General	<ul style="list-style-type: none"> Lack communication to patrons and content of COVID-Safe controls they will experience and conform to. Lack of expectation management. 	MODERATE	<ul style="list-style-type: none"> Prior to COVID-19 general patron communications occurred Primarily detailed the event, transport, conditions of entry, prohibited items and weather expectations COVID-19 and COVID-Safe event practices were not considered. 	<ul style="list-style-type: none"> Direct communication to the patron Detail COVIDSafe event controls to ensure compliance with public health directives and State/Federal regulations. Communication current and readily available to patrons through all available channels. Communications distributed to patrons outlining the venue/event's COVID-Safe expectations. Communications delivered with sufficient time for any patron actions to be completed. Communications outline the specific requirements of the audience regarding COVID-Safe practices. Communications provide patron confidence that their safety has been properly considered. Communicate directly with the audience to provide manage expectations prior to arrival. 	LOW
Box Office and Ticketing Protocols	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction Active COVID-19 case on site No hygiene practices or infrastructure present. Inadequate cleaning and disinfecting frequency and process. 	MODERATE	<ul style="list-style-type: none"> Physical hard tickets were utilised No health screening Standard cleaning and disinfection did not occur Limited or no hygiene infrastructure No physical distancing 	<ul style="list-style-type: none"> Mobile tickets are encouraged Minimise physical contact between patrons and event staff, PPE supplied. Physical 'hard' tickets should be deprioritised. Card only transactions are encouraged Box offices should minimise shared-touch surface Physical barriers such as plexiglass or similar protective shielding installed Frequent cleaning of any patron touchpoint surfaces at box offices. Signage visible at all box office windows Promotion of Australian Government COVID-Safe App Attendance not permitted for patrons experiencing any symptoms of cold or flu in the past 24 hours Sanitisation stations should be made available at queueing location 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Contact Tracing	<ul style="list-style-type: none"> Inadequate contact tracing information for health authorities during or post COVID-19 Incident. 	HIGH	<ul style="list-style-type: none"> Collection of contact data for patrons, staff and contractors for contact tracing purposes did not occur. Event organisations did not consider COVID-19 exposure at events. 	<ul style="list-style-type: none"> Robust, comprehensive, and efficient contact tracing systems developed Capturing data of patrons, staff and contractors potentially exposed to COVID-19. Contact details are collected and retained Established on site electronic data capture solutions for all attendees at an event. Patrons reminded to download the COVID-Safe App prior to the event. Policy and procedure in place to maintain data security. Staff are trained. 	LOW
Record Keeping	<ul style="list-style-type: none"> Inadequate records kept. Lack of COVID-Safe Plan Active COVID-19 case on site No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> Records were not kept consistently Health records were not considered Hazards looked for Briefings occurred Roles and responsibilities were defined COVID-19 was not planned for COVIDSafe plans were not considered 	<ul style="list-style-type: none"> Event Managers and/or Venue Operators are required to increase record keeping processes and protocols specific to COVID-19 regulations and COVIDSafe Plans All Workers entering your venue or workplace may need to be recorded for contact tracing purposes Workers complete a health assessment before attending any venue or event. Records of the health assessment should be stored in accordance with, and for the periods required by law. A register of the cleaning practices implemented should be recorded, monitored and adjusted as required. A cleaning checklist should be completed for your workplace or specific work area depending on the size. The PCBU's/Employers/Duty-holders should maintain accurate records of stock levels of PPE and hygiene products provided, to ensure facilities are properly stocked and have adequate supplies for each event. PCBU's/Employers/Duty-holders needs consider the number of Workers on site, the shift arrangements and when access to these products is required 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Privacy	<ul style="list-style-type: none"> Inadequate Privacy controls around information captured for contact tracing. Inadequate information for health authorities during or post COVID-19 Incident. Captured information is misused, interfered with, accessed by unauthorised personnel, modified and lost. 	MODERATE	<ul style="list-style-type: none"> Collection of contact data for patrons, staff and contractors for contact tracing purposes did not occur. Event organisations did not consider COVID-19 exposure at events. Privacy was considered for information held 	<ul style="list-style-type: none"> Contact tracing is required in the event of an outbreak of COVID-19. The exact record keeping obligations which apply to businesses vary Event Organisers and/or Venues must keep up to date and comply with the record keeping obligations in the States and Territories in which they operate. When collecting, using and sharing personal information, businesses must comply with their existing obligations arising under Australian privacy law. Consider if applicable privacy policies need to be amended before information is collected from patrons for contact tracing purposes. Information includes. <ul style="list-style-type: none"> What information is being collected That the collection is required by law The purposes of the collection (i.e. contact tracing) The consequences if personal information is not collected How information will be used/who it will be disclosed to (i.e. State or Territory health authorities), and when it will be destroyed Information only be disclosed for contact tracing purposes Event Organisers and/or Venues must take reasonable steps to protect the personal information they hold from misuse, interference, unauthorised access, modification and loss. 	LOW
Terms and Conditions of Sale and Entry	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Lack of physical distancing discipline, supervision, and correction Lack of COVIDSafe Plan Active COVID-19 case No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> Limited detail in terms and conditions of entry. Physical distancing was not considered. Conditions of entry focused on prohibited items and behaviour. There was no consideration of COVID-19 controls or health monitoring. 	<ul style="list-style-type: none"> Event Organisers and/or Venue Operators, through ticketing agents, should disclose any new requirements which are likely to impact patrons at an event. Provide patrons with clear ways of communicating with them in relation to any queries they may have about new requirements impacting patrons/the event Any conditions of entry to the event (such as a requirement to provide contact information for contact tracing purposes and requirements to maintain good hygiene practices and to not attend events when unwell). Any other requirements arising from mandatory government and/or health authority directions in the relevant State or Territory in which the event is taking place. Any changes to privacy provisions/processes which arise due to new obligations to collect information for contact tracing purposes. How the Event Organisers and/or Venue Operators will handle various scenarios and how this may impact patrons (including event cancellations and/or postponements). Any new terms regarding exclusions or limitations of liability in circumstances where there is a COVID-19 outbreak or COVID-19 related loss/incident at the event. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Food and Beverage Service	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Active COVID-19 case on site • No hygiene practices or infrastructure present. 	HIGH	<ul style="list-style-type: none"> • Buffet style offerings occurred • Shared condiments occurred • Standard cleaning and disinfection occurred • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • All food businesses comply with the Food Act 2008, Food Regulations 2009, AUS/NZ Food Standards Code. • Catering services to manage physical distancing and queue management • On-line ordering and in-seat or collect from dedicated outlets. • Use of click and collect or digital kiosk platforms or offer individually portioned menus. • Avoid shared utensils and condiments • Sanitising of all equipment. • Increase ratio of service points to guest numbers. • Schedule dining room sittings for safe capacities. • Calculate capacities of restaurant, café, function room and dining areas • Cleaning and hygiene increased, and PPE used • Implement contactless payments • Commercial dishwashers utilised • Plexiglass barriers at tills and counters 	MODERATE
Merchandise	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Active COVID-19 case on site • No hygiene practices or infrastructure present. 	MODERATE	<ul style="list-style-type: none"> • Transmission risks of merchandise items not considered • Standard cleaning and disinfection did not occur • Limited or no hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • Cashless transactions to occur • Plexiglass barriers at tills and counters • Queues managed, physical distancing, monitored, supervised and maintained • Merchandise offered for sale pre event. • Product can be picked up at a designated location or seat drop off. • Staff to sanitise their hands and POS after each use. • Additional external outlets to maintain POS numbers and spread • Patrons not permitted to try on any merchandise nor handle. • All staff trained in contactless processes and increased hygiene practices • PPE to be issued and worn • COVID-19 signage in position 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Cloaking Services	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Active COVID-19 case on site • No hygiene practices or infrastructure present. 	MODERATE	<ul style="list-style-type: none"> • Co-mingling of personal items not considered • Standard cleaning and disinfection did not occur • Limited or no hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • Cloaking availability at events be minimised, to reduce transmission risks. • Designed to reduce co-mingling of individual items • Cloaked items placed in clear plastic bags and tied. • Umbrellas placed in single use plastic sleeves. • Queue management systems meet physical distancing requirements. • All cloak room staff to have conducted COVID-19 training. • Contactless process implemented, hand sanitiser units in place • Equipment not shared with another team member during the shift. • Staff utilise the PPE that they are issued. • Staff to regularly sanitise touch points and counter tops. • COVID-19 signage to be displayed at the cloak room providing details of key controls to prevent the spread. • Contact tracing implemented 	LOW
Venue and Event Related Cleaning	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Cleaning occurred focus was on waste removal • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • Cleaning staff to wear a higher level of PPE than previously used. • Hand sanitiser stations to be placed in various locations. • Increased cleaning routines to capture frequently touched surfaces • Cleaning logs maintained ensuring cleaning regime is strictly adhered to • Regular inspections of facilities to ensure appropriate level of control • Implementation of the use of disinfectants • Allocate adequate time (pre, during and post event) to ensure the cleaning • Cleaning process is to be thorough and effective including disinfection • Cleaners to use of hi-vis vests clearly labelled • Cleaning to include of administration areas of venue • Cleaning and disinfection to occur IAW COVIDSafe Plan 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Waste Management	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Lack of COVIDSafe Plan • Active COVID-19 case at No hygiene practices or infrastructure present • In adequate security of contaminated waste resulting in COVID-19 Transmission. 	MODERATE	<ul style="list-style-type: none"> • Standard medical waste removal processes existed • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered in waste removal • Securing waste for 72 hours was not considered • Disinfection based on COVID-19 did not occur • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • Waste services should be treated as normal waste utilising best practice for reuse/recycle, except where there has been a suspected or confirmed case of COVID-19. • Where an area is suspected of being contaminated with COVID-19 a Decontamination Environmental Clean will be initiated. • Any waste in this area or waste generated as part of the Decontamination Environmental Clean procedure including disposable cloths, gloves, facemask and overalls should be disposed of appropriately • Place in a plastic rubbish bag and tie when full. • The plastic bag should then be placed in a second bin bag and tied. • Put in a suitable and secure place and mark for storage for at least 72 hours. • After 72 hours the waste can be put in with the normal general waste stream • If waste is required to be removed from the venue in less than 72 hours, the waste must be treated as medical/clinical waste and disposed of as per state guidelines for medical/clinical waste. 	LOW
Venue and Event Medical Services	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Active COVID-19 case on site • No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> • Processes focused on first aid and medical escalation • Standard medical cleaning and disinfection occurred • Standard medical waste removal processes existed • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • First Aid and Medical personnel to wear full PPE when working with patients with symptoms such as fever, coughing, sore throat or shortness of breath. • Layout of First Aid Posts and medical centres to ensure physical distancing between patients. • Designated quarantine zone for infected patients. • Hand Sanitiser units placed at the entry and throughout the First Aid room • Prior to treatment of any First Aid incident, temperature of patient is checked and recorded. • An initial diagnosis using the medical screening protocols will be made. • A secondary sterile first aid post to be established and used for any patients who record a high temperature related to COVID 19. • Process for any patrons that present to a First Aid post or Medical Centre with flu, cold and/or COVID-19 symptoms. • Infection prevention and control principles including use of PPE. • Ongoing training of measures and updates issued by authorities to occur. • Communications are designed to encourage calm 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Hygiene	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> • Cleaning occurred • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • Developed infection control policies and consultation in place • Workers trained in all aspects of these policies • Contactless interactions to occur through all processes • Hand sanitiser in appropriate locations for workers and patrons • Hand washing areas have adequate supplies to meet demand • Advise patrons of hygiene standards • Frequently touched surfaces disinfected • Equipment not to be shared between staff without disinfection protocols • Appropriate PPE is provided and used • Maintaining high hygiene standards is underpinned by cleaning regimes • COVID-19 signage is in position 	MODERATE
PPE	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of PPE discipline, supervision, and correction • Active COVID-19 case on site • No PPE available 	HIGH	<ul style="list-style-type: none"> • Limited PPE was utilised • COVID-19 PPE and practices were not considered 	<ul style="list-style-type: none"> • PPE used to supplement the other control measures against COVID-19. • Each State and Territory has specific laws regarding PPE. • Event organisers implement controls against COVID-19 not only PPE. • PPE includes masks, gloves, eye protection, and screens. • Gowns and disposable suits used for First Aid / Medical teams. • Eye protection used as PPE for protecting against the risks of COVID-19. • Eye protection necessary for workers who are in close contact. • Workers provided with appropriate PPE, information and training • Risk assessments conducted and COVID-Safe Plan developed 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Worker - Health Screening Protocol	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction • Lack of COVIDSafe Plan • Active COVID-19 case at No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Worker health screening was not considered • Physical distancing was not considered. • There was no consideration of COVID-19 controls or health monitoring. • COVIDSafe Plans were not considered. 	<ul style="list-style-type: none"> • Workers, contractors and suppliers complete a health screening before attending any venue • Records of the health screening results should be stored in a safe and secure location. • Prearrival online questionnaires • Questions asked verbally at the access point to the venue • Temperature testing by a suitably trained worker with measure in place to manage high temperature readings • Clear explanation that a negative temperature screen does not mean the subject is COVID-19 free. • Clear protocols and processes should be established to support and manage workers as a results of an adverse outcome from the screening process. • Attendance records may be called upon to assist with contact tracing 	LOW
Patron - Health Screening Protocol	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present • Inadequate health screening 	HIGH	<ul style="list-style-type: none"> • Processes focused on first aid and medical escalation • Health screening did not occur • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • Patrons complete health screening before attending any venue or event. • The Health Screening process adopted by Event Organisers and/or Venue. • Operators will vary dependant on the risk profile of the setting, the specific requirements of their COVIDSafe Plan and any regulatory requirements of the jurisdiction in which they operate. • Terms and Conditions of sale at the time of ticket purchase are amended and require the purchaser to acknowledge they take responsibility for health screening of all attendees and that patrons should comply with Government directives and not attend if they are unwell • Signage at the venue reminding patrons of any conditions of entry relating to any health screening requirements. • Patrons must not attend if they are unwell. • Health specific questions asked verbally at the access points to the venue • It is imperative that venues and event owners develop and implement plans to address and manage all outcomes from health screening processes including facilitating the transfer from site of any patrons potentially requiring further medical assistance. 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
COVID-19 Awareness Training for Security Staff	<ul style="list-style-type: none"> Inadequate understanding and use of personal hygiene standards. 	HIGH	<ul style="list-style-type: none"> Training existed for security staff but was focused on standard operating procedures, crowd management and control. Limited hygiene practices were in place. Frequently touched surfaces were not cleaned or disinfected. Physical distancing was not managed. COVID-19 was not considered 	Security staff to complete specific COVID-19 training including - <ul style="list-style-type: none"> How COVID-19 is Transmitted Use of PPE (Gloves and Face Masks, if required) Mitigation for Transmission (Hand Hygiene/Physical Distancing) Signs and Symptoms. Details of event specific COVID-Safe Plan 	MODERATE
Access control	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction Active COVID-19 case on site No hygiene practices or infrastructure present. Inadequate contact tracing processes Inadequate cleaning and disinfecting frequency and process. 	VERY HIGH	<ul style="list-style-type: none"> Limited contact tracing capacity No health screening Standard cleaning and disinfection Limited or no hygiene infrastructure No physical distancing 	<ul style="list-style-type: none"> Contact Tracing for all workers Health screening for all workers Enhanced cleaning and disinfection Hygiene infrastructure in place Queue management with physical distancing COVID-19 signage and information highly visible Contactless systems encouraged and prioritised 	MODERATE
