



Supported by TEQ

COVID SAFE EVENT PLAN

Maroochydore Multi Sports Complex
Thursday 26th Nov – Sunday 29th Nov 2020

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
DOCUMENT REVISIONS.....	5
SUPPORTING DOCUMENTATION	6
CONSULTATION.....	6
PURPOSE	6
INDUSTRY PLANS.....	7
RESPONSIBILITIES.....	7
COMPLIANCE.....	8
1. EVENT OVERVIEW	9
1.1 Event Details	9
2. VENUE/SITE DETAILS.....	11
2.1 Event Boundaries and Total Size.....	11
2.2 Check-In Process	11
2.3 Discrete Areas	12
2.3.1 Entry/Exit Areas	13
2.3.2 Staff Room (enclosed room within HQ - downstairs)	13
2.3.3 Staff Room (enclosed room within HQ - upstairs)	14
2.3.4 Massage Area.....	14
2.3.5 First Aid Marquee & Isolation Area.....	15
2.3.6 Sound Marquee.....	15
2.3.7 Umpire Check-in.....	16
2.4 Location of Sanitizing & Hand Washing Stations	16
2.5 Expected Queuing Locations.....	17
2.5.1 Team Registration Area.....	18
2.5.2 Family Fun Day & Activation Area (Saturday Only).....	19
2.5.3 F&B Areas.....	20
2.5.4 Merchandise Area	20
2.5.5 Toilets.....	21
2.6 Staff Monitoring Areas.....	22
3. ANTICIPATED ATTENDANCE DETAILS.....	23
4. ON-FIELD COVID SAFE MEASURES	24
4.1 Court Access and Egress.....	24
4.2 Team Marquees	24

4.3 Spectators on Court	25
4.4 Sanitising Stations	25
4.5 Score Sheets.....	26
4.6 Cleaning of Equipment.....	26
5. NON-COMPLIANCE.....	27
5.1 Players and Spectators.....	27
5.2 Suppliers and Staff	27
6. KEY PUBLIC HEALTH PRINCIPLES	29
6.1 General Governance	29
6.2 Communication of Expectations	29
6.3 Physical Distancing.....	30
6.4 Screening.....	31
6.5 Facilitate Contact Tracing.....	31
6.6 Regular and Thorough Cleaning.....	32
6.7 Hand Sanitiser and Hand Washing Facilities.....	33
6.8 First Aid / In-Event Health Services Plan.....	33
7. EVENT SPECIFIC PUBLIC HEALTH STRATEGIES	34
7.1 Public Transport Hubs – N/A.....	34
7.2 Parking Management.....	34
7.3 Entry/ Exit Points.....	34
7.4 Indoor Spaces.....	35
7.5 Toilet Facilities	35
7.6 Food and Beverage Preparation and Service Areas.....	36
7.7 Other Queueing Areas	36
7.8 Grandstands and Stadium Seating – N/A.....	36
7.9 Fields of Play and Competition Areas	37
7.10 Stages – N/A.....	37
7.11 Market Stalls and Fetes – N/A	37
7.12 Amusement Rides	37
7.13 Side-show Alley – N/A.....	37
7.14 Parades – N/A	37
7.15 BYO Seat or Picnic Rug Areas	37
7.16 In Event Camping – N/A	38
8. OPERATIONAL CONSIDERATIONS	39

8.1 Weather	39
8.2 Commencement and Completion Times	39
8.3 After Dark.....	39
8.4 Deliveries.....	40
8.5 Disturbances and Evictions	40
8.6 Egress	41
8.7 Emergency Service Access	41
8.8 Evacuation.....	41
8.9 Service of Alcohol – N/A	41
8.10 Impact on host community – N/A.....	41
9. EVENT STAFF	42
9.1 Event Organisers and General Event Staff	42
9.2 Food and Catering Staff	42
9.3 Cleaning Staff	43
9.4 Security	43
9.5 Volunteers.....	44
10. KEY CONTACTS	45
11. ATTACHMