Summer Concert Events COVID Safe Event Plan

Rochford Wines in conjunction with

Input from a Safety Consultant (PBM Safety) 2020/21

Date of Issue: 3/04/2021

Version 2.4

Contents

DHHS Instructions **2**
Submission guidelines **2**
Section 1: Key Event Information **3**
Event Details 3
Please provide the relevant event details below: 3
Attendance and tiers 5
Please provide details of the event attendees and event tier: 5
Venue Details 6
Please provide the relevant details of your venue or venues below: 6
Section 2: Event Site Map **11**
Section 3: Explanation of Event Public Health Risk Controls **12**
Oversight and administration 12
General Governance 12
Communicate Expectations to Event Staff and Attendees 18
Record Keeping to Support Contact Tracing of staff, contractors and patrons 21
Impact on the Local Community 23
Spectator Management 24
Maintain Physical Distancing 25
Screening for symptoms of staff, contractors and patrons 25
Entry Points 27
End of event or patron departure for the event 28
First Aid / In-Event Health Service Plans 29
Emergency services access 33
Evacuation 34
Weather 35
Service of Alcohol 36
Cleaning and Hygiene 38
Regular and Thorough Cleaning and Disinfection 38
Hand Sanitiser and Hand Washing Facilities 40
Staff, vendors, volunteers and contractors 42
Event organisers and general event staff 42
Food and catering staff 43
Cleaning staff 44
Security staff 45
Volunteers 47
Deliveries 49
Other staff (if any) 50
Section 4: Event Specific COVIDSafe Controls (if relevant) **51**

Public Transport: for large scale events, how will you incorporate public transport or engage with the Department of Transport? 51
Car Parks 52
Ventilation - Indoor Spaces 54
Food and Beverage Preparation and Service Areas 55
Other Queuing Areas 56
Grandstands and Stadium Seating 57
Fields of Play and Competition Areas 57
Stages 57
Market Stalls and Fetes 59
Non-Allocated Seating or Picnic Rug 60
Other Operational Space Considerations 61
Section 5: Supporting information 62
Shire of Yarra Ranges 62
St Johns example documents 71
Section 6: Legal Terms 77

DHHS Instructions

A COVIDSafe Event Plan is a unique and comprehensive plan that must be specific to your event and venue. The plan sets out how high-risk activities will be managed to reduce the risk of transmission of coronavirus (COVID-19) between participants, attendees and staff. This template should be used to develop the COVIDSafe event plans for Tier 1 and Tier 2 major events in Victoria.

Detailed guidance on how to develop your COVIDSafe Event Plan can be found for preparing a COVIDSafe Event Plan' document

The responsibility for the implementation of, and any amendments to your approved COVIDSafe Event Plan will belong to the Event Organiser.

Submission guidelines

Please submit all COVIDSafe Event Plans through the Victorian Government's Coronavirus website.

- COVIDSafe Event Plans for Tier 1 events must be submitted at least 8-10 weeks prior to the event commencement.
- COVIDSafe Event Plans for Tier 2 events must be submitted at least 4-6 weeks prior to the event commencement.

Section 1: Key Event Information

Contact Information
Please provide the relevant business details and contact information below:

Registered company / business name	Rochford Wines International Pty Limited
Trading company / business name	Rochford Wines
Business address	878-880 Maroondah Hwy, Coldstream VIC 3770
ABN	[redacted]
Event organiser name and title	[redacted] Event Manager
Event organiser phone number	[redacted]
Event organiser email	[redacted]
COVIDSafe coordinator name and contacts (if any)	[redacted] [redacted]
Liquor license type, number and capacity	Liquor License details – 32 80 53 59 (Producers) Capacity – 501-4999

Event Details

Please provide the relevant event details below:

Event name	Rochford Summer winery events
Event location	Greenfield outside Main Restaurant 878-880 Maroondah Hwy, COLDSTREAM, VIC, 3770
Date (s) of event	18th April 2021 (Vine Warp)
Duration of the event	12:00pm– 7:00pm Venue Clear 7:30pm

Event description	The events will be curated food and beverage experiences with the additional live music performances. It will be a family friendly atmosphere. The guests will be mainly from Victoria and the live artists will appeal to a wide age group demographic. Guests will commute to the winery and provision is made for car parking on site as well as Bus services to pick up patrons. UBER and Taxi ranks will be established on site and patrons will also be able to drop off and pick up. The winery is extensive and primarily an outdoor event space were additional infrastructure will be provided to accommodate the additional patrons above the normal winery clientel. Amenities will be provided in grouping within the event space to accommodate patron numbers and density to reduce interaction of cohorts of patrons. Food and drinks will be provided under conditions according to the Tier 2 requirements and queueing systems will be provided to maintain physical distancing around these areas. Patrons will be divided into zones upon entry to assist with movement in the event space and locating bars, food and use of amenities. Contact tracing will be maintained by collecting data from ticketing and at arrival at the venue. Staff, performers and patrons will be mustered separately to minimise mixing of staff and patrons. Controlled entry points for staff and performers will utilise temperature testing and a short questionnaire to then allow entry to the work site. Venues staff will complete comprehensive COVID Safe briefing prior to event starting as required and all contractors will be required to present their COVID Safe Plans to the Venue/Event Manager. Patrons will be mustered according to ticketing allocation (seating or grouping into zones). First Aid will manage and control any persons who present with any COVID like symptoms according to the Medical Plan. Security will check bags and distribute wrist bands according the the Security Plan. Bus providers will be required to provide their COVID Safe Plans for transporting patrons. Car Parking Plan and Traffic Management Plan will be required to be submitted to the Venue/Event Manager to interface with the Events Patron Flow.

Timing of key event activities	<Include all key activities including performances e.g. schedule and running sheet> 12:00pm Gates Open 12:00pm Artist performances 6:15pm Bar Closes 7:00pm Artist concludes 7:30 Venue Clear Artists will play shorter sets to reduce pressure on bars, toilets and food Vendors
Serving of alcohol	Alcohol will be served in line with the Rochford Liquor License
Event website	www.rochfordwines.com.au/events
Experience arranging a COVIDSafe event	Worked in conjunction with Roundhouse Entertainment to submit application for Victoria Tourism Events in January 2021 to be held at this event site. Engaged an event safety consultant who has been involved in delivery of events in QLD, NSW and VIC with COVID Safe planning.

Attendance and tiers

Please provide details of the event attendees and event tier:

Total expected attendees	Maximum of 4999
Expected peak attendees	4999 would be the peak around 4.00 pm to 7:00 pm when concert main artists are playing
Attendee demographic	Crowd demographic would be 20s/30s/40s to 60s. Patrons who like the winery atmosphere and enjoy live performance by artists
Attendance number from previous years if the event has been held previously	This type of event has been run at the site and would be similar to "Big 80's Party 2019"
Event Tier (Tier 1 or Tier 2)	Tier 2 (Low Risk) requiring submission of Attestation form

Venue Details

Please provide the relevant details of your venue or venues below:

Venue name	Rochford Winery Address: 878-880 Maroodah Hwy, COLDSTREAM, VIC 3770
Venue contact	<Venue contact person name, title, email and phone> Venue Owner : [redacted]
Venue site map	See section 2
Venue site size (in square meters)	<Includes public, staff and external access areas/curtilage> Total Property (sq m) 320,000 sq m Car Park: 60,000 sq m Bus Park: 15,000 sq m Vineyard: 80,000 sq m
Venue publicly accessible floor (in square metres)	<Includes publicly accessible areas only both indoors and/or outdoors> 29,000 sq m
Maximum venue capacity:	<This is the maximum number your venue or activity can cater for. It will be considered in assessing your crowd management and distancing controls> Previous events of this style the venue has had approved capacities of **12,500** through Shire of Yarra Valley Ranges DA (Event Permit). For the purpose of these events complying with the COVID Safe Summer Phase 1 Tier 2 Public Event category, we would cap the event capacity at **4,999** persons.

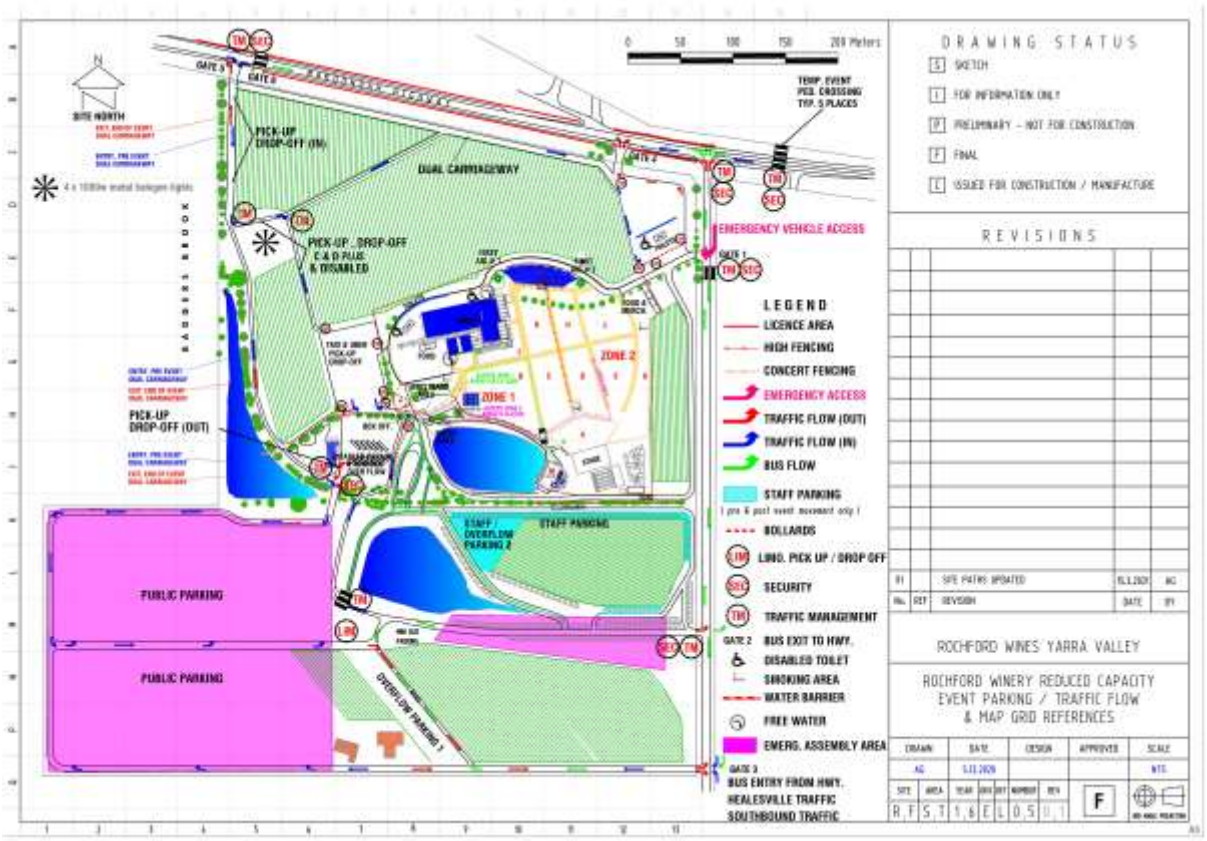
Break down of room / area (in square meters) and capacity:	<Provide area in square meters and maximum capacity (number of people) for each large room/area of the venue> Entrance West (from Car Park, Bus Parking) Entrance East (Gate 1 Hill Road) Zone 1 Area A (VIP) - 2500 sqm 625 pax Area B – 2700 sqm 675 pax Area C – 1500 sqm 375 pax Area F (including Winery Restaurant) – 2300 sqm 575 pax Area G – 1500 sqm 375 pax Area L - TBC Area M – TBC Zone 2 Area D – 1500 sqm 375 pax Area E – 2200 sqm 550 pa Area H – 1500 sqm 375 pax Area J – 2000 sqm 500 pax Area K – 1500 sqm 375 pax Bar 1 – 800 sqm Bar 2 – 800 sqm Food Vendors 1/Toilets 1 – 3200 sqm Food Vendors/Toilets 2 – 1500 sqm Other Patron space inclusive of walkways, Entry/Exit areas – 4200 sqm
Requested maximum number of attendees at the venue	<Consider capacity-based limits outlined in the CORONAVIRUS (COVID-19) Public Events Framework. This does not include people employed or engaged to work or undertaking official duties> 4999 pax