Accreditation	<ul style="list-style-type: none"> Lack of physical distancing discipline, supervision and correction. Transmission of COVID-19 through direct contact. No hygiene or sanitisation of hands and surfaces. Transmission of COVID-19 through shared accreditation equipment. Contact tracing was not considered. 	VERY HIGH	<ul style="list-style-type: none"> Transactions were not contactless, resulting in multiple direct contact points. No hygiene practices were in place. Frequently touched surfaces were not cleaned or disinfected. Physical distancing was not managed. Physical distancing and COVID-19 related signage was not in position. Staff were not trained in COVID-19 procedures. COVID-19 was not considered. Limited contact tracing capacity. 	<ul style="list-style-type: none"> Contact Tracing for all workers Higher visibility and easier to use coding systems Contactless systems encouraged and prioritised Improved physical distancing due to systems designed with awareness Improved hygiene standards due to reduced physical interaction 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Venue Clean Zone	<ul style="list-style-type: none"> Active COVID-19 case on site No hygiene practices or infrastructure present. Inadequate contact tracing processes Inadequate cleaning and disinfecting frequency and process. 	HIGH	<ul style="list-style-type: none"> Clean zone based on COVID-19 did not exist COVID-19 signage was not considered Physical distancing was not considered. There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> Cleaning and disinfection are a major risk mitigation for COVID-19 transmission. Cleaning of key operational areas for players, artists, performers and officials to occur on event day. These areas will undergo rigorous cleaning and disinfecting and create a clean zone Access will be restricted to the clean zones to minimise contamination Appropriate hygiene equipment is placed in clean zone areas Security staff will be tasked in maintaining the integrity of the clean zone COVID-19 signage in position including physical distancing and room capacity. 	MODERATE
Security Searching – Patrons and Workers	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Transmission of COVID-19 through close contact. Transmission of COVID-19 through inadequate health checks. Lack of COVID-Safe Plan Active COVID-19 case on site No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> Existing security screening systems existed Health screening was not considered Roles and responsibilities were defined Supervision was applied Close contact occurred frequently COVID-19 was not planned for COVIDSafe plans were not considered 	<ul style="list-style-type: none"> The security search area layout takes into consideration the correct sequence of events. Health screening is completed prior to the security screening process. Consideration should be given to implementing no bag, clear bag or bag size restrictions for patrons and staff. Reduce a number of touchpoints between staff and patrons, improve physical distancing and security search points. Ensure minimal physical contact between security staff and those undergoing security screening. Security must be trained in the specific requirements of searching and Personal Protective Equipment (PPE) Security is located prescribed minimum physical distance from the search table Security provide verbal directions for the patron Suitable cleaning regime will be required to ensure a safe working space 	MODERATE
Government and Council Services and Support	<ul style="list-style-type: none"> Lack of enforcement and correction of COVID-19 controls up to and including eviction from event. 	MODERATE	<ul style="list-style-type: none"> User pays police were utilised. Focus was on crowd eviction for intoxication and inappropriate behaviour and public disorder. User pay police were not utilised for the support implementation of COVID-19 controls. 	<ul style="list-style-type: none"> Legal powers granted to various State and Territory government agencies Enforce breaches of physical distancing, health and hygiene Contact tracing requirements in place Consultation occurring with government agencies in relevant jurisdictions. Clarification of user pay services for venues, events and/or festivals. Primary focus to include support implementation of COVID-19 controls, compliance monitoring and enforcement. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Evictions and Move on Powers	<ul style="list-style-type: none"> Security / patron close and direct contact Transmission of COVID-19. Inadequate conditions of entry in relation to refusal of entry, evictions and move on powers 	MODERATE	<ul style="list-style-type: none"> Limited detail in terms and conditions of entry. Physical distancing was not considered. Conditions of entry focused on prohibited items and behaviour. There was no consideration of COVID-19 controls or health monitoring. 	<ul style="list-style-type: none"> Currently have limited legal powers to enforce COVID-19 controls. Powers have been vested in police forces Nationally. Developed provisions to support security to enforce COVID-19 health, hygiene, and physical distancing requirements. Conditions of Entry detail the enforcement of refusing entry, evicting or moving people on. Security issued with the appropriate PPE. Security provided personal hygiene facilities for those who have direct contact with patrons. Security rostering to allow individual staff members to be replaced to wash, shower and/or replace their uniform. Developed protocols to ensure coordination with relevant law enforcement agencies. 	LOW
Broadcast Operations	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate process. Lack of physical distancing discipline, supervision, and correction. Lack of COVIDSafe Plan Active COVID-19 case on site No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> COVIDSafe plans were not in place Physical distancing was not considered. Limited disinfection occurred There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> Only essential personnel permitted in each control room/studio. No other guests or production staff permitted. Floor crew practice physical distancing at all times. Restrict movement between areas. All crew/talent to complete Studio/Venue inductions. Work conducted in dedicated clean zones. All operators to clean and disinfect equipment and operational area. PPE utilised and sanitisation stations established. Close and direct contact not permitted Frequently touched surface cleaned and disinfected All Media staff and crew to be health screened. Contact tracing established Equipment not permitted to be shared with out disinfection protocols COVIDSafe Plan developed and engaged 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Media	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • COVID-Safe plans were not in place • Physical distancing was not considered. • Limited disinfection occurred • There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> • COVID-Safe plans developed and engaged. • PPE including face masks and gloves utilised. • Physical distance is supervised managed and corrected • Interviews utilise of boom mics, physical distance maintained • Close contact not permitted • Operators to wipe down their equipment and operational areas • Head-sets sanitised, sharing of equipment not permitted without disinfection protocols. • Equipment is not permitted to be shared • No direct contact with artists or players during interviews • Hygiene and sanitisation infrastructure in position 	LOW
Equipment Supply and Handling	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Cleaning occurred focus was on waste removal • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • All PPE is to be supplied. • Disinfectant and sanitisation products to be used. • All equipment needs to be thoroughly cleaned and disinfected then quarantined prior to delivery onsite. • Where possible equipment should be tagged as 'sanitised' • Where equipment is dry hired for install by the event, workers should check for 'sanitised' tags and cleaning registers prior to handling. • Where equipment onsite is to be shared between workers and departments, cleaning registers and disinfectant wipes are to be made readily available. • Once finished with equipment, workers are to thoroughly wipe down the equipment using disinfectant wipes. • Any equipment that cannot be adequately sanitised using disinfectant wipes should be put aside for quarantine in a pre-designated 'safe' area onsite. • Where possible shared equipment is to be sanitised using TGA certified disinfectant wipes prior to collection. • Where equipment has likely been touched or utilised by patrons or performers at the event, workers are to exercise greater caution and ensure they are wearing adequate PPE when handling. • Workers are required to wash or sanitise their hands regularly while onsite, with hand sanitiser made available at all major touch points. • Where workers are required to work in close proximity to one another, PPE including gloves and face masks may be required. 	LOW

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HVAC SYSTEMS	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process and HVAC recirculated airflows. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No HVAC air handling hygiene considerations 	HIGH	<ul style="list-style-type: none"> • HVAC systems were regularly cleaned, maintained and inspected. • The risk of mould and legionella and airborne infectious aerosols in the system was considered • Airflow and air conditioning considered patron comfort primarily • COVID-19 was not planned for • COVID-Safe plans were not considered 	<ul style="list-style-type: none"> • Ensure all HVAC systems are cleaned, maintained and inspected • Ensure the risk of Mould and Legionella and airborne infectious aerosols in the system is considered • Increase outside air intake where possible to assist with the removal of contaminated air. • Open outdoor air dampers • Extend operation times/hours • Maintain ventilation 24 hours a day • Use operable windows (if relevant) • Check HVAC filtration • Reduce the recirculation of air where possible. • Maintain relative humidity above 40% • Ensure the likely touch-points on plant and in plant room areas are cleaned before being disinfected. 	MODERATE
Ground Transport – Touring Parties and Working Groups	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction at on vehicle. • Lack of COVIDSafe Plan • Active COVID-19 case being transported. • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Transport occurred in large groups • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • Any member of a touring party or working group who report symptoms consistent with COVID-19 be quarantined from the remainder of the party. • Drivers undergo the same induction processes and COVID-19 Training. • Transportation providers should disinfect the passenger compartment after every trip. • Nothing should be left in the rear of the vehicle • All drivers should be trained regarding the surfaces passengers are likely to touch and the cleaners, disinfectants, and PPE needed to clean and disinfect them. • Additional time between trips should be reserved for this process. • Driver should operate the door/hatch handles. • All passengers and drivers wear PPE while in the vehicle, and wash hands or use hand sanitiser on leaving the vehicle. • Hand sanitiser available in the vehicle at all times. • When possible, windows should be opened as opposed to the use of air conditioning, for air flow and ventilation in enclosed spaces. • Passengers should handle their own luggage. • Physical distancing is recommended in all transport • Where possible consistent “bubbles” should be established. • Capacity of the vehicles should be set, and enforced, to reflect physical distancing requirements. 	LOW

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Accomm. - Touring Parties and Working Groups	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction at accommodation. • Lack of COVIDSafe Plan • Active COVID-19 case at accommodation. • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Processes focused on large group accommodation bookings • Transport occurred in large groups • Limited hygiene infrastructure • No physical distancing • COVID-19 was not considered 	<ul style="list-style-type: none"> • Confirm check in time to avoid queuing and utilise contactless check in • If contactless check in is not available, one person to check in the Touring Party • Adhere to hotel COVID-Safe Plan, policies and procedures at all times. • No contact room service delivery utilised. • Limit the frequency of housekeeping. • Use self-parking options. • Take all possible steps to avoid other hotel guests by minimising use of shared facilities and common areas of the hotel • Clean key cards with disinfectant wipes frequently • Utilise contactless check out when available. • Contact tracing implemented. 	LOW
Onsite Accomm. – Greenfield Sites	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of physical distancing discipline, supervision, and correction within campgrounds. • Lack of COVIDSafe Plan • Active COVID-19 case in campground. • No hygiene practices or infrastructure present • Lack of supervision 	HIGH	<ul style="list-style-type: none"> • Campground management was considered • Hazards were identified • Campground were supervised • COVID-Safe plans were not in place • Physical distancing was not considered. • Limited disinfection occurred • There was no consideration of COVID-19 controls or health monitoring 	<ul style="list-style-type: none"> • Ensure all guidelines and requirements for the specific jurisdiction relating to campgrounds are followed including specific Camping COVIDSafe Plan. • Ensure sufficient space in accordance with state/territory regulation. • Ensure access points to main festival site and campgrounds are supervised, controlled and monitored with clear accreditation processes to access both. • Consider the inclusion of an all hours first aid facility near the campground. • Consider compartmentalisation of the campground with separate facilities. • The identity of patrons residing at each campsite should be captured • Provide patrons with an easy to use system for recording any visitors from other campsites. • Ensure bathrooms are well stocked with hand soap and paper towels • Sanitation and hygiene related products should be made available • Patrons should be advised to practise good hygiene and bring their own cleaning equipment. • Physical distancing to be monitored, supervised and corrected. 	MODERATE