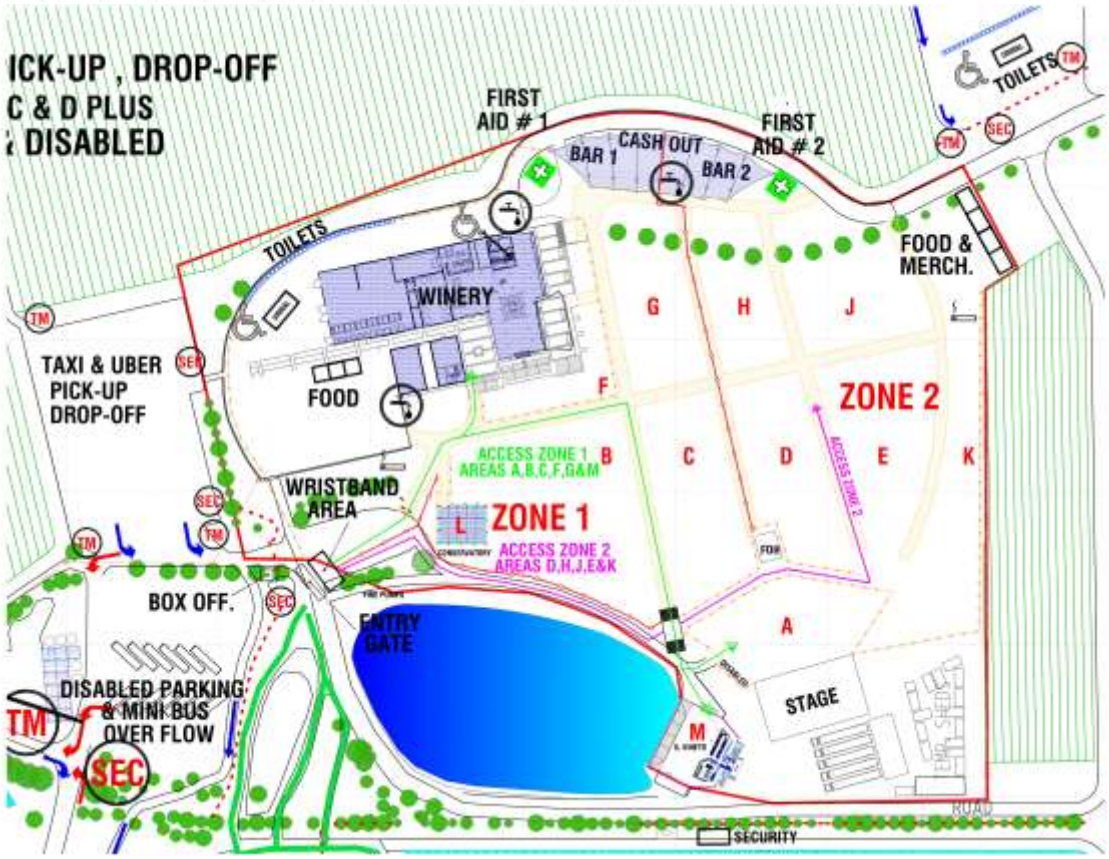
Venue staff number (excluding vendors, sub-contractors, volunteers)	<The total number of staff required to facilitate the event> Winery staff – 5 Security – 1 ([redacted]) Catering - 60 Cleaning - 6 Ushers - 1
Venue vendors, sub-contractors, volunteers number	<The total number of vendor staff, sub-contractors and volunteers required to facilitate the event> Food Vendors - 24 Security - 34 Production - 54 First Aid – 2 x 6 crew (2 separate posts) Ticketing - 10 Waste Management – 8 Toilet Cleaning – 6 Ushers - 20
Event / venue staff key roles and responsibilities	Restaurant Manager: Manage restaurant staff and patrons maintain COVID principles in restaurant and report to Event Manager Security Manager: liaise with police and security contractor to maintain covid principles in the event precinct and report to Venue Manager and Event Operations Centre (EOC) Safety Consultant: provide ongoing consultation with planning and delivery of the event in all aspects of safety (including COVID Safe principles) Venue COVID SAFE Marshal: Maintain Venues COVID Safe Plan (for Restaraunt) Event COVID Marshal Supervisor: maintain COVID Safe principles for the venue and staff. Liaise with the COVID Marshals/Security on the event days and report to EOC. Maintain numbers of COVID Marshals in accordance with DHHS requirements Event COVID Marshals: maintain COVID SAFE Event Plan principles in their designated area. (similar to warden roles in emergency response)

	First Aid Commander: provide Medical Plan and execute COVID requirements to assess staff and patrons as required for entry to venue. Provide adequate isolation protocols if a person is assessed as a health risk to the event, its staff or patrons Production Manager: Manage all production elements of the event and manage the production crew for all compliance (including OHS and COVID specific requirements) Stage Manager: control the stage area and the access and egress of performers, stage crew (including OHS compliance and COVID specific requirements) Site Manager: Manage contractors and suppliers compliance for the event (including OHS and COVID specific requirements) Event Safety Officer: observe activities on the event day and liaise with Venues COVID Marshal and report to EOC. Act as required to first response for safety related incidents in conjunction wth First Aid and Security.
Number of entry / exit points	<Describe how the venue will be entered and exited> 2 x separate entry/exit 1. Pick up Drop off - Taxi and Uber drop off 2. Main Entry – Car Park split into 2 sections EntryCar Parking and Bus Parking on site Taxi and Uber pick up and drop off on site private pick up and drop off Traffic Management Plan submitted to Vic Roads for approval Car Parking planning in place to mark and direct areas for car Parking. (CFA)
Venue access management arrangements	<Details on access management arrangements> Entry will be controlled by security with ticketscanning and bag checks. Wrist banding will identify which Zone patrons will be assigned to. 5 x Emergency gates, 2 x Main gates (2 entries each) entries for vehicles and drop off, 1 x emergency vehicle access route. Ticketing and social media messaging details: Website: https://rochfordwines.com.au/ Facebook: https://www.facebook.com/RochfordWines/ Key Health messaging:

	COVID restriction apply and need to be maintain by all at all times and are implicit when buying a ticket and entering the event site. Non- compliance may mean that the ticket buyer/attendee may be required to leave if not complying with COVID restrictions. Attendees are required to: Bring and wear to and from the venue their own mask Self assess and stay home if unwell Be assessed, answer a short questionnaire on their current health status and follow medical advice if deemed unable to enter venue Keep to their designated Zone and limit movement and interaction with others Maintain 1.5m physical distances including queueing for entry and for services like amenities, toilets, food and beverage and acces to the attendees zones Wash and sanitise hands regularly Use cashless purchase provisions for all purchases in venue Cough or sneeze into elbow Consent to bag check (bag size limit reusable shopping bag) Attendees are requested to download nd use the AU GOV COVID SAFE app and activate Bluetooth on their phone prior to entering venue Refund policy includes health non compliance return of ticket purchase Event signage will have all COVID requirements and PA/ Video announcements will be run at regular intervals from main stage screens, during the event and prior to exit

Section 2: Event Site Map





Section 3: Explanation of Event Public Health Risk Controls

All COVIDSafe Event Plans must incorporate controls to mitigate the risk of coronavirus (COVID-19) transmission before, during and after the event. Consideration must be given to the following aspects of event planning when creating a COVIDSafe Event Plan to identify and mitigate public health risks:

- Event oversight and administration
- Spectator management
- Cleaning and hygiene
- Staff, vendors and subcontractor safety

Please note, this template only provides details of general event risk controls. Event organisers are expected to also incorporate event-specific controls into their COVIDSafe Plans based on the contextual needs of their event.

For detailed guidance on event specific risk controls please refer to 'Guidance for preparing a COVIDSafe Event Plan'.

Oversight and administration

Events must have an appropriate governance structure that incorporates communication of intent to all event authorities, detail of key people involved in the COVIDSafe Plan and key processes to plan and deliver COVIDSafe events.

- How will you ensure general governance arrangements are widely understood by all facilitators of the event?
- How will you monitor the Victorian Government's latest public health advice and incorporate it into your planning?
- How will you ensure that attendees are provided with key public health messages and advice to stay at home if unwell?
- How will you enable clear and detailed record-keeping to facilitate contact tracing?
- How will you assess and mitigate flow on implications to any surrounding local communities?

General Governance

Timing	Plans / actions	Responsible
example		
Before	<Attach your completed guided documents here or a bulleted list of key plans / actions (to be) undertaken	<Role / title of the person responsible for undertaking /

	before the event - to mitigate introduction and spread of coronavirus (CORONAVIRUS (COVID-19)) >	ensuring the plan / action e.g. Risk Controller, COVID Marshal etc.>
During	<Attach your completed guidance documents here; or a bulleted list of key plans and actions to mitigate introduction and spread of coronavirus (CORONAVIRUS (COVID-19)) during the event>	
After	<Attach your completed guidance documents here; or a bulleted list of key plans and actions to mitigate introduction and spread of coronavirus (CORONAVIRUS (COVID-19)) after the event>	
Before	DHHS Guidance - Communicate the intent to hold the event to appropriate Authorities, such as land holders and/or Local Council, and to local health authorities, and obtain relevant approvals and permits Venue's Compliance Statement - This is done via use Social Media, Ticket booking site, Posters and Billboards Local Council approval submitted and approved pending COVID SAFE Event Plan approval (Shire of Yarra Ranges) Other plans include: Event Management Plan, Event Emergency Managemen Plan, Traffic Management Plan, Security Plan, Medical Plan, Venue Liqour License Stakeholders include venue, local council, road authorities, police, security, ambulance, first aid and key service providers to the event.	Venue Manager/ Event Manager/ Local Council Approval Officer/ All key stakeholders
	DHHS Guidance - Identify key times to review plans prior to the event (e.g., initial planning, the month before, a week before and a day before commencing an event) Venue's Compliance Statement - 23rd November 2020 Review process started upon announcement of "Last Step". 27th November 2020 Discussion with Event review team held at Rochford Winery to prepare for 14 day review for COVID SAFE Summer Phase 1 to start. Plans were started to identify the most suitable working event site for a Tier 2 (less than 5000 patron event). Consultation with First Aid, Security, Food Vendors and Production Suppliers was started to establish their contribution to	Venue Manager/ Event Manager/ /Local Police/

	the event Management Planning process with the aim to submit an application for events early in 2021. It was also planned to hold some events with less than 500 to test the principles of management required to maintain the six principles of COVID Safety. 6th December 2020 Event Review Team started the final assessment of 5000 person Tier 2 Event. 17th March 2021 submitted an Attestation Form for the event in accordance with the LOW RISK Profile for Outdoor Event (1. Less than 5,000 attendees, 2. Less than 75% capacity) From 6pm on Friday 26 March 2021, Victoria has further relaxed its COVIDSafe settings. This allows for more visitors in the home, reduced mask wearing and an increase in the number of people allowed in live music venues and other settings. Outdoor entertainment Venues Open with COVIDSafe requirements: 75 per cent fixed seated capacity up to 1000 patrons, no density limits in seated areas. Density limit of one per two square metres in other areas and non-seated venues if using electronic record keeping. Otherwise density limit of one per four square metres applies if using manual record keeping. Venues with capacity over 500 must publish COVIDSafe Plan. Events are subject to the Public Events Framework.	
	DHHS Guidance - Identify and list key staff who will be responsible for regularly reviewing and updating the COVIDSafe Event Plan. Venue's Compliance Statement - Stakeholders include venue, local council, road authorities, police, security, ambulance, first aid and key service providers to the event. Local Council: [redacted] Shire of Yarra Ranges Local Police [redacted], Lilydale Police TMP: [redacted], Elite Traffic, Australian Traffic Control Car Park: [redacted], Healesville CFA	Venue Manager/ Event Manager/ Safety Manager/ Security Manager

	First Aid: [redacted], St John [redacted] Safety Consultant: [redacted] (PBM Safety) [redacted] [redacted] Venue Manager: [redacted] Event Manager: [redacted] Security Manager: [redacted] [redacted] [redacted] [redacted] [redacted] Event COVID SAFE Marshal Supervisor [redacted] EOC Manager: [redacted] Venue COVID Marshal: [redacted] [redacted] [redacted] [redacted] [redacted]	
	DHHS Guidance - Check the Victorian Government's coronavirus website (www.coronavirus.vic.gov.au) for legislative requirements, Chief Health Officer's Directions and any other specific restrictions that may apply Venue's Compliance Statement - Current: COVID Safe Summer Phase 1 as of 6 December 2020 16th March 2021 Update to Event Oragnisers requirements https://www.coronavirus.vic.gov.au/public-events-information-for-organisers Open with COVIDSafe requirements: 75 per cent fixed seated capacity up to 1000 patrons, no density limits in seated areas. Density limit of one per two square metres in other areas and non-seated venues if using electronic record keeping. Otherwise density limit of one per four square metres applies if using manual record keeping. Venues with capacity over 500 must	Event Manager/ Venue Manager

	publish COVIDSafe Plan. Events are subject to the Public Events Framework. (Reviewed 30 March 2021) Submitted Attestation Form : xxxx receipt number	
	DHHS Guidance - Consider when scheduling an event, the potential for other events in the same area which may use similar transport options, shared pathways and facilities Venue's Compliance Statement - Venue Manager has requested information from Local Council on neighbourhood events. Traffic Manager will seek information to add to TMP as dates approach with local roads works and other TMP's submitted.	Event Manager/ Venue Manager/ Traffic Management
	DHHS Guidance - When scheduling an event, consider options to ensure the event is held for the shortest duration possible. Venue's Compliance Statement - The normal event time for previous events of similar nature are held from 1pm to 10pm so shorter time frame has been utilised for this application. Event times 12.00pm – 7.00pm	Event Manager/ Venue Manager
	DHHS Guidance - Identify key staff who are responsible for implementing the COVIDSafe Event Plan, including compliance officers. This must include identifying staff whose role are to ensure that public health measures, such as physical distancing and general COVIDSafe behaviours are adhered to. Identify the escalation processes in the event of breaches. Venue's Compliance Statement - Previous events of this nature have included an onsite Event Safety Officer, the Event Safety Officer will manage general safety and the Eveny COVID SAFE Supervisor will take on the role of COVID Marshal supervision and COVID Marshals shall have Zones of responsibility in line with the Site Plan. The COVID Marshal Supervisor will also liaise with Department of Health (or other GOV officials) The Event Safety Officer and the Event COVID Safe Marshal Supervisor will report into the Event Operations Centre via the Event Operations Centre Manager.	Event Manager/ Venue Manager/ Event COVID SAFE Marshal Supervisor
	DHHS Guidance - Frequently monitor the public health directions for Victoria for changing regulations and restrictions, and adapt the plan as necessary.	Event Manager/ Venue Manager

	Venue's Compliance Statement - Regular review of restrictions will be done by the Event Manager leading up to the event	
	DHHS Guidance - Contingency planning must be documented in the scenario that an event needs to be cancelled, including communicating the cancellation to patrons. Venue's Compliance Statement - Ticketing conditions will have the cancellation policy and this will be communicated when purchasing a ticket and will be contained in the terms and conditions on the event Facebook and Winery's website.	Event Manager/ Venue Manager/ Ticketing Company
During	DHHS Guidance - Monitor COVIDSafe event strategies during the event at regular intervals (e.g., at the beginning of the event, hourly, prior to and at the conclusion of main acts / performances, prior to expected increases in attendee movement) Venue's Compliance Statement - Stakeholder usually meet prior to first event and then meet pre gates at each event (1-2 hrs before gates open). An egress meeting is held duringthe event to confirm details of traffic management, safety and security concerns and feedback from each stakeholder. An Event Operations Centre (EOC) operates for the duration of the event and manages/ coordinates communications and responses, logs incidents and includes a CODE Team that responds to emergency should they arise. Event COVID SAFE Marshal Supervisor has primary responsibility with COVID SAFE EVENT Plan. EOC will also monitor COVID Safe event strategies	Event Manager/ Venue Manager/ Event COVID SAFE Marshal Supervisor/COVID Marshals/ Security/ Cleaning Manager
	DHHS Guidance - Record information on all staff, contractors and attendees to assist in contact tracing should it be required, including where possible the time they arrive and leave. Venue's Compliance Statement - A controlled entry point for staff will be setup separate from the patrons entries.	Event Manager/ Venue Manager
	DHHS Guidance - Conduct health screening of all staff, contractors and attendees upon arrival, consistent with privacy and Charter of Human Rights and Responsibility obligations	Event Manager/ Venue Manager