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Temporary Amenities and Facilities – Greenfield Sites	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Cleaning occurred focus was on waste removal • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • Consider card only transactions. • All organisations contracted to provide goods and services to an event should provide the Event Organisers and/or Venue Operators with their COVIDSafe Plan for review and approval. • All COVIDSafe Plans should meet the standards set by the Event Organisers. • All external suppliers should provide their own PPE, sanitation and hygiene supplies to fulfil delivery of their COVIDSafe Plan. • All external workers are subject to contact tracing procedures. • All external workers should have completed the specified training. • The site design should ensure adequate space, infrastructure and signage in place to manage physical distancing requirements for patrons while queuing, perusing or purchasing. • Consider BOH site layout to ensure adequate distancing for workers. • Hand Sanitiser Stations should be made available at temporary facilities. • All amenities should have their capacity assessed. • The defined capacity of specific amenities and facilities must be clearly signed and managed. • Consider whether cloaking services are essential in a COVID-19 environment • Consider whether Market Stalls are essential in a COVID-19 environment. • Markets - clothing, jewellery and other wearables should not be tried on. • Consider contactless ordering of food by use of smartphone app. • Food vendors must use environmentally friendly single use packaging and utensils. • Condiment stations should be removed and single serve packages provided. • Bars should consider direct can/bottle service • Consider whether cocktails and mixer drinks are essential • Consider A and B bar staff teams for multi day events • Chill out spaces are designed with single directional entrance and exit. • Chill out spaces to have a set capacity, displayed via signage. • Lay out and furniture arrangement to ensure physical distancing • Consider single entry toilet facilities with open air handwash to increase airflow. • Review and agree on appropriate cleaning checklist with supplier to ensure adequate process. • Consider single entry toilet facilities with open air handwash • Review and agree on appropriate cleaning checklist with supplier to ensure adequate process. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Site Design and Management – Greenfield Site	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process, and site design • Transmission of COVID-19 through inadequate supervision and correction of patron and staff behaviour. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Existing site design systems existed, focusing on patron flow and maximising capacity • Risk Assessments and Emergency Management Plans were created • Hazards looked for and defects Identified • Campground management plans were developed • Security and crowd management plans were developed • Roles and responsibilities were defined • COVID-19 was not planned for • COVID-Safe plans were not considered 	<ul style="list-style-type: none"> • Allow for increased space within queuing infrastructure for physical distancing. • Ensure opportunities for maximising natural airflow. • Wherever practical, create one directional patron flow. • Consider having bars located in areas without view to stages • Consider BOH working areas and ensure adequate space is provided and flow of workers is single directional. • Consider options to limit enclosed space areas or areas with poor airflow. • Consider increased onsite parking • Consider zoning larger sites with additional access control/RFID scanning. • Provide a controlled capacity and space allocation in the viewing area in front of the stage. • Consider using single-flow entrance and exit to reduce capacity standing areas. • Consider multiple barriers to assist in the management of patron density. • Adequate space provided for unloading, loading of equipment, freight and crews to perform their jobs properly, safely and hygienically. • Consider implementing strict zones within stage areas to minimise interactions • Ensure medical layout is created in consultation with onsite medical provider. • Provide adequate medical transfer referral pathways for suspected cases of COVID-19 to isolation facilities and points of transfer off site. • Establish a consistent signage plan utilised across the entire site. • Workers directing patrons • Public announcements (e.g. Video screen, public address) • Utilise digital communications for COVID-19 messaging • Consider how patrons may change their transport patterns. • Allow for increased personal and private vehicle movement. • Ensure adequate infrastructure provisions are accommodated due to any potential changes and that patron flow is linear and crossovers are minimised. • Consider, particularly for multi-day events, extended bump-in and/or running A and B teams to ensure whole crews are not lost in the event of a COVID-19 outbreak. • Contact tracing procedures must be followed for all workers onsite. • Health screening to be conducted on a daily basis for all workers onsite • Conduct as many meetings online as practical. • Meetings and briefings that need to be in person should be of limited duration with appropriate physical distancing standards observed. • Contractors and Suppliers to provide COVIDSafe Plans 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Crowd Management – Greenfield Sites	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	HIGH	<ul style="list-style-type: none"> • Supervision implemented • Hazards looked for • Briefings occurred • Emergencies were planned for • Roles and responsibilities were defined • COVID-19 was not planned for • COVID-Safe plans were not considered 	<ul style="list-style-type: none"> • Ensure ample room designated for patron drop off by various modes of arrival. • Additional transport hubs to reduce congregations in the patron journey. • Pre-sell all tickets via chartered or public transport - ensure contact tracing. • For patrons arriving via public or chartered transport, stagger the arrival times. • Create a wider and longer space for patrons to merge into as they're walking toward the entrance from their separate designated drop off spaces. • Use event staff to manage patron flow from drop off points to the site • Review ingress /egress plans to ensure there is the ability to maintain physical distancing requirements. • Consider earlier gate opening times. • Use temporary ground markings to space patrons in entry queues. • Use event staff to manage patron flow on approach to security search, ticket scanning and wristbanding. • All workers and security to wear appropriate PPE for security searching, ticket scanning and wristbanding. • Provide hand sanitiser on workers and patrons. • Ensure all tickets are scanned, ID matched 	LOW
Emergency Management Plan	<ul style="list-style-type: none"> • Emergency Management Plan – Health Emergency Provisions • Lack of Emergency Management Planning with COVID-19 considerations. • Transmission of COVID-19 through lack of physical distancing during emergency egress and assembly areas. 	HIGH	<ul style="list-style-type: none"> • Emergency Management Plans were developed • Considered multiple scenarios that would have potentially catastrophic impacts • Multi-agency approach. • Emergency Management Plans did not consider COVID-19 controls and impacts. 	<ul style="list-style-type: none"> • Emergency Management Plans developed • Based on AS/NZS 3745:2010 Planning for Emergencies in Facilities • Updated with Government guidelines regarding operations in a COVID-19 environment. • Includes triggers and processes for advising neighbouring businesses about emergencies, such as a diagnosis of COVID-19. • Emergency Planning Committee review relevant governing legislation, doctrine and standards at the National and State/Territory level. • Lead agency/organisation for responding to health emergencies identified. Roles and responsibilities clearly articulated. 	MODERATE