	Venue's Compliance Statement - Health monitoring for staff will include temperature testing and a short questionnaire on their health state	
After	DHHS Guidance - Report any potential health concerns to the relevant Government agency Venue's Compliance Statement - Contact tracing data would be shared with DHHS for review. A reporting process will be encouraged for attendees to inform the venue if any positive cases are identified as having attended the event in the "contagious phase"	

Communicate Expectations to Event Staff and Attendees

Timing	Plans / actions	Responsible
No Example		
Before		
During		
Before	DHHS Guidance - Include information, such as location of first aid posts and physical distancing measures, on the event website Venue's Compliance Statement - All Staff will be informed on the expectations of working at the event. All attendees will be informed via text or email of conditions of entry and any changes to the event as a result of COVID restriction changes or State GOV directives. There will also be information on reporting any personal conditions that may affect the venue, event or other patrons or staff from their attendance at the event. Site Plan will be available when purchasing tickets and also on the venues website and facebook. See above venue entry information	Venue Manager/Event Manager/Ticketing Manager/Staff/Patrons
	DHHS Guidance - Ensure refund policies are well defined and communicated through social media and the event website. This should explicitly outline refund policies when someone is not able to attend due to illness.	Venue Manager/Event Manager/ Ticketing Manager

	Ticket holders must not be penalised for not attending when unwell. Instead they should be encouraged to stay at home and not attend the event. Venue's Compliance Statement -Terms and Conditions published on tickets at purchase and on event facebook and venues website. See above venue entry information	
	DHHS Guidance - Ensure key health messages are distributed to attendees, such as: - Stay at home if unwell, or identify yourself as a contact of someone who has been unwell and who is being tested for coronavirus (COVID-19) infection - How to seek assistance if becoming unwell during the event (locate security, cleaners, event officials or first aid / in-event health staff) - Location of first aid posts - Maintaining physical distancing requirements - Enhanced public health measures that are in place at the event, including the requirement to wear masks (consistent with Chief Health Officer Directions) - Encourage attendees to download the Commonwealth Government COVIDSafe app prior to attending the event - Not attending the event if: i. You have been in close contact with a person who is diagnosed coronavirus (COVID-19) positive ii. You are positive for coronavirus (COVID-19) iii. You have travelled overseas in the previous 14 days Venue's Compliance Statement -Signage plan includes the distribution of posters and information on venue website and facebook for event includes terms and conditions for entry, exclusion to entry and refund policy	Venue Manager/Event Manager/ Ticketing Manager
	DHHS Guidance - Promote good hygiene practices at key points (e.g., retail outlets, bathrooms). Posters are available here: https://www.dhhs.vic.gov.au/promotional-material-coronavirus-covid-19 Venue's Compliance Statement -Signage plan includes the distribution of posters and information on venue website and facebook for event	Venue Manager/Event Manager/ Cleaning Manager

	DHHS Guidance - Communicate security requirements via broadcast, signage, booking confirmation, social media and event website to prevent crowding at entry points Venue's Compliance Statement -Entry point will have signage for security requirements and also in Ticketing terms and conditions	Venue Manager/Event Manager/ Ticketing Manager
	DHHS Guidance - Place signs at entry points to the event and discrete areas advising attendees not to enter if they are unwell or have coronavirus (COVID-19) symptoms Venue's Compliance Statement -Part of the patron entry requirement will be their helth condition and signage will accompany this and entry points	Venue Manager/Event Manager/ Security Manager/ First Aid Commander
	DHHS Guidance - Place signs at entry points stating that the event organisers have the right to refuse entry and may insist that anyone with coronavirus (COVID-19) symptoms needs to leave the event and obtain coronavirus (COVID-19) testing as per health guidelines Venue's Compliance Statement -Terms and Conditions for purchase will include the requirement for a health questionnaire prior to entry Signage at entry will aslo reiterate this requirement	Venue Manager/Event Manager/ Security Manager/ First Aid Commander
	DHHS Guidance - Ensure all communication of risk and mitigation strategies are inclusive of all cultures and languages for the targeted audiences. Venue's Compliance Statement -Event signage will be in English primarily. The event has a family friendly presentation so if there is any language requirements at entry, they will be addressed by interaction with a group member who has cross language skills	Venue Manager/Event Manager/ Security Manager/ First Aid Commander
During	DHHS Guidance - Use loudspeakers and/or a megaphone to disseminate information about the public health measures implemented at the event Venue's Compliance Statement - Megaphones will be utilised to disseminate information regarding COVID Safe directions as required.	Venue Manager/Event Manager/ Production Manager/ Site Manager

	Video screens will be utilised to hold messages to inform parons of COVID requirements and refresh on regular basis during the event	
	DHHS Guidance - Ensure signs supporting COVIDSafe behaviours are maintained and visible Venue's Compliance Statement – Venue and Event signage and terms and conditions include all COVID Safe behaviours and requirements for compliance to enter or be excluded from entry. Signage in venue will be consistant with requirements for COVID Safe including: Mask usage and supply Washing/ sanitising hands Reporting if you feel unwell Physial distancing – queueing and interaction with others Health assessment Use of cashless payment system	Venue Manager/Event Manager/ Production Manager/ Site Manager

Record Keeping to Support Contact Tracing of staff, contractors and patrons

Timing	Plans / actions	Responsible
No Example		
Before		
During		
After		
Before	DHHS Guidance - The events ticketing systems must: – Record the name and phone number for each attendee in a way that complies with privacy obligations	Venue Manager/Event Manager/ Ticketing Manager/ Security Manager

	– Make attendee contact details available to the event organiser and the Department of Health and Human Services (DHHS) to facilitate contact tracing if required – Where applicable and practicable, link ticket information to a seating/location map, categorised by row or section. – If the event is not ticketed, there needs to be a way to identify attendees via QR code technology or other methods to ensure contact tracing can be performed, if required. Venue's Compliance Statement - The event will be ticketed and this will be used to trace contact with ticket holders. Purchasing will be only possible by nominating each ticket owner and a process of transferring ownership should this happen prior to scanning at entry gate. Ticket holders will be assigned a zone to reduce the mixing of cohorts.	
	DHHS Guidance - Maintain a record of all on-site staff, including contractors and volunteers. This data should capture their name, contact details, affiliation, discrete areas of work (e.g., security at the front gate, cleaner in retail space), time entered the event, time of leaving the event. Venue's Compliance Statement - On site staff will be mustered and checked in separate from the patron cohort with a questionnaire and temperature test	Venue Manager/Event Manager/ Security Manager/ Contractors
	DHHS Guidance - Implement plans to cohort (separate into groups) staff or spectators to aid in the facilitation of contact tracing where possible. For staff, arrangements should be in place to ensure they don't move between cohorts over the course of the event. Venue's Compliance Statement - Zones for patrons are created and amenities, food and beverage access are duplicated in each zone. Walkways will be 4m wide to aid in flow of attendees and to reduce to cohort mingling	Venue Manager/Event Manager/ Ticketing Manager/ Security Manager
During	DHHS Guidance - Records must adhere to standards in privacy and health records legislation. Record the contact information of all attendees at the event. Venue's Compliance Statement - Venue and Event Staff will be recorded by QR Code.	Venue Manager/Event Manager/ Ticketing Manager

	Attendees will be recorded in conjuction with Ticketing All privacy requirements will be adhered to.	
	DHHS Guidance - Where possible capture the timeframes in which people arrive and leave the event, as this will facilitate faster contact tracing if there is a coronavirus (COVID-19) positive case. Venue's Compliance Statement - The event will be run on a shorter timeframe to aid in reducing the window of activity. Entry time can be captured by a database tool and unlees an attendee leaves early and there is no congestion, departure will be assumed to be when venue clear is announced by security manager.	Venue Manager/Event Manager/ Ticketing Manager/First Aid
After	DHHS Guidance - Attendee records must be securely stored for 28 days, not used for any other purpose, prior to being appropriately destroyed. Venue's Compliance Statement – venues policy is in line with DHHS guideline	Venue Manager/Event Manager/ Ticketing Manager/ First Aid Commander/Security Manager

Impact on the Local Community

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Share information about the COVIDSafe planning of the event Ensure the host community retailers (e.g., hotels, café, tourism operators) are aware of event planning Venue's Compliance Statement - It has been a normal process for events at the venue to send a letter of announcement for local community is sent to residents nearby. A neighbourhood feedback group has existed for years and has been an effective way of working with neighbours.	Venue Manager/Event Manager/ Traffic Manager

	VMS Traffic Signs are place at strategic locations around the vicinity to announce the event date and any restrictions due to traffic management plans submitted and approved.	
	DHHS Guidance - Liaise with the local council, local tourism organisation and retail societies or equivalent, to plan for additional impacts of increased crowds in the local community as a result of the event Venue's Compliance Statement - Accomodation in the area gets a boost as many patrons chose to stay locally. The Shire of Yarra Ranges and the regional tourism connections are already supportive of the venues previous events and assist with communicating all things relating to the event. There is no reason for this to not continue	Venue Manager/Event Manager/ Local Tourism connections
During	DHHS Guidance - Encourage event attendees to be considerate of the crowding impact on local communities Venue's Compliance Statement - Planning for the event includes Traffic Management submission and large amounts of space in the venue are dedicated to holding buses and cars that park on site. Taxi and UBER as well as patron drop off and dpick up are managed in Car Parking Plan and Traffic Management Plan	

Spectator Management

Arrangements must be in place to ensure physical distancing is maintained throughout the event. All staff and attendees must be screened for coronavirus (COVID-19) symptoms before and during the event, and first aid plans should incorporate the management of suspected coronavirus (COVID-19) cases.

- How will you ensure that physical distancing requirements are maintained during the event, including when alcohol is being consumed?
- What measures will you put in place to screen for coronavirus (COVID-19) symptoms?
- How will you monitor the number of people at the event at any given time?
- How will you incorporate the management of suspected coronavirus (COVID-19) cases in your first aid plans?

Maintain Physical Distancing

Timing	Plans / actions	Responsible
Example		
Before	<eg. signs before arrival to remind patrons to to ensure physical distancing>	
During		

Screening for symptoms of staff, contractors and patrons

Timing	Plans / actions	Responsible
Example		
Before	<eg. asking all arrivals to report any symptoms of sore throat, cough, fever, recent international travel or contact with another perons with COVID-19>	
During		
Before	DHHS Guidance - Frequent event messaging should encourage event staff and attendees to stay home if they have signs or symptoms of coronavirus (COVID-19), such as: cough, fever, sore throat, fatigue or shortness of breath. Venue's Compliance Statement - All signage and messaging via ticketing and social media inform attendees of requirements to self assess and stay at home if unwell and report if you become unwell at the event to first aid. Attendees are checked at entry for compliance to COVID Safe conditions before entering. Arrangements with First Aid include containment and transport of attendees who are not compliant to enter.	Venue Manager/Event Manager/ Ticketing Manager/ Security Manager/ First Aid Commander
	DHHS Guidance - Event organisers will implement symptom screening for staff, contractors and volunteers who will be screened upon arrival/ shift commencement. This may include verbal/print questionnaire or electronic platforms. Ongoing adherence to a symptom screening program will	Venue Manager/Event Manager/ Security Manager/First Aid Commander

	require the implementation of training, auditing and record-keeping processes. Venue's Compliance Statement - The event staff will be managed separately to attendees and will be temperature tested and complete a health questionnaire to allow entry to work	
During	DHHS Guidance - At entry points that have event staff or security personnel, ask screening questions of attendees such as: — In the last 14 days have you travelled from overseas or a coronavirus (COVID-19) hotspot? — Have you been in close contact with a person who is diagnosed as coronavirus (COVID-19) positive? — Are you an active coronavirus (COVID-19) case? — Are you currently, or have you recently experienced cough, fever, sore throat, fatigue or shortness of breath? If yes to any of the above: — Isolate the attendee in the nearest designated isolation space. — Provide the affected person with appropriate PPE. — Arrange support from first aid, medical or in-event health services. Screening questions can be undertaken concurrently with other activities, e.g. bag checking. Venue's Compliance Statement - The event staff will be managed separately and will be temperature tested and complete a health questionnaire to allow entry to work. A designated holding space will be established to hold a staff member before they are transported off site to have further testing. Patrons will be vetted on entry and security and first aid staff will be provided with PPE in case of a patron failing the vetting procedure	Venue Manager/Event Manager/ Security Manager/First Aid Commander/Security

Entry Points

Timing	Plans / actions	Responsible
Example		
Before	<eg. ground markings at entry points to remind patrons to to ensure physical distancing>	
During		
Before	DHHS Guidance - Promote online ticket reservations to reduce crowding at ticket boxes and at event entry points Venue's Compliance Statement – Ticketing presale is the normal way for event tickets to be purchased and terms and conditions on both ticketing and venues website contain entry requirements and exclusion including refund policy	Venue Manager/Event Manager/Ticketing Manager
	DHHS Guidance - Establish an area away from attendees, at each point of entry, for people to wait for assessment by in-event health services if suspected of coronavirus (COVID-19) Venue's Compliance Statement – The event medical Plan includes the procedure for isolating and transporting a COVID Safe non-compliant attendee. The security Plan contains the procedure for Security to use appropriate PPE when interfacing with patrons where assessment is being carried out	Venue Manager/Event Manager/Security Manager/First Aid Commander
	DHHS Guidance - Limit the size or number of bags (to reduce bag searches) attendees may bring to the event Venue's Compliance Statement – Venue policy on bag size is limited to a shopping bag size. No cloaking is allowed and this is announced in the terms and conditions when purchasing	Venue Manager/Event Manager/Security Manager/Security
	DHHS Guidance - Establish multiple entry and exit points to avoid queuing and ensure smooth attendee flow into the venue. Venue's Compliance Statement – 2 main entry points will be set up and the main entry will be split in 2 to reduce cohort mixing. At all areas inside the venue multiple entry and exits will also apply to toilets and bar/food outlets	Venue Manager/Event Manager/Security Manager/Security

During	DHHS Guidance - Ask screening questions of attendees as they enter the event (can be completed concurrently with other security measures, e.g., bag checking, ticket scanning, etc) Venue's Compliance Statement – screening will be managed by Security at entry and First Aid within the event. Any patrons presenting with COVID symptoms will be encouraged to report to First Aid	Venue Manager/Event Manager/Security Manager/First Aid Commander
	DHHS Guidance - Avoid touching people and items such as bags unless necessary for security enforcement purposes Venue's Compliance Statement – All Security staff will be briefed on requirement to not touch items or persons unless the requirement for enforcement is required. The Security Plan includes use of PPE when contact is required to be made for enforcement and all sec	Venue Manager/Event Manager/Security Manager/Security
	DHHS Guidance - Monitor queues to maintain appropriate social distancing Venue's Compliance Statement – Queueing will have signage to promote physical distancing. Security and COVID Marsahls will monitor queues	Venue Manager/Event Manager/Security Manager/Security/ COVID Marshals

End of event or patron departure for the event

Timing	Plans / actions	Responsible
Example		
Before	<eg. brief patrons at time of booking on your egress or departure plan for when patrons are leaving the venue or event>	
During		
Before	DHHS Guidance - Ensure dedicated avenues to exit events are established, and that these exists do not promote co-mingling with attendees arriving at the event Venue's Compliance Statement – Entry will be divided into 8-12 lanes at the Main Entry Gates	

	DHHS Guidance - Have additional exit points to disperse crowds Venue's Compliance Statement – Exit will be coordinated through EOC and we will have indicative numbers from entry as to who will leave via which exit. Car Park and Bus Park exits will host the majority of exits with taxi, and Pick up at opposite side of venue. Announcements and directions will be provided on screens and internal signage	
During	DHHS Guidance - Monitor crowd density at key exit pathways and points Venue's Compliance Statement – Zones will reduce the crowd density as they will be controlled by barriers and have monitored entry and exits. Pathways for transit will be no standin areas and security and ushers will encourage attendees to move to the area they are trvelling to (seat or amenity)	Venue Manager/Event Manager/Security Manager/Security/ Ushers
	DHHS Guidance - Direct crowds to less-congested exits Venue's Compliance Statement – EOC will have feedback from Security and Event Safety Officer on the status of exit and the plan for exit will be discussed prior to exit in a per exit briefing with all stakeholders including Car Park, Traffic, Police, Security, First Aid, Venue and Event Manager	Venue Manager/Event Manager/Security Manager/Security/ Ushers

First Aid / In-Event Health Service Plans

Timing	Plans / actions	Responsible
Example		
Before		
During		
After		

Before	DHHS Guidance - Clearly document protocols for when and how to notify health authorities of issues or suspected coronavirus (COVID-19) cases Venue's Compliance Statement – First Aid Commander will prepare the Medical Plan for the event and finalise protocols with regard to suspected coronavirus (COVID-19)	Venue Manager/Event Manager/First Aid Commander
	DHHS Guidance - Ensure all staff and contractors (including volunteers) wear appropriate PPE, including masks, at all times. Venue's Compliance Statement – Venues Policy for all workers and their Contractors is to have and use appropriate PPE at all times	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ All Contractors/All Staff
	DHHS Guidance - Require all attendees to comply with the latest Chief Health Officer Directions for face masks Venue's Compliance Statement – Venues Policy is to comply with CHO's face mask directions at all times. All staff and contractors will be briefed on the current status on event day prior to starting work	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ All Contractors/All Staff
	DHHS Guidance - Establish dedicated communication plans between first aid / in-event health services and event organisers, security and cleaning staff Venue's Compliance Statement – On Event Day, The Event Operations Centre will manage all communications and record incidents and coordinate security, firat aid and safet responses. The First Aid Commander will coordinate any medical responses with Ambulance Victoria and report any required notifications according to the Medical Plan	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ All Contractors/All Staff
	DHHS Guidance - Establish processes to screen / triage people presenting with coronavirus (COVID-19) like symptoms separate to other attendees presenting for first aid / in-event health care Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required.	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander
	DHHS Guidance - Develop plans to respond to medical emergencies in an event, while considering the movement through crowds (e.g., it may be better to	Venue Manager/Event Manager/Security Manager/Security/First

	go out of the event footprint and enter via an alternative route, rather than going through a crowd). Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required including security escort and Event Safety Officer. Pathways throughout the event space are 4m and we have a medical buggy and driver ready for such responses	Aid Commander/ Event Safety Officer
	DHHS Guidance - Develop plans for surge arrangements in the event of a public health emergency, including mobilising appropriate staff to isolate suspected cases. Consideration should be made for the training of staff of how to respond in a public health emergency, including appropriate use of PPE and ensuring enough PPE is available. Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required. The staff qualified to manage this are itemised in the Medical Plan	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ First Aid Staff
	DHHS Guidance - Develop plans that consider requirements to transport attendees through an event whilst maintaining distancing from other attendees (e.g., from discrete areas in the event to a first-aid post, and a first-aid post to an ambulance meeting point, or from the event to the attendee's car). Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required including security escort and Event Safety Officer. Pathways throughout the event space are 4m and we have a medical buggy and driver ready for such responses	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ Event Safety Officer
	DHHS Guidance - All first aid / in-event health staff must complete training to identify and manage potential coronavirus (COVID-19) cases. Free resources available at: https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19 Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ First Aid Staff

	required. The staff qualified to manage this are itemised in the Medical Plan	
	DHHS Guidance - Provide facilities for isolation of symptomatic attendees Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required. The staff qualified to manage this are itemised in the Medical Plan. The location will be prepared prior to gates open and attended to by staff allocated by First Aid Commander in line with the Medical Plan	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ First Aid Staff
During	DHHS Guidance - Ensure adherence to appropriate personal protective equipment for first aid / in-event health staff and the provision of personal protective equipment to persons displaying coronavirus (COVID-19) related symptoms Venue's Compliance Statement – First Aid Commander will manage according to the Medical Plan and EOC will coordinate any other resources required. The staff qualified to manage this are itemised in the Medical Plan and face masks will be supplied to the attendee as per the Medical Plan	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ First Aid Staff
	DHHS Guidance - Maintain contact with event staff, security and cleaners throughout the event Venue's Compliance Statement – EOC will coordinate all communications throughout the event and monitor first aid, security and cleaners and any feedback requiring attention around waste management and sanitary requirements	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ Cleaning Staff
After	DHHS Guidance - Keep a record of each notifiable incident for the relevant legislated timeframe Venue's Compliance Statement – All incident will be recorded by representatives in the EOC and a Log will be kept by EOC Manager. Security are required to maintain any incident or enforcement. First Aid Commander will also be required as per the Medical Plan to report and log medical based incidents. Privacy requirements will also be maintained accordingly	Venue Manager/Security Manager/First Aid Commander/ EOC Manager

Emergency services access

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Ensure individual plans are established for each emergency service as each service may have different requirements Venue's Compliance Statement - Medical Plan and Emergency Management Plan provide guidance to access to the venue by Emergency Services. Traffic Management are in direct radio contact to EOC and will provide guide from roads to the venue depending on the required location. Ambulance will be called by First Aid Commander and Will be escorted to location by security or Event Safety Officer. All communications will be directed via EOC in case of emergency. Police on site will be first point of control show a major incident be deemed.	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/ Emergency Services
	DHHS Guidance - Ensure that event staff have input into emergency service access plans (e.g., in-event health services for ambulance, security contractors for police) Venue's Compliance Statement - When developing our Event Management Plan over many years we have regularly sought input from staff on emergency service access plans	
	DHHS Guidance - Ensure that where normal practice, communicate plans with emergency services to ensure they are reasonable and consider the appropriate coronavirus (COVID-19) controls Venue's Compliance Statement – All Emergency responses will be coordinated via EOC and any medical related COVID specific incidents will be vetted by First Aid Commander and response coordinated with EOC Manager	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager

During	DHHS Guidance - Ensure key staff are aware when an emergency service has been called to attend the event Venue's Compliance Statement – All Emergency responses will be coordinated via EOC and any first response requirements will be attended to by CODE Team (Security, First Aid and Event Safety Officer)and response coordinated with EOC Manager	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Event Safety Officer

Evacuation

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Ensure event evacuation plans consider coronavirus (COVID-19) and therefore increase evacuation exits where possible Venue's Compliance Statement – Additional consideration for COVID Safe Emergency Response is considered in the Venue Emergency Management Plan, but life will take precedence over exposure.	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden
	DHHS Guidance - Establish additional assembly areas Venue's Compliance Statement – All assembly points are marked on the Site Plan and alternatives are assessed on a needs basis via EOC Manager and Chief Warden	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden
	DHHS Guidance - Share evacuation plans with staff Venue's Compliance Statement – All staff are briefed on their roles and responsibilities in an emergency via the site induction. Security staff are assigned Area Warden roles in case of evacuation or shelter in place responses	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden/ All staff

During	DHHS Guidance - If an evacuation is ordered, ensure security and event staff direct attendees to either the nearest or least congested exit Venue's Compliance Statement – Pre event briefing includes the emergency requirements and contrctors are required to complete the site induction. Security staff are assigned Area Warden roles in case of evacuation or shelter in place responses	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden/ All Contractors/All staff
	DHHS Guidance - If an evacuation is ordered, once attendees are safe in assembly areas, encourage physical distancing as practically as possible Venue's Compliance Statement - The areas allocated for assembly are based on the capacity at full (12,500 maximum for Elton John and Robbie Williams last season. Wardens and staff will be briefed to encourage physical distancing in assembly areas	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden/ All Contractors/All staff

Weather

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - For expected high temperatures and/or rainfall, have provisions for additional shelter structures, ensuring that spaces under shelter have adequate room for physical distancing Venue's Compliance Statement – EOC Manager will monitor weather application to gain insight into the weather conditions for the event day and any changes that may occur during the event. Weather responses are built in to the emergency plan and desktop exercises are usually run prior to season start to rehearse responses.	Venue Manager/Event Manager/Security Manager/Security/First Aid Commander/ EOC Manager/Chief Warden/Police/ All Contractors/All staff
During	DHHS Guidance - Monitor shelters to maintain physical distancing	

	Venue's Compliance Statement – Assembly areas and Shelter in Place responses are built on the maximum capacity for the event (last season 2 events at 12,500) so with the reduced capacity of 5,000 the spaces are already larger that required. Wardens will be briefed on promoting physical distancing in these location in case of emergency responses being activated	
	DHHS Guidance - If rainfall is imminent or commences, provide messaging detailing where to shelter, and how to maintain physical distancing Venue's Compliance Statement – This is a wel known outdoors venue and attendees are usually prepared to have wet weather dressing including gum boots and ponchos. Ponchos are available on site. If lightning or high winds are incorpotaed in the weather scenario then show stop procedures will be instigated as per the Emergency Management Plan.	

Service of Alcohol

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Establish designated areas where alcohol is served Venue's Compliance Statement – Bars are available according to the site plan and the liquor license covers the requirements for security RSA and other details including timings and serve sizes. Additional entry and exit queueing is in stalled to manage physical distancing and cohort mixing	Venue Manager/Event Manager/Bar Manager/Security Manager/Security
	DHHS Guidance - Ensure one-way flow of pedestrian traffic can be achieved Venue's Compliance Statement - Additional entry and exit queueing is in stalled to manage physical distancing	Venue Manager/Event Manager/Bar Manager/Security Manager/Security

	and cohort mixing. These areas will be monitored by RSA guards and by COVID Marshal	
During	DHHS Guidance - Ensure co-mingling does not occur in areas where alcohol is being consumed. Venue's Compliance Statement –No drinking will be allowed in walkways or egress pathways	Venue Manager/Event Manager/Bar Manager/Security Manager/Security
	DHHS Guidance - Monitor crowd density. Cease operating if distancing measures cannot be maintained Venue's Compliance Statement – Zones are allocated allowing 4 sqm per person and control of entry to zones is done by wrist band. Walkways and pathways will be no standing areas and security and ushers will encourage attendees to keep moving unless you are in your zone.	Venue Manager/Event Manager/Bar Manager/Security Manager/Security

Cleaning and Hygiene

A regular and thorough cleaning schedule must be implemented before, during and after the event with high traffic areas such as toilets and frequently touched objects such as door handles, counters and railings regularly disinfected.

- How will you ensure that adequate provisions are made for handwashing and hand sanitation throughout the event?
- How will you ensure that facilities are readily available throughout the event?
- How will you make sure that frequently touched objects are cleaned regularly?
- How will you make sure shared spaces like bathrooms are cleaned regularly?
- https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19

Regular and Thorough Cleaning and Disinfection

Timing	Plans / actions	Responsible
Example		
Before		
During		
After		
Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by staff Venue's Compliance Statement – All staff will be required to have their own masks or in a job situation were constant changes are required like waste managenet and Sanitary cleaning, they will be provided with adequate numbers to do their job safely	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
	DHHS Guidance - Establish cleaning protocols for discrete areas of high foot traffic (e.g., bathrooms, catering areas). Venue's Compliance Statement – A regular checking of high traffic areas will be set and monitored by the Venue Manager and Event Manager in conjuction with the Cleaning Manager. The cleaning manager will keep records of the frequency of areas of high traffic.	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff

	DHHS Guidance - Provide bins for the safe disposal of hygienic materials (e.g. tissues, towels, sanitary products) in washrooms and changing rooms to help reduce transmission of coronavirus (COVID-19). Venue's Compliance Statement – Bins will be required to separate waste in line with the venues environmental policy and specialised containment of hygienic waste will be managed by the Cleaning Manager	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
	DHHS Guidance - Undertake pre-event cleaning of communal facilities and high touch surfaces. Venue's Compliance Statement – The pre-event cleaning process shall have a deep clean component to be event ready and regular attention to waste management will be monitored by the Cleaning Manager	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
During	DHHS Guidance - Frequent cleaning of high traffic areas is required (e.g., toilets, retail spaces). At minimum, high touch surfaces must be cleaned at least twice per day and between groups in accordance with DHHS's cleaning and disinfection guidelines. Additional cleaning of visibly soiled surfaces must occur as required. Venue's Compliance Statement – As the Event is around 7 hours in duration and areas like toilets are under pressure between artists the cleaning team will refresh in slower activity and reduce the available toilets one by one and cycle through all areas several times during the event	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
After	DHHS Guidance - During the bump-out, complete a final clean of the event site, discrete areas and facilities. Venue's Compliance Statement – The event site will be access by workers prior to the event opening and the areas where workers will use for amenities will be discrete from the attendees. These areas will be refreshed accordingly during the event day and monitored by Cleaning staff and Production/Site Managers Performers will have discrete amenities to separate them from the production crew as a cohort	Venue Manager/Event Manager/Production Manager/Site Manager/Cleaning Manager/Cleaning staff

Hand Sanitiser and Hand Washing Facilities

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Establish hand washing / sanitising stations and practices for staff and attendees as they enter and exit the event site and discrete areas within the site Venue's Compliance Statement – Cleaning Manager will monitor the sanitiser stations which will be available in various locations throughout the venue including all entries and exits to the Venue and Zones within the Venue. Toilet hand washing station will be available with warm water and soap. Bar and Food outlets will have sanitiser stations prior to purchase and at cashless pay locations	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
	DHHS Guidance - Establish sanitation and handwashing stations for any training, practice, storage, or other 'off-site' facilities Venue's Compliance Statement – All Venue staff and contractors will be briefed on washing hands and use of sanitiser. Where use of PPE is required this will also be briefed according to job description	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
	DHHS Guidance - Hand washing / sanitising stations must include clean running water, liquid soap and paper towel. If hand washing facilities are not available, an appropriate alcohol-based hand rub should be made available. Venue's Compliance Statement – Cleaning Manager will have both hand washing facitities and hand sanitising stations available for the venue for both staff and attendees	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
During	DHHS Guidance - Ensure hand sanitiser and handwashing facilities are maintained throughout the event site for staff and attendees. Venue's Compliance Statement – The Cleaning Manager will have access to stocks of hand sanitiser to keep	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff

	regular replenishment available to the venues hand sanitiser stations both front of house and back of house	

Staff, vendors, volunteers and contractors

Staff, vendors, volunteers and contractors are essential in operating a COVIDSafe event. They must understand and be responsible for their personal distancing and hygiene practices, and support attendees to behave in a COVIDSafe manner. To enable this, they must undergo appropriate coronavirus (COVID-19) training and have access to suitable personal protective equipment.