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Emergency Management Team	<ul style="list-style-type: none"> Lack of Emergency Management with COVID-19 considerations applied 	MODERATE	<ul style="list-style-type: none"> The EMT or Emergency Control Organisations were established IAW AS/NZS 3745:2010. Appropriate command and control structure implemented Scalable to the event React to provide emergency response. COVID-19 was not considered during emergency management. 	<ul style="list-style-type: none"> The EMT or Emergency Control Organisation established IAW AS/NZS 3745:2010. Appropriate command and control structure implemented Scalable to the event React to provide emergency response. The EMT is structured of venue, event and public safety agencies and emergency services. Unified approach for the readiness, response and recovery from an emergency. COVID – 19 is considered, COVID-Safe Plans are developed, staff are trained and organisation is highly prepared for a COVID-19 incident. 	LOW
Incident Management	<ul style="list-style-type: none"> Transmission of COVID-19 through inadequate incident response. Transmission of COVID-19 to first responders by lack of PPE diligence. 	HIGH	<ul style="list-style-type: none"> Incident Management Plans were developed Multiple scenarios considered Plans incorporated multi-agency responses when escalated. Incident Management Plans did not consider COVID-19 controls and impacts 	<ul style="list-style-type: none"> Incident management planning is conducted Appropriate COVID-19 Incident Management considered Consultation includes local and National public health authorities. Incident management considers general features of COVID-19. Incident management considers specifics and demographics of event. Adequate number of first aid responders trained to assess potential cases of COVID-19 and ability to escalate via ambulance. Response plans developed with relevant stakeholders to ensure a consistent and well-coordinated approach of COVID-19 at the venue or event. 	MODERATE
Patron Communication – Incident	<ul style="list-style-type: none"> Lack of communication of confirmed case of COVID-19 to patrons who may have been exposed. This has the potential to cause widespread transmission. 	MODERATE	<ul style="list-style-type: none"> General patron communications occurred regarding the event, transport, conditions of entry, prohibited items and weather expectations. COVID-19 Incidents were not considered. 	<ul style="list-style-type: none"> Established communication methodologies of confirmed case of COVID-19 to patrons. Ability to inform individuals that they may have been exposed to an infected person. Individual response plans developed and ready for action. Rapid response ability in the case of any confirmed suspected cases of COVID-19 on site. COVID-19 response plans developed in consultation with the relevant State Health and WHS Regulatory authorities. Patron communications regarding an outbreak or potential exposure guided by State Health and WHS Regulatory authorities. Nominated contact in place in the event of a COVID-19 incident. 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Confirmed COVID-19 Incident Response Plans	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate incident response. • Transmission of COVID-19 to first responders by lack of PPE diligence 	HIGH	<ul style="list-style-type: none"> • COVID -19 response plans were not in place • Physical distancing was not considered. • There was no consideration of COVID-19 controls or health monitoring 	<p>Developed plans in place to manage any cases of COVID-19 considering;</p> <ul style="list-style-type: none"> • Staff, patron and contractor Infection • Contractor Infection • Key contact lists • Establishment of exclusion zones • Communication – Internal - including staff and management • Communication – External – Patrons in attendance • Communication – External - Clients, Hirers, Suppliers • Notification of Public Health Authorities • Signage plans • Incident Management • Media management and Communication plans • Decontamination/Deep Cleaning plans • Support services for impacted staff • Return to operations checklists 	MODERATE
Media Management	<ul style="list-style-type: none"> • Inadequate process resulting in brand /reputation risk. • Provision of inadequate and incorrect information externally • Provision of inadequate and incorrect information internally 	MODERATE	<ul style="list-style-type: none"> • Media plans were created to focus on Incident and incident recovery • Multiple scenarios considered and templates were created • Communication strategies did not consider COVID-19 • COVIDSafe Plans were not considered 	<ul style="list-style-type: none"> • Appoint an individual, or a team, within the lead organisation(s) to manage all internal and external communication, separating these if required • A flow based plan, with associated checklists, to deliver the correct sequencing in the distribution of key information • Create a master list of contacts, including key public health bodies • Ensure all stakeholders are advised of the incident at the appropriate time in the process • Communicate the plan and protocols to all stakeholders • Templates of media statements and internal communication. <p>Consider both suspected or confirmed cases and include;</p> <ul style="list-style-type: none"> • When the case was identified and when the individual was on site • Where they were on site if it was limited to a specific area • Who they were either worker or patron – no specific details to be provided • What you have done to manage the situation and what you are doing to return to operation • Impact on future events • Contact details for inbound queries • Review these plans regularly to ensure contact details and the documentation remain up to date 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Decontamination Environmental Cleaning	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • Cleaning occurred focus was on waste removal • Disinfection based on COVID-19 did not occur • COVID-19 signage was not considered • COVID-19 cleaning and disinfection practices were not considered 	<ul style="list-style-type: none"> • In the case of a suspected or confirmed case of an infectious disease • COVID-19 in a worker or patron, • Contact with a confirmed case of COVID-19, • Affected areas must be isolated as a Decontamination Environmental Clean may need to be conducted before these areas are used again. • Event Organisers and/or Venue Operators should consult with the relevant body in their jurisdiction to gain advice • Conduct a decontamination clean of the premises dependant on the details of the time and nature of the incident in question. • Ensure an environment that minimises, as far as practicable, the spread of infectious diseases affecting any venue employees and occupants. • Ensure Environmental cleaning procedures have been developed according to guidance material from the Australian Government's Department of Health. 	LOW