- How will you ensure that staff have access to appropriate personal protective equipment, and they receive appropriate training in its use?
- How will you monitor the wellbeing of staff during the event?
- How will you ensure adequate physical distancing is maintained between staff and attendees?
- How will you make sure staff have undergone suitable training?

Event organisers and general event staff

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by staff. Staff must be trained in the appropriate use of personal protective equipment and trained in general safety for an event or venue workplace. For more information and guidelines on this matter please visit: https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19 Venue's Compliance Statement – Venues staff will receive training for PPE and use in their job roles according to the DHHS requirements. Contractors will be requested to provide evidence that they have trained their personnel on correct use of PPE with regard to COVID	Venue Manager/Event Manager/Production Manager/Site Manager/Security Manager/Cleaning Manager/All Contractors/All Staff
	DHHS Guidance - Establish communication plans with cleaners, security, and first aid / in-event health providers	Venue Manager/Event Manager/Production Manager/Site Manager/Security

	Venue's Compliance Statement – EOC will manage communications and requests for safety, security, first aid and cleaning an requests will be logged and verified as attended to by EOC Manager	Manager/Cleaning Manager/All Contractors/All Staff
	DHHS Guidance - Be aware of the required steps if suspected case of coronavirus (COVID-19) is identified before, during or after the event Venue's Compliance Statement – The Medical Plan includes required medical and biosecurity in line with DHHS requirements	Venue Manager/Event Manager/First Aid Commander
	DHHS Guidance - Share COVIDSafe Event Plans with all staff and contractors Venue's Compliance Statement – The COVID SAFE Event Plan will be available to all staff and contractors via the site induction and they will all need to agree to abide by its contents	Venue Manager/Event Manager/Production Manager/Site Manager/Security Manager/Cleaning Manager/All Contractors/All Staff
During	DHHS Guidance - Monitor crowd behaviour and movements to ensure the key principles of this plan are maintained Venue's Compliance Statement – Monitoring of the crowd will be done via the EOC and reporting and feedback by working units of the event (security, first aid, production food and beverage, cleaning, venue facility will contribute to operational decisions to continue or modify strategies to minimise any principles around security, safety and in particular COVID	Venue Manager/Event Manager/Production Manager/Site Manager/Security Manager/Cleaning Manager/All Contractors/All Staff

Food and catering staff

Timing	Plans / actions	Responsible
Example		
Before		
During		

Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by staff and they receive appropriate training. Venue's Compliance Statement – All Food and Beverage procedure for the event will be monitored by the venue and event manager. Any Food Vendors will be required to provide evidence of their COVID SAFE plan and the training of their staff to COVID principles. Any vehicles or setups will be required to meet local council requirements and Food Safety requirements to be compliant to serve at the event	Venue Manager/Event Manager/Bar Manager/Food Vendors/ Food Vendors staff
	DHHS Guidance - Ensure all staff are appropriately trained to prepare and serve food and beverages in compliance with COVIDSafe directions. https://www2.health.vic.gov.au/public-health/food-safety and the Restricted Activity Directions Venue's Compliance Statement – Restaurant Manager will be required to mnage the venues Concert and Dining service at the restaurant. Any Food Vendors will be required to provide evidence of their COVID SAFE plan and the training of their staff to COVID principles. Any vehicles or setups will be required to meet local council requirements and Food Safety requirements to be compliant to serve at the event	Venue Manager/Event Manager/Bar Manager/Food Vendors/ Food Vendors staff
During	DHHS Guidance - Monitor queues to maintain physical distancing. Cease operating if distancing measures cannot be maintained. Venue's Compliance Statement – Venue will provide monitoring of queueing in the food vendor outlets and secutiy and COVID Marshal will observe and report ot EOC on any issues in these areas	Venue Manager/Event Manager/Security Manager/Food Vendors/ Food Vendors staff

Cleaning staff

Timing	Plans / actions	Responsible
Example		
Before		
During		

Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by staff. Staff must be trained in the appropriate use of personal protective equipment. For more information and guidelines on this matter please visit: https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19 Venue's Compliance Statement – Cleaning Manager will manager Cleaning Staff and brief staff on the requirements for use of PPE in their job duties. PPE will be provided for them to regularly change in the action of their duties	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff
	DHHS Guidance - Establish communication plans with event organisers, security, and first aid Venue's Compliance Statement – Cleaning Manager will have a roster of regular attendance to sanitary activities (including toilets, rubbish bins and waste management, replenishing sanitiser stations) Waste management, Toilet attendants and cleaning will be managed separately to reduce crossover on hygienic processes. Cleaning Manager will be in contact with EOC by 2 way Radio and working groups will request any extra requirements arising from incidents	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff/ Toilets Attendants/Waste managenet staff
During	DHHS Guidance - Maintain direct communication with first aid / in-event health services and security personnel Venue's Compliance Statement – Cleaning Manager will manage the roster of regular activities around waste, toilets and cleaning. EOC will manage the communication and requests to any cleaning, waste management or Toilet attendance	Venue Manager/Event Manager/Cleaning Manager/Cleaning staff

Security staff

Timing	Plans / actions	Responsible
Example		
Before		
During		

Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by staff. Staff must be trained in the appropriate use of personal protective equipment. For more information and guidelines on this matter please visit: https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19 Venue's Compliance Statement – Security Plan outlines the requirements for use of PPE for compliance around COVID. The First Aid Commander will also contribute with consultation with the Security Manager and Contractors to finalise the requirements around any failure of attendees or staff to the compliance to entry conditions. A location for containment will also be established in the lead uo to the event. Where security are required to assist in first aid response or to enforce any conditions for the event, Security Manager and First Aid Commander will consult and finalise before gates open (at pre event stakeholders briefing)	Venue Manager/Event Manager/Security Manager/Security
	DHHS Guidance - Establish communication plans with first aid / in-event health services and ensure security staff are trained to work at events Venue's Compliance Statement – EOC will control communications with regard to safety, security,first aid and cleaning. A CODE Team will be available to attend to any serious COVID Related responses	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security
	DHHS Guidance - Determine key areas security can monitor crowd movements and density (including static security points, CCTV monitoring, mobile patrols) Venue's Compliance Statement – Security will be the main "eye in the field". They will also form the backbone of wardenship roles. 2 way Radios will be available to increase the transmission of observation and requests for additional response	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security
	DHHS Guidance - Monitor crowd behaviour for unwell attendees and contact first aid / in-event health services when appropriate Venue's Compliance Statement – Security, Ushers and other staff will observe attendees and report any instances of patrons feeling unwell. Attendees are also requested to report feeling unwell to first aid. The Medical Plan contains the requirements for any suspected COVID like symptoms with First Aid and Security PPE requirements and containment processes	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security

	DHHS Guidance - Develop COVIDSafe protocols for the management of aggression from attendees. This should include crowd management, movement of attendees throughout crowds, and liaison with police. Venue's Compliance Statement – Security Plan contains the processes for enforcing and dealing with aggressive attendees. EOC will also contribute to deploying resourses including more security and police (first Aid if required)	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security
During	DHHS Guidance - Ensure people provide accurate details for event records Have adequate personal protective equipment at entry points if engaging with attendees exhibiting possible coronavirus (COVID-19) symptoms Venue's Compliance Statement – Part of the process of entry to the venue involves identification confirmation. Completion of a questionnaire for health and temperature testing	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security
	DHHS Guidance - Monitor crowd movements and density to implement strategies to maintain crowd density as per the Chief Health Officer Directions Venue's Compliance Statement – The Venue is divided into Zones with capacity limits and extry/exit monitoring. Attendees are issued with a wrist band. Walkways are designated as no standing areas. EOC will manage feedback and information by work groups to report any requirements to manage crowd or density in line with CHO's direction	Venue Manager/Event Manager/EOC Manager/First Aid Commander/Security Manager/Security

Volunteers

Timing	Plans / actions	Responsible
Example		
Before		

During		
After		
Before	DHHS Guidance - Ensure appropriate personal protective equipment (including masks) is available for use by volunteers. Venue's Compliance Statement – Volunteers are not required in the model of these events. All workers will be employees or contractors.	N/A
	DHHS Guidance - Ensure volunteers and provided with volunteer specific training. For more information, please review the advice available from Volunteer Victoria - https://www.volunteer.vic.gov.au/covid19 Venue's Compliance Statement – Volunteers are not required in the model of these events. All workers will be employees or contractors.	N/A
	DHHS Guidance - Clearly define and articulate the roles and designated areas for each volunteer during event days. Venue's Compliance Statement – Volunteers are not required in the model of these events. All workers will be employees or contractors.	N/A
During	DHHS Guidance - Monitor the well-being of volunteer members throughout event Venue's Compliance Statement – Volunteers are not required in the model of these events. All workers will be employees or contractors.	N/A
After	DHHS Guidance - Maintain a record of all volunteers and their responsibilities/areas of contact during the event, in line with other record keeping procedures. Venue's Compliance Statement – Volunteers are not required in the model of these events. All workers will be employees or contractors.	N/A

Deliveries

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Non-essential visits to the event site should be cancelled or postponed Venue's Compliance Statement – The Venue has an ongoing requirement as a Restaurant and tourist attraction so daily deliveries are well managed and timed according to business needs. The special requirements for deliveries for the event are managed by the Event Manager, Site Manager and Production Manager. The Venue Manager manages the delivery profile for Business and Normal and minimises the deliveries atround the event	Venue Manager/Event Manager/Site Manager/Production Manager
	DHHS Guidance - Direct visiting delivery drivers and contractors to provide details for event organizer to record, and must remain in vehicles and use contactless methods such as mobile phones to communicate with your event workers wherever possible. Venue's Compliance Statement – The special requirements for deliveries for the event are managed by the Event Manager, Site Manager and Production Manager. The majority of event based deliveries are hands on equipment or infrastructure based. In this case the contractors are required to complete a site induction	Venue Manager/Event Manager/Site Manager/Production Manager
	DHHS Guidance - Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered Venue's Compliance Statement – Use os sanitiser is required by all personnel who are on site. Drop off only deliveries are managed as required with contactless processes.	Venue Manager/Event Manager/Site Manager/Production Manager
During	DHHS Guidance - Ensure delivery drivers and other contractors who need to attend the event site, to	Venue Manager/Event

	provide maintenance or repair services or perform other essential activities, are given clear instructions of requirements while they are on site Venue's Compliance Statement – All active deliveries as above are required to complete site induction and provide COVID Safe procedures for work being performed	Manager/Site Manager/Production Manager

Other staff (if any)

Timing	Plans / actions	Responsible
Example		
Before		
During		

Section 4: Event Specific COVIDSafe Controls (if relevant)

Operational Spaces

Events are often comprised of multiple discrete areas and/or spaces. These spaces may be external (e.g., transport hubs, ticket offices, training/practice facilities), front of house (e.g. toilets, retail outlets, grandstands), back of house (e.g. staff areas), or other spaces (e.g. fields of play, stages).

- How will you demonstrate in your event plan that you can ensure staff, contractors and patrons can access the parts of the venue or event as required? Eg. 'spectator zones' or 'staff only' sections clearly demarcated.

Complete following sections as applicable to your event.

Public Transport: for large scale events, how will you incorporate public transport or engage with the Department of Transport?

Timing	Plans / actions	Responsible
Example		
Before		
After		
Before	DHHS Guidance - Spread out people at key public transport stops and stations to assist in dispersing crowds Venue's Compliance Statement – No public transport options are available to attendees. Buses are organised from specific pick up locations and taxi and UBER are also catered for. Drop of and pick up by car is also catered for. An Internal and External trffic Management plan controls all vehicle activity for delivering and exiting. As buses are specifically booked and are parked, attendees usually aren't required to queue on exit as they board immediately. Taxi and UBER queueing is designed to separate each type or ride and will have control measures and security in attendance to maintain physical	Venue Manager/Event Manager/Bus Contractors/Traffic Manager/Car Park Attendants/Security Manager/Security

	distance. Mask wearing will be mandatory as per CHO's directive.	
	DHHS Guidance - Ensure directional signage to / from public transport is clear and easy to follow, to prevent people from backtracking in crowds Venue's Compliance Statement – Signage to Internal Car Park, Bus Parking, Taxi, UBER and Pick up will be in place and regular attendees are already aware of the location from previous events. Announcements and signs will also be utilised in the exit strategy. Security and Ushers will also spruike directions to areas where attendees will need to travel to.	Venue Manager/Event Manager/Bus Contractors/Traffic Manager/Car Park Attendants/Security Manager/Security
	DHHS Guidance - Use of bollards / partitions to direct crowds Venue's Compliance Statement – The venue will have Crowd Control Barriers (CCB) in place to demarcate zones and walkways. Ushers and security will acts as directional guides during the egress	Venue Manager/Event Manager/Security Manager/Security/Ushers
During	DHHS Guidance - Monitor crowd movement and points of congestion, and consider crowd marshals if deemed appropriate Venue's Compliance Statement – EOC will manage crowd movement strategy with security manager and use Event Safety Officer and security in the field to report status of movement during egress	Venue Manager/Event Manager/Security Manager/Security/Ushers/Event Safety Officer

Car Parks

Timing	Plans / actions	Responsible
Example		
Before		
During		

Before	DHHS Guidance - Consider spreading out car parking spaces to assist in dispersing crowds Venue's Compliance Statement – Car Parking space allocation is designed for maximum capacity (12,500). Car Density has averaged over event in this venue at around 2 persons per car. The spacing for this event will be greater due to the COVID requirements and will aid in reducing intertaction between attendees. Mask wearing will be mandatory as per CHO's directive	Venue Manager/Event Manager/Site Manager/Car Park Attendants
	DHHS Guidance - Have clearly marked pathways for entry into the event or venue (ingress) Venue's Compliance Statement – Signage from Car Park to Venue is installed and separation of attendees starts from the ingress with multiple entry lanes available. Car Parking is separated from Bus Parking and Taxi/UBER and Drop off to minimise attendee mingling.	Venue Manager/Event Manager/Site Manager/Car Park Attendants
	DHHS Guidance - Ensure physical distancing signage to / from car parks is in place Venue's Compliance Statement – Signage package for entry via Car Park has reference to COVID requirement including physical distancing and other principles. Car Park Attendants will encourage physical distancing where appropriate.	Venue Manager/Event Manager/Site Manager/Car Park Attendants
	DHHS Guidance - Ensure direction signage to / from car parks is clear and easy to follow, to prevent people from backtracking in crowds Venue's Compliance Statement – Egress Signage includes VMS signs and Video screens also provide information for exit of attendees. Signage to Car Park, Bus Parking are towards Main Entry where these attendees came in. Taxi/UBER and pick up is in the opposite direction to Bus and Car Park and is where these attendees came in	Venue Manager/Event Manager/Site Manager/Car Park Attendants
	DHHS Guidance - Use bollards / partitions to direct crowds Venue's Compliance Statement – The venue will have Crowd Control Barriers (CCB) in place to demarcate zones and walkways. Ushers and security will acts as directional guides during the egress	Venue Manager/Event Manager/Site Manager/Car Park Attendants

During	DHHS Guidance - Monitor crowd movement and points of congestion Venue's Compliance Statement – EOC will manage crowd movement strategy with security manager and use Event Safety Officer and security in the field to report status of movement during egress. Car Park Attendants will also relay information to EOC.	Venue Manager/Event Manager/Site Manager/Car Park Attendants

Ventilation - Indoor Spaces

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Maximise ventilation: avoid placing large objects or partitions near doors and windows; open doors and windows where appropriate. Venue's Compliance Statement – The only part of the venue this applies to is the restaurant and this works in normal business as a restaurant but in event mode as a Concert and Dining area.	Venue Manager/Event Manager/Restaurant Manager
	DHHS Guidance - Establish one-way movements throughout indoor spaces with different designated entry and exit points if possible Venue's Compliance Statement – All restaurant compliance includes separated entry and exit as already approved in business as normal	Venue Manager/Event Manager/Restaurant Manager
During	DHHS Guidance - Maximise ventilation: open doors and windows where appropriate. Venue's Compliance Statement – Ventilation procedures are in place for the restaurant	Venue Manager/Event Manager/Restaurant Manager
	DHHS Guidance - Monitor levels of ventilation and airflow Venue's Compliance Statement – Restaurant Levels of ventilation and air flow are monitored	Venue Manager/Event Manager/Restaurant Manager

	DHHS Guidance - Monitor movement of event attendees in indoor spaces Venue's Compliance Statement – A small cohort of attendees will be in the inside area and their movement is controlled by accreditation	Venue Manager/Event Manager/Restaurant Manager

Food and Beverage Preparation and Service Areas

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Any food and beverage service must align with the Victorian Government's coronavirus (COVID-19) hospitality guidance and the Restricted Activity Directions. Venue's Compliance Statement – Restaurant food and beverage is aligned to the hospitality guidance and for the events Food Vendors are contracted to deliver food to the other attendees. They are required to present COVID SAFE Plans and provide information that all their staff are trained in hygiene, sanitary processes and COVID requirements as per the hospitality guidance.	Venue Manager/Event Manager/Restaurant Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Encourage attendees to make electronic payments for food and beverage purchases Venue's Compliance Statement – All facilities are in place for cashless payment and areas of high touch are cleaned regularly. Food Vendors will manage their own cashless paymeny systems and regularly clean high touch areas	Venue Manager/Event Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Ensure queues for food and beverage outlets do not cross other foot traffic areas Venue's Compliance Statement – Queueing in Food Outlets are separated and crossover with foot traffic is minimised	Venue Manager/Event Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Have additional retails outlets open to disperse crowds	Venue Manager/Event

	Venue's Compliance Statement – Additional Food Vendors are deployed to increase the service to attendees and to service cohorts and distribute crowds	Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Establish different areas for ordering and collection, and where practical, separate entry and exit paths. Venue's Compliance Statement – Food Vendors will have separate entry and exits with queueing lines set with CCBs.	Venue Manager/Event Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Close communal self-serve and condiment stations. Venue's Compliance Statement – All communal self serve and condiment stations will be replaces with COVID SAFE sachets	Venue Manager/Event Manager/Food Vendors/Food Vendors staff
During	DHHS Guidance - Monitor queues to maintain physical distancing. Cease food and beverage operations if distancing measures cannot be maintained. Venue's Compliance Statement – Queueing will be managed with CCB structures and physical distancing will be applied to both food and bar outlets	Venue Manager/Event Manager/Food Vendors/Food Vendors staff
	DHHS Guidance - Ensure take-away food and drinks are consumed in allocated seats or 'picnic areas'. Venue's Compliance Statement – All food and beverages will be required to be eaten in the Zones where attendees are allocated.	Venue Manager/Event Manager/Food Vendors/Food Vendors staff

Other Queuing Areas

Timing	Plans / actions	Responsible
Example		
Before		
During		

Before	DHHS Guidance - Ensure queues do not cross other foot traffic areas Venue's Compliance Statement – Toilets and amenities will be managed by queueing systems similar to food and beverage outlets and minimising of crossover to foot traffic areas and walkways	Venue Manager/Event Manager/Cleaning Manager/Toilet Atenndants
During	DHHS Guidance - Monitor queues to maintain physical distancing. Cease operating if distancing measures cannot be maintained. Venue's Compliance Statement – Toilet use will be higher in the breaks between performers and will be monitored closely to minimise physical distancing issues	Venue Manager/Event Manager/Cleaning Manager/Toilet Atenndants

Grandstands and Stadium Seating

Timing	Plans / actions	Responsible
Before	N/A	N/A
During	N/A	N/A

Fields of Play and Competition Areas

Timing	Plans / actions	Responsible
Before	N/A	N/A
During	N/A	N/A

Stages

Timing	Plans / actions	Responsible
Example		

Before		
During		
Before	DHHS Guidance - Ensure the capacity at the front of the stage area is determined based on physical distancing requirements. Venue's Compliance Statement – A controlled area between the stage and VIP attendee area will be applied and attendees in this Zone A will have a D-Barrier set up concert sytle as the ground is hard stand. This area will have controlled entry and exit and access will be controlled by a specific wrist band. The D Barrier (MOJO Style) will prevent crowd crush from pressure of crowd from other areas (B-K) The back of the D Barrier will be in line with the rear of Area A (VIP) Performers will be requested to NOT encourage movement towards the front edge of stage.	Venue Manager/Event Manager/Site Manager/Production Manager Artists/Performers
	DHHS Guidance - Employ strategies to avoid crowding if entertainers are performing (e.g., do not allow people to stand at the front of the stage) Venue's Compliance Statement – A controlled area between the stage and VIP attendee area will be applied and attendees in this Zone A will have a D-Barrier set up concert sytle as the ground is hard stand. This area will have controlled entry and exit and access will be controlled by a specific wrist band. The D Barrier (MOJO Style) will prevent crowd crush from pressure of crowd from other areas (B-K) The back of the D Barrier will be in line with the rear of Area A (VIP) Other Zones are controlled with CCB wrist band entry	Venue Manager/Event Manager/Site Manager/Production Manager
	DHHS Guidance - Program solo performances or small groups only, based on the size of the stage and the performers' ability to maintain physical distancing Venue's Compliance Statement – All performers will abide by the requirements to physical distance as per CHO's direction	Venue Manager/Event Manager/Site Manager/Production Manager/Stage Manager/Performers
	DHHS Guidance - Where multiple performances may happen simultaneously, spread out the stages to prevent high-density audiences. Venue's Compliance Statement – Stage performances will be limited to one main stage and generally be shorter and breaks between performances will be	Venue Manager/Event Manager/Site Manager/Production Manager

	scheduled longer to relieve the pressure of attendees to toilets and bars in breaks	
During	DHHS Guidance - Monitor crowd density. Cease performances if crowds cannot maintain physical distancing requirements. Venue's Compliance Statement – Zones with capacity limits and controlled entry and exit will contribute to crowd density minimiising. No standing walkways will contribute to movement and mingling being minimised. Consumption of food and drinks will be limited to the allocated areas.	Venue Manager/Event Manager/Site Manager/Production Manager
	DHHS Guidance - Ensure equipment, such as microphones have disinfectant wipe-down of equipment before and after use Venue's Compliance Statement – Production/Stage Manager will ensure that protocols for minimising cross contamination of equipment will be in place	Venue Manager/Event Manager/Site Manager/Production Manager

Market Stalls and Fetes

Timing	Plans / actions	Responsible
Before	**N/A**	
During	N/A	
Before	DHHS Guidance - Provide appropriate amounts of alcohol-based hand sanitiser at each stall. Venue's Compliance Statement -	N/A
	DHHS Guidance - Establish one-way flow of pedestrian traffic at stalls (e.g., encourage people movement from left to right at stalls) Venue's Compliance Statement -	N/A
	DHHS Guidance - Encourage stall owners to take electronic payments. Venue's Compliance Statement –	N/A

	DHHS Guidance - Establish designated entry/exit points to comply with contact tracing regulations Venue's Compliance Statement –	N/A
During	DHHS Guidance - Ensure stall owners understand that they should stay at their stall to avoid interactions with other stall owners. Venue's Compliance Statement –	N/A
	DHHS Guidance - Monitor physical distancing measures in queues, and ensuring queues do not cross foot traffic Venue's Compliance Statement –	N/A

Non-Allocated Seating or Picnic Rug

Timing	Plans / actions	Responsible
Example		
Before		
During		
Before	DHHS Guidance - Provide gridlines on the ground where people will place their belongings with adequate physical distance between other groups Venue's Compliance Statement – Zones where allocated seating may include picnic blanket and personal seats will be managed with areas separated to minimise mingling within an allocated area	Venue Manager/Event Manager/Ticketing Manager/Security Manager/Security/Ushers
	DHHS Guidance - Ensure pathways are 2m wide to allow the flow of pedestrian traffic while maintaining physical distance from seated people	Venue Manager/Event Manager/Ticketing Manager/Security Manager/Security/Ushers

	Venue's Compliance Statement – Walkways and pathways are 4m wide within the venues greenfield areas.	
	DHHS Guidance - Ensure one-way flow of pedestrian traffic can be achieved within pathways that divide seated people Venue's Compliance Statement – Walkways and pathways are 4m wide within the venues greenfield areas.	Venue Manager/Event Manager/Ticketing Manager/Security Manager/Security/Ushers
During	DHHS Guidance - Event staff are available to provide directions to attendees regarding, the one-way flow of foot traffic and the location of vacant spaces Venue's Compliance Statement – Directional signage and staff will be in place to assist in maintaining flow of attendees in walkways	Venue Manager/Event Manager/Ticketing Manager/Security Manager/Security/Ushers
	DHHS Guidance - Monitor physical distancing measures in queues, ensuring queues do not cross foot traffic Venue's Compliance Statement – Queueing will be managed and minimised in the greenfield area as density of the areas will be less that the minimum required by DHHS requirements	Venue Manager/Event Manager/Ticketing Manager/Security Manager/Security/Ushers

Other Operational Space Considerations

Timing	Plans / actions	Responsible
Before		
During		

Section 5: Supporting information

Please ensure you attach any supporting information that may be helpful to illustrate aspects of your COVIDSafe Plan. This could include, but not be limited to:

- Event Operations Plan
- Floor Plans
- Previous COVIDSafe Event Plans (in Australia or overseas)
- Existing COVIDSafe Plans for other events - currently under review or recently approved
- Cleaning schedule
- Photos

Shire of Yarra Ranges

Yarra Shire 8 events per year Permit is embedded in the venue use any other documents (see below)

Yarra Ranges Council
PO Box 105
Lilydale Vic 3140
DX 34051
Call 1300 368 333
Fax 03 9735 4249
mail@yarraranges.vic.gov.au
www.yarraranges.vic.gov.au

[redacted]
Our ref:

14 December 2020

Department of Health and Human Services
Victoria

Via email: c/o [redacted]

To whom it may concern

Rochford Concert Series Season 2020/2021

This is to confirm that the Rochford summer concert series is enabled by the provisions of the Yarra Ranges' Planning Scheme. The site is located within the Special Use Zone Schedule 10. (SUZ10 -Copy attached)

The provisions of the Special Use Zone 10 allow Rochford to hold multiple concerts each season as of right (without need for a planning permit) provided; an Event Management Plan is prepared to the specifications of the schedule. The Event Management Plan is prepared for each new concert series in conjunction with relevant authorities and stakeholders including VicRoads, Victoria Police and Council. Agreement by all agencies is required before the EMP can be approved by Council.

Due to the shortened 2020 concert season as a result of COVID, Yarra Ranges Council has agreed to waive the review and preparation of a new 2020/ 2021 Event Management Plan. It has been agreed that instead the 2019/ 2020 approved Event Management Plan will be used again this year, to enable Rochford to recover more quickly from the effects of COVID on the business.

If you have any questions regarding this letter please feel free to contact me on [redacted]

Yours sincerely,

[redacted]

[redacted]
Executive Officer
Project Manager – Strategic Planning
Yarra Ranges Council

ABN 21 973 226 012
Yarra Ranges Shire Council

25/09/2014 C118

SCHEDULE 10 TO THE SPECIAL USE ZONE

Shown on the planning scheme map as **SUZ10**.

LOTS 7 AND 8 LP127612 MAROONDAH HIGHWAY, COLDSTREAM

Purpose

To provide for the use of the land for a major tourist facility subject to appropriate controls on any future changes to the use and management of the land.