Risk Management Processes and Methodologies	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate risk assessment and process • Lack of discipline, supervision, and correction 	MODERATE	<ul style="list-style-type: none"> • Risk management was considered • Risk Assessments were conducted • Supervision implemented • Hazards looked for • Briefings occurred • Emergencies were planned for • Roles and responsibilities were defined • COVID-19 was not planned for • COVIDSafe plans were not considered 	<ul style="list-style-type: none"> • The COVID-19 risks related to the Live Entertainment Industry assessed • Risk management IAW AS ISO 31000: 2018 Risk Management – Principles • WHS managed IAW AS ISO 45001:2018 • Work Health and Safety Acts in all States and Territories. • Risk Assessments occurring • Management of hazards and risk occurring • Identification, assessment and control of workplace hazards occurring • Consultative mechanisms and preventative programs are implemented • Continual improvement focused on. • Assessing COVID- 19 risks in the workplace occurring. • Hierarchy of controls applied • Risk managed to "As Low As Reasonably Practicable" ALARP • Records kept • Continuous improvement occurring 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Health and Safety	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate WHS risk assessment and process • Lack of WHS discipline, supervision, and correction 	HIGH	<ul style="list-style-type: none"> • WHS was considered • Risk Assessments were conducted • SWMS were developed • Toolbox talks and briefings occurred • Emergencies were planned for • Roles and responsibilities were defined • COVID-19 was not planned for • COVID-Safe plans were not considered 	<ul style="list-style-type: none"> • Work Health and Safety (WHS) laws across all States and Territories. • Safety of workers, contractors, volunteers, and patrons considered. • Officers and PCBU's/Employers/Duty-holders understand their Primary Duty of Care • Officers and PCBU's/Employers/Duty-holders understand Duty to workers • Worker understand their WHS duties and have been trained and inducted • COVID-19 specific training has been conducted • Officers, PCBU's/Employers/Duty-holders and Workers understand their duty to others • The workplace and facilities are maintained • WHS Information, training, instruction, and supervision provided • Consultation and COVID-19 risk assessment conducted. 	LOW
Training, Awareness and Worker Induction	<ul style="list-style-type: none"> • Inadequate understanding and use of personal hygiene standards • Transmission of COVID-19 through inadequate process. • Breaches of agreed COVID-19 controls. 	MODERATE	<ul style="list-style-type: none"> • Training existed for staff but was focused on standard operating procedures and departmental roles. • WHS Inductions occurred • Limited hygiene practices were in place. • Frequently touched surfaces were not cleaned or disinfected. • Physical distancing was not managed. • COVID-19 was not considered • COVIDSafe plans were not developed 	<p>This training should include but is not limited to;</p> <ul style="list-style-type: none"> • COVIDSafe Plan • Personal and workplace hygiene; • Cleaning protocols; • Workplace access and reporting for duty • PPE and uniform requirements • Signs and symptoms of COVID-19; • Staying home if unwell and employee self-reporting of symptoms; • COVID-19 reporting processes and escalation; • Changes to conditions of entry and any contact tracing data • Venue / workplace configuration • Venue / workplace layout and facility usage overlays • Process changes due to accommodating COVID-19 protocols. • Alterations to the operation of onsite services – e.g. medical, merchandising, TAB, ATMs, etc; 	LOW

Document Name	Identified hazards, process or procedure specifically targeted.	Risk level before COVID-19 control measures are implemented	Pre - COVID-19 Control measures	Suggested COVID-19 Control measures and mitigation strategies	Residual Risk level after COVID-19 control measures are implemented
Consultation with Workforce	<ul style="list-style-type: none"> • Transmission of COVID-19 through inadequate process. • Lack of COVID-Safe Plan • Active COVID-19 case on site • No hygiene practices or infrastructure present 	MODERATE	<ul style="list-style-type: none"> • WHS was considered • Risk Assessments were conducted • SWMS were developed • Toolbox talks and briefings occurred • Emergencies were planned for • Roles and responsibilities were defined • COVID-19 was not planned for • COVID-Safe plans were not considered 	<p>Organisations should consult with their workers and their representatives on health and safety matters when they;</p> <ul style="list-style-type: none"> • Conduct a COVID-19 risk assessment. • Make decisions on control measures relating to managing a risk of exposure to COVID-19. • Make decisions about the adequacy of the workplace facilities to allow for control measures such as physical distancing and hygiene. • Propose other changes that may affect the health and safe of workers. • Change a procedure that has an impact on workers. • Allow all workers to raise and express their views on work health and safety issues that may arise directly or indirectly because of COVID-19 	LOW

Acknowledgements

LEIF wishes to acknowledge the following venues, promoters and industry organisations who have contributed to the development of this document.

AAMI Park	Frontier Touring Company	Precise Cleaners
Accedit Solutions	Fuzzy Operations Pty Ltd	Qudos Bank Arena
Adelaide Entertainment Centre	Get Skilled Access	Queensland Country Bank Stadium
Adelaide Oval	Global Compliance Consultancy	RAC Arena
AEG Presents	Goodboy Events	Rod Laver Arena
All Access Crewing	Groovin the Moo	RSA Liquor Professionals
ANZ Stadium	Hardware	Secret Sounds
Architects of Entertainment	HBF Arena	Secure Events and Assets
Arts Centre Melbourne	HBF Park	Select Music
ASM Global	HBF Stadium	Showtech Australia
Asset Protection Systems	Hemisphere Group	Splashdown
Atlas Traffic	Hordern Pavillion	Splendour in the Grass
Australian Festivals Association	Humm	Sports Grounds Safety Authority
Australian Football League (AFL)	ICC Sydney	St John Ambulance
Bankwest Stadium	Illusive Presents	Stadiums Queensland
Barpop	Incognitus	Stageline Events Pty Ltd
Blundstone Arena	INTIX	Strawberry Fields Festival
Boomtick	ISEC	SUBVRT
Brisbane Convention and Exhibition Centre	JML Operations	Suncorp Stadium
Brisbane Cricket Ground (The Gabba)	JPJ Audio	SVBM Pty. Ltd.
Brisbane Entertainment Centre	Laneway Festival	Sydney Cricket Ground
Byron Bay Bluesfest	Live Nation	Symbiotic
Cairns Convention and Exhibition Centre	Live Performance Australia	Tamworth Country Music Festival
Cattleyard	Mal Smith Aust Pty Ltd	Technical Services Group
CBUS Stadium	Margaret Court Arena	TEG Dainty
Chugg Entertainment	Marvel Stadium	TEG Live
CMC Rocks QLD	Melbourne Arena	Ticketek
Colbrow Medics	Melbourne Cricket Ground	Ticketmaster
Cooper Stadium	Melbourne Olympic Park	Ultimate Fighting Championship (UFC)
Curran Chemicals	Melbourne Victory Football Club	Unified
Darwin Convention and Exhibition Centre	Meticon Stadium	UNIFY Gathering
Denis Sheahan Event Management	Michael Cassel Group	Velodrome Events
Dr T G Henning Liljeqvist	Newcastle Entertainment Centre	Venue Management Association
Earth Frequency	NSW Users & AIDS Association	Venues Live
Event Management Int. Pty Ltd	Optus Stadium	Venues West
Event Services International	Populous	