To provide for use and development of the land for a 'Place of Assembly' to allow for outdoor entertainment.

To ensure that the use and development of the land minimises adverse impact on the use and development of nearby land.

To provide for the use of the land for agriculture.

To recognise, protect and conserve green wedge land for its agricultural, environmental, historic, landscape, recreational and tourism opportunities, and mineral and stone resources.

To encourage use and development that is consistent with sustainable land management practices.

To encourage sustainable farming activities and provide opportunity for a variety of productive agricultural uses.

To protect, conserve and enhance the cultural heritage significance and the character of open rural, and scenic non-urban landscapes.

To protect and enhance the biodiversity of the area.

1.0 Table of uses

25/09/2014 C118

Section 1 - Permit not required

Use	Condition
Agriculture (other than Animal keeping, Apiculture, Intensive animal husbandry, Rice growing and Timber production)	
Animal keeping (other than Animal boarding)	Must be no more than 5 animals
Bed and breakfast	No more than 10 persons may be accommodated away from their normal place of residence At least 1 car parking space must be provided for each 2 persons able to be accommodated away from their normal place of residence
Home occupation	
Informal outdoor recreation	
Minor utility installation	
Place of assembly (other than Carnival, Circus, Exhibition centre, Function centre, Hall, Nightclub, Place of worship and Restricted place of assembly)	Must be for outdoor concerts Must meet the requirement set out in Clause 2.0 of this schedule
Primary produce sales	Must not be within 100 metres of a dwelling in separate ownership

Use	Condition
	The area used for the display and sale of primary produce must not exceed 50 square metres
Railway	
Rural store	Must be used in conjunction with Agriculture Must be in a building, not a dwelling and have a gross floor area of less than 100 square metres Must be the only Rural store on the lot
Tramway	
Any use listed in Clause 62.01	Must meet the requirements of Clause 62.01

Section 2 - Permit required

Use	Condition
Animal boarding	
Broiler farm	Must meet the requirements of Clause 52.31
Camping and caravan park	
Car park	Must be used in conjunction with another use in Section 1 or 2
Cattle feedlot	Must meet the requirements of Clause 52.26 The site must be located outside a catchment area listed in Appendix 2 of the Victorian Code for Cattle Feedlots – August 1995
Dependent person's unit	Must be the only dependent person's unit on the lot Must meet the requirements of Clause 35.04-2
Dwelling (other than Bed and breakfast)	Must be the only dwelling on the lot. This does not apply to the replacement of an existing dwelling if the existing dwelling is removed or altered (so it can no longer be used as a dwelling) within one month of the occupation of the replacement dwelling Must meet the requirements of Clause 35.04-2
Exhibition centre	
Freezing and cool storage	The goods stored must be agricultural produce, or products used in agriculture
Function centre	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry or Winery
Group accommodation	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry, or Winery

YARRA RANGES PLANNING SCHEME

Use	Condition
Hall	
Host farm	
Indoor recreation facility	Must be for equestrian based leisure, recreation or sport
Intensive animal husbandry (other than Broiler farm and Cattle feedlot)	
Leisure and recreation (other than Indoor recreation facility, Informal outdoor recreation, Major sports and recreation facility and Motor racing track)	
Major sports and recreation facility	Must be for outdoor leisure, recreation or sport
Manufacturing sales	Must be an incidental part of Rural industry
Market	
Materials recycling	Must be used in conjunction with Refuse disposal or Transfer station Must not include the collecting, dismantling, storing, recycling or selling of used or scrap construction and demolition materials
Milk depot	
Place of Assembly (other than Carnival, Circus, Exhibition centre, Function centre, Hall, Nightclub, Place of worship and Restricted place of assembly) – if the Section 1 condition is not met	Parking on site must not exceed 3,000 vehicles.
Place of worship	
Plant nursery	
Primary school Refuse disposal	
Research and development centre	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry or Winery
Research centre	
Residential building (other than Residential hotel)	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry or Winery Must be used to provide accommodation for persons away from their normal place of residence
Residential hotel	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry or Winery
Restaurant	Must be used in conjunction with Agriculture, Natural systems, Outdoor recreation facility, Rural industry or Winery

Page 3 of 7

YARRA RANGES PLANNING SCHEME

Use	Condition
Restricted place of assembly	Must not be used for more than 30 days in a calendar year
Rice growing	
Rural industry	
Secondary school	
Solid fuel depot	
Timber production	Must meet the requirements of Clause 52.18
Transfer station	Must not include the collecting, storing or processing of used or scrap construction and demolition materials
Utility installation (other than Minor utility installation and Telecommunications facility) Vehicle store	
Any other use not in Section 1 or 3	

Section 3 - Prohibited

Use
Accommodation (other than Camping and caravan park, Dependent person's unit, Dwelling, Group accommodation, Host farm and Residential building)
Brothel
Child care centre
Cinema based entertainment facility
Display home
Education centre (other than Primary school and Secondary school)
Freeway service centre
Funeral parlour
Hospital
Industry (other than Materials recycling, Refuse disposal, Transfer station, Research and development centre and Rural industry)
Motor racing track
Office
Nightclub
Retail premises (other than Manufacturing sales, Market, Plant nursery, Primary produce sales and Restaurant)
Service station
Warehouse (other than Freezing and cool storage, Milk depot, Rural store, Solid fuel depot and Vehicle store)

2.0 Use of land for place of assembly

25/09/2014 C118

2.1 Summer concert series

25/09/2014 C118

Concerts must not be held on Good Friday, ANZAC Day, or Christmas Day.

Concerts exceeding 3,000 patrons must be held as part of a summer concert series between October and April and no more than eight (8) concerts may be held per series.

Of the eight (8) concerts exceeding 3,000 patrons no more than two may be held on a Sunday and must not be held on the Sunday of a long weekend.

Concerts held on a Sunday must not exceed 6,000 patrons.

Concerts of over 10,000 patrons must manage ticket sales to restrict parking.

Parking on site must be limited to 3,000 vehicles.

Noise from events including any music noise associated with the use must at all times conform with the State Environment Protection Policies SEPP N-2.

The event website must show access and parking arrangements as a means to minimise any confusion to patrons.

2.2 Auditing of concerts

25/09/2014 C118

Each concert over 3,000 patrons must be audited by the concert operator. The audit must document:

- The numbers of patrons in attendance.
- Compliance with the conditions of this schedule.
- Hours of operation.
- Compliance with acoustic requirements.
- Any amenity issues raised by nearby property owners.

A report on the audit must be submitted to the responsible authority within one month of the completion of each season of concerts or is to be made available to the responsibility authority on request.

For each concert with an expected attendance of over 6,000 patrons traffic surveys must be undertaken to the satisfaction of the responsible authority in consultation with the relevant road authorities and emergency services authorities. The surveys may include parking surveys, traffic volume surveys, turning movement surveys and travel time surveys, depending on the areas of concern.

A report on the traffic surveys must be submitted to the responsible authority within two weeks of the relevant concert.

2.3 Event management plan

25/09/2014 C118

At least two months before the concert series begins three copies of an Event Management Plan must be submitted to the responsible authority for written approval.

The plan must be developed in consultation with the responsible authority and other relevant authorities.

The Event Management Plan must be developed and complied with to the satisfaction of the responsible authority.

Before deciding to approve the Event Management Plan the Responsible Authority may take into account the views of neighbouring properties.

The Event Management Plan must be updated on a yearly basis to address to address any issues from audits or complaints received.

Copies of the Event Management Plan must be distributed to all relevant authorities at least two weeks before the concert series begins.

The **Event Management** Plan must include the following:

1. Details of each proposed concert exceeding 3,000 patrons including dates, hours, and numbers of patrons.
2. The properties to be receiving notice of concerts exceeding 3,000 patrons.
3. A **site plan** that shows:
   - The delineation of all car and bus parking areas.
   - The location of the stage and all ancillary installations and activities.
   - Internal circulation.
   - Location of free water to be available to patrons.
4. An **Emergency Management and Fire Prevention Plan** (relevant authorities Country Fire Authority, Victoria Police) to include:
   - Contingency plans for emergency situations including but not limited to fire, power failure, and medical emergencies.
   - Provision of (as appropriate) a medical officer, ambulance crew(s) and St John's ambulance team(s) adequate to cater for the number of patrons anticipated to attend each concert.
   - Access and egress points to be clearly identified by signs and lighting.
5. A **Security Plan** (relevant authority -Victoria Police) to include:
   - Personnel numbers, management structure, roles, responsibilities, powers and procedures.
   - Details and frequency of security patrols internal and external to the property.
   - Treatment and identification of property boundaries.
   - Communication provisions.
   - Security provisions and protocols for nearby residents and properties.
6. A **Waste Management Plan** to include:
   - Waste streams likely to be created on site
   - Management methods for each waste stream
   - Collection of litter from crown land of or repair of any damage directly attributable to the event, to the satisfaction of the responsible authority.
7. A **Complaint Management Plan** to include:
   - Mechanisms for ensuring complaints which are lodged during concerts are able to be received and responded to.
   - The 'log' form must include how the complaint was resolved and complainant details.
   - Evidence of public liability insurance.
8. A **Traffic Management Plan** (relevant authorities – VicRoads, Victoria Police) to include:
   - Different management regimes for different size concerts.
   - The delineation of all car and bus parking areas including alternative parking arrangements for car and bus parking should the normal parking area be too wet.
   - Car parking management.
   - Access routes to and from the site.
   - Traffic controls and signing proposed along all roads used for directing traffic.
   - Area wide traffic management considering all routes to the site including back roads.
   - Traffic management procedures and personnel.
   - Anticipated time of traffic disruptions.
   - Schedules of any bus services including free or other shuttle bus service from off site parking locations.
   - Contingency plans in case of breakdowns.

Note: For concerts of more than 3,000 patrons, the Traffic Management Plan be approved under the provisions of the Road Safety Act 1986.

2.4 Notification of concerts exceeding 3,000 patrons

25/09/2014 C118

Two months before the concert series begins letters must be sent to neighbouring properties. The letter will advise neighbours of the proposed schedule of concerts exceeding 3,000 patrons for the forthcoming summer concert series as well as any changed traffic conditions. This will be undertaken in accordance with the requirements of the Event Management Plan.

One week before a proposed concert exceeding 3,000 patrons, a sign must be placed on the Hill Road gate notifying the public of the proposed changed traffic conditions. Similar variable message signs to be placed at:

- Maroondah Hwy, Healesville north of Yarra Glen Road intersection facing south bound traffic
- Maroondah Hwy, Coldstream south of the Melba Hwy intersection facing north bound traffic.

Amendment of dates for concerts exceeding 3,000 patrons

In the event that a previously notified concert exceeding 3,000 patrons is cancelled and rescheduled to an alternative date the following procedure must be followed:

- Council must be advised in writing of the alternative date for the rescheduled concert.
- A notice must be placed in the local paper advising of the alternative date and proposed change of traffic conditions.
- Letters must be sent to neighbouring properties. The properties to be advised must be identified within the Event Management Plan.

One week before a rescheduled concert, a sign must be placed on the Hill Road gate notifying the public of the proposed changed traffic conditions. Similar variable message signs to be placed at:

- Maroondah Hwy, Healesville north of Yarra Glen Road intersection facing south bound traffic
- Maroondah Hwy, Coldstream south of the Melba Hwy intersection facing north bound traffic.

2.5 Car parking requirements

25/09/2014 C118

When the site is being used for an outdoor concert, parking must be provided at a rate of no less than 0.27 car spaces to each patron and no less than 0.025 bus spaces to each patron.

These rates do not apply if ticket sales specifically restrict the number of patron arriving by private vehicle.

3.0 Subdivision

25/09/2014 C118

A permit is required to subdivide land.

4.0 Buildings, works and engineering requirements

25/09/2014 C118

A permit is required to construct buildings or carry out works except where the buildings or works are specifically identified in an approved Event Management Plan

All internal parking areas and vehicular access ways must be maintained to the satisfaction of the Responsible Authority.

The parking areas and vehicular access ways must not be obstructed or made inaccessible to the satisfaction of the Responsible Authority.

All vehicles must enter and exit the site in a forward direction.

St Johns example documents

COVID-19 Novel Coronavirus Event Management Plan

SAMPLE PLAN - insert event name
v2 7th December 2020

St John Ambulance Australia (VIC) Inc
170 Forster Road (PO Box 573)
Mt Waverly Victoria 3149
03 8586 8580
info@stjohnvic.com.au
www.stjohnvic.com.au

COVID-19 Public health advice is reviewed and updated regularly, this event management plan has been prepared in line with current advice and is current as of the date of issue listed above.

Background

On 11th March 2020, the World Health Organisation announced the COVID-19 Novel Coronavirus outbreak originating in the Wuhan City of the Hubei Province of China in late 2019 as a global pandemic.

The first confirmed Australian case was identified in Victoria in January 2020 in a male returning from the Wuhan City. To date Australia has recorded almost 28,000 cases, with more than 70% of the total case recorded in Victoria resulting in 820 Victorian deaths. While there have been no new recorded cases in Victoria for more than 30 days and there are currently no active cases of COVID-19 recorded a high level of caution must remain, as such Victoria has ongoing COVID-19 restrictions in place and continues to operate under a declared state of emergency.

COVIDSafe Principles

Every Victorian business that is open must have a COVIDSafe Plan which details the actions to be taken to help prevent the introduction and of course the spread of COVID-19. St John Ambulance Victoria is in a unique position, providing Event Health Services across a variety of organisations

Overall principles all St John personnel must abide by:
This applied to any personnel attending the event/venue for logistics, technical support or administration function.

• **Ensure Physical Distancing**	- Maintain 1.5-meter physical distancing wherever possible, ensuring that patient care is not compromised - Ensure that first aid posts and fix facilities display capacity signage, capacity must adhere to the four-square meter rule - When treating patients restrict the number of people present to only those who are necessary
• **Wear a face mask**	- Everyone is required to wear a must when leaving their home - St John personnel must wear a surgical mask while attending events. - **Fabric masks are not permitted** - *Surgical masks maybe be worn continuously for up to 4 hours AND must be replaced if removed for any reason OR changed if it becomes wet/soiled.*
• **Practice good hygiene**	- Maintain good hand hygiene, using an alcohol-based hand rub and regular hand washing where available - Practice cough & respiratory etiquette - Avoid touching your face - Regular environmental cleaning must also be completed, any furniture items in the immediate working vicinity such as tables and chairs, door handles, telephones and computers should be wiped regularly using Tuffie 5/ Clinnell disinfectant wipes

Sample Plan - Customised per Event

ABN 69 001 844 380 RTO No. 88041 CM 16400129

	In Addition - The event/venue are requested to ensure first aid facilities are cleaned prior to the event commencing and at the completion of the event, and - Ensure cleaning staff are available upon request
• **Keep records and act quickly**	- All S John personnel are required to follow the registration/sign-in processes specific to the event or venue In Addition - St John maintains centralised rostering records of all personal attending events or venues for any reason - The Electronic Patient Care Record (ePCR) system will be used to document all patient interactions - St John require any member who becomes unwell with any potential COVID-19 symptoms to contact the Clinical Duty Officer immediately so as to ensure timely notification of an event/venue, arrangement of testing and isolation and initiation of contact tracing if required
• **Avoid interactions in enclosed spaces**	- Work outside wherever possible, while always keeping patient privacy in mind - Keep first aid post/vehicle doors open as much as possible to assist with continued air flow
• **Create workforce bubbles**	- All rostering is overseen by the State Operations and Clinical Services Teams - Rostering rules are in place to reduce staff mixing and crossover wherever possible - Where events/venues have zones in place St John personnel will be provided with roster allocations and entry points in advance of the event - If required, event briefings will be conducted remotely

The remainder of the plan outlines principles for the approach to and overall management of potential COVID-19 patient presentations and strategies to ensure adherence to the COVIDSafe principles by St John staff during event operations. It is imperative that we remain cautious particularly when managing persons presenting with flu like symptoms or other respiratory illnesses and utilise appropriate infection prevention and control strategies.

Event Name First Aid Post Capacities and St John Staff Allocations
Table to be customised per event.

Room Location	Function	Total Square Meter	Identified Capacity
First Aid Post Number/Name/Location	First Aid	*xx sq mt*	**x Persons** Up to xx persons 1 patient & visitor and x treating member OR x patient and xx treating members
First Aid Post Number/Name/Location	First Aid	*xx sq mt*	**x Persons** Up to xx persons 1 patient & visitor and x treating member OR x patient and xx treating members
Temporary Infrastructure - added as required		*xx sq mt*	

Sample Plan - Customised per Event

COVID-19 Clinical Presentations

It is imperative that we remain cautious particularly when managing persons presenting with flu like symptoms or other respiratory illnesses. There must be a high level of suspicion where persons present with flu like symptoms or other respiratory illness that they may be suffering with COVID-19.

The most common symptoms of COVID-19 are:

- Fever
- Breathing Difficulties
- Cough
- Sore Throat
- Fatigue and or tiredness

Please be aware that in some cases gastrointestinal symptoms have also been described

If a person presents with any of the above symptoms **OR** has had close or causal contact with a confirmed COVID-19 case in the 14 days prior to symptoms, they must be treated as a suspected COVID-19 presentation.
Close contact means ***at least*** 15 minutes face-to-face contact or the sharing of a closed space for ***more than*** two hours.
Casual contact is a person having ***any*** face-to-face contact or sharing of a closed space.

St John Ambulance Clinical Practice Guidance

St John has a number of Clinical Advisory Bulletins in place, these are being revised on a regular basis to ensure they remain current and in line with regularly changing clinical practice, health and infection control advice including:

- COVID-19 Patient Screening and Selection of Appropriate PPE
- Hand Hygiene 'Your 5 Moments'
- Approach to Cardiac Arrest, interim guidance for COVID-19 (>12 Years old)
- Approach to the Respiratory Patient, interim guidance for COVID-19

(attached with this plan)

First Aid Post Management and Patient Screening

St John will ensure that a member is stationed at the entrance of all first aid posts to greet anyone seeking first aid assistance during the event. This member will wear a face mask and provide a screening process to assist:

- in the identification of any patrons who may be considered infectious,
- in maintaining social distancing
- in limiting the number of members involved in their care
- patient allocation to an area separates to other patients within the post.

Signage will be placed at the entrance of all first aid posts asking patrons to alert members if they are suffering with flu like illness or other respiratory illness (Appendix A).

Members will continue to be polite and attentive to the person/s approaching the first aid post while being mindful to maintain a physical distance (1.5-metre separation).

From a physical distance, the following questions will be asked:

1. What can St John do for you today?
2. Has the patient been in contact with a person known to have COVID-19 in the 14 days prior to symptoms?
3. Is the patient complaining of the following symptoms? **Fever/ Breathing Difficulties/ Cough/ Sore Throat/ GIT Issues/ Fatigue and or Tiredness**

If a person presents with any of the above symptoms or has had contact with a person with confirmed COVID-19, they must be treated as potentially infectious or suspected COVID-19.

Sample Only - Customised per Event

If the patient doesn't meet the described criteria:

- Continue with first aid care using standard precautions as required. This includes gloves and protective eyewear if there is a risk of exposure to blood or body fluids.
- Ensure that Hand Hygiene practices are being adhered to by using alcohol-based hand rub regularly - before and after all patient contact.
- Once the patient has left the area all linen should be placed in a separate rubbish bag, tied off and placed in the general waste. The environment and equipment should be wiped down with disinfectant cleaning wipes.

If the patient meets the described criteria and does not require any immediate intervention:

- Place a surgical mask or P1 on the patient *(masks are generally member welfare items and shall be contained in all vehicles and first aid post equipment).*
- Ask the patient to perform hand hygiene using alcohol-based hand rub.

Hand hygiene product should be available at the entrance to first aid rooms and posts. Request all patients and other persons entering the first room or post to perform hand hygiene prior to entering.

- Maintain basic social distancing from the patient (approx. 1.5 meters) while continuing to gather additional information and patient history.
- Limit the number of people interacting with the patient to one person and ask all other staff to remain outside the first aid post until the patient has left.
- Clarify the patient's exposure risk. Ask if they have been in close contact with someone who has or is suspected of having coronavirus.
- Once this has been established request a clinical consult with the St John Clinical Duty Office who will assist in determining the best approach to treating the problem the patient is presenting with.
- Ensure that Hand Hygiene practices are being adhered to by using alcohol-based hand rub regularly - before and after all patient contact.
- Once the patient has left the area all linen should be placed in a separate rubbish bag, tied off and placed in the general waste. The environment and equipment should be wiped down with disinfectant cleaning wipes.

If the patient meets the described criteria and immediate intervention is needed or closer assessment required:

- Ensure treating members are wearing appropriate PPE for contact and droplet precautions, this includes;
  - **Gloves**
  - **Protective eyewear**
  - **Surgical**
  - **Isolation or Protective Gown (where available)**

- Isolate the patient – if possible, relocate the patient to a first aid post away from public areas.
- Limit the number of people interacting with the patient, as far as possible while still ensuring that required assessment and interventions are performed.
- If required, request ambulance attendance, ensuring that they are notified of possible COVID-19 risk and advise the Venue Control Room to arrange access and an escort
- Ensure that Hand Hygiene practices are being adhered to by using alcohol-based hand rub regularly - before and after all patient contact.
- If you require clinical advice, please contact the St John Clinical Duty Officer who will provide additional instructions for you and the patient if required.
- Once the patient has left the area all linen should be placed in a separate rubbish bag, tied off and placed in general waste. The environment and equipment should be wiped down with disinfectant cleaning wipes.

Sample Plan - Customised per Event

The St John Clinical Duty Officer must be notified of all suspected cases of COVID-19 at your events, a register of these patient interactions will be maintained by the St John Clinical Services Team and notification to the Department of Health and Human Services provided to ensure appropriate follow up and contact tracing can be commenced in a timely manner where appropriate.

Event Name Operational Requirements for COVID-19 Isolation

Any person identified by St John as having COVID-19 symptoms and who maybe an infection transmission risk will be required to leave the venue. The patient will require isolation while appropriate referral and transport from the venue is being arranged.

[appropriate isolation point to be nominated based on event infrastructure & site plan] is the nominated isolation point. *Note, any patient already located within a first aid post when potential infection risk is identified should not be transferred but remain isolated within that post to prevent secondary contamination.*

The majority of persons presenting with COVID-19 symptoms will be experiencing mild symptoms and may not require hospital care or ambulance transport. Arrangements for discharge must be appropriate for the patient's clinical condition and include referral for COVID-19 testing.
Any identified close contacts of that person also at the venue will be identified and contacted and also required to leave the venue. St John will work closely with the venue and venue staff to facilitate identification and notification of close contacts in a timely manner.

The following processed will be followed to facilitate transfer of a patient to the designated isolation point:

- Treating St John member will contact 'NET CONTROL 900' via radio to advise of the patient status and need to transfer to the designated isolation point.
- St John Command Staff will contact the Venue Operations Centre **AND**
    - Notify of the patient status and need for transfer to the isolation point
    - Where the patient is with a group of people (more than one other person) who would be considered close contacts, request that a supervisor attend and ensure that those persons leave the venue in a timely manner
- If not already in place St John will ensure that the patient is wearing a surgical mask and if possible has performed hand hygiene.
- Patient will be moved using a stair chair or stretcher and not permitted to walk allowing staff to monitor physical distancing.
- Physical distancing will be maintained while moving through crowded areas, the use of security or venue staff may be required to assist to clear walking paths.
- Only one other person will be permitted to escort the patient ie. family or friend with the patients. St John will ensure they are also wearing a mask and have performed hand hygiene.
- If Ambulance Victoria is attended, manage following the usual handover and transfer process **OR**
- If the patient is leaving via another means St John will coordinate the access of alternative transport means via the Venue Operations Center.
- The patients will not be permitted to leave the event on foot or via public transport.
- St John will notify the Venue Operations Center of the patient's departure and relevant details for public health follow up and to initiate contact tracing if required.
- Environmental cleaning is to be carried out in the isolation space in line with St John Infection Prevention and Control recommendation outlined within this plan.

Sample Plan - Customised Per Event

St John Ambulance (Victoria) COVID-19 Event Management

Public Health Management

It is important to recognise that St John is not a public health agency. As such any identification of possible infectious/communicable disease outbreak including COVID-19 will be referred to Ambulance Victoria in their Health Command capacity. Identification of a single person potential COVID-19 case during an event will be notified to the Department of Health and Human Services via the St John Clinical Coordinator.

St John will work closely with onsite Ambulance Victoria Health Commanders and liaise with the Department of Health and Human Services where appropriate. This will ensure that appropriate care is provided to patrons suspected of having COVID-19 and that referral and discharge from the event/venue is both timely and safe for all involved.

Infection Prevention and Control

Early recognition of persons who meet the discussed criteria will allow St John to enact early infection prevention and control strategies and minimise exposure for all event patrons.

Good infection prevention and control strategies are important not only for coronavirus but other infectious/communicable diseases including gastrointestinal illness.

Hand Hygiene

Members are reminded to follow the 5 moments of hand hygiene using alcohol-based hand rub (ABHR) during patient care *(as descried in the below table)*. All persons entering the first aid post will be asked to apply ABHR prior to entering the area for any reason.

If hands are visibly soiled and soap and water is available this should be used in preference to ABHA. Wherever possible soap and water should also be used in social circumstances such as before and after food or using the bathroom, on return home/to accommodation at the completion of an event.

1	Before Touching a Patient, when approaching every patient.
	To protect the patient against harmful germs carried on your hands. Your germs may be harmful to patients.
2	Before Clean/Aseptic Procedure, clean your hand before performing aseptic (clean) procedures. Removal of gloves and washing hands immediately before invasive procedures. With the subsequent application of new gloves to perform the procedure, and of course the removal of the gloves and follow up hand cleaning after the procedure.
	To protect the patient from harmful germs, even their own from entering the body.
3	After Blood/Body Fluid Exposure Risk, clean your hands immediately after potential exposure to blood or body fluids, and after removal of gloves.
	To protect yourself and the health care environment from harmful patient germs.
4	After Touching a Patient, clean your hands when care is complete for any patient.
	To protect yourself and the healthcare environment from harmful patient germs. This also protects subsequent patients and others occupying the environment.
5	After Leaving the Patient Environment, clean your hands after cleaning all equipment used for the patient care episode.

Sample Plan - Customised per Event

Section 6: Legal Terms

Liability and indemnity

You control and accept sole responsibility, risk and liability for all aspects of your public event. You must conduct your own investigations, assessments and interpretations and seek independent professional advice on all aspects of your public event.

The State of Victoria does not control and accepts no liability for your public event nor for any loss, damage, injury or death in connection with your public event, including (without limitation), any change to requirements for your public event or the cancellation or postponement of your public event.

You will indemnify the State of Victoria against any liability to or claims by a third party for any loss, damage, injury or death in connection with your public event, including (without limitation), the cancellation or postponement of your public event.

Consultation, review, assessment and approval process

To the extent permitted by law, the State of Victoria excludes liability for any loss, damage, injury or death caused by use of or reliance on any consultation, review, assessment or approval process in connection with your public event.

The State of Victoria may amend or withdraw from the consultation, review, assessment or approval process at any time without notice.

The State of Victoria may amend or withdraw any consultation, review, assessment or approval at any time without notice.

You will not be relieved from compliance with any of your obligations at law as a result of:

- any consultation, review, assessment, or approval (or failure to consult, review, assess, or approve) or any other act or omission by the State of Victoria in connection with your public event (including, without limitation, any failure by the State of Victoria to detect any errors, inaccuracies, mistakes, non-compliances or omissions in connection with your public event)
- your implementation of and compliance with the Plan for your public event.

Purpose / use of template

This template is provided for general information and guidance only. The State of Victoria does not represent or warrant that the content of this document is accurate, authentic or complete or that the information contained in this document is suitable for your needs. You must not rely on this document as a statement of government policy, except where clearly stated. You should assess whether the information is accurate, authentic or complete and where appropriate, seek independent professional advice.

To the extent permitted by law, the State of Victoria excludes liability for any loss, damage, injury or death caused by use or reliance on this document. The State of Victoria may amend of withdraw material in this document at any time without notice.

This document provides links to external websites and other sources. The State of Victoria does not control and accepts no liability for the content of those external websites and other sources or for any loss arising from use or reliance on those external websites and other sources. The State of Victoria does not endorse any external websites and other sources and does not warrant that they are accurate, authentic or complete. Your use of any external websites and other sources is governed by the terms of that external websites and other sources. The provision of links to external websites and other sources does not authorise you to reproduce, adapt, modify, communicate or in any way deal with the material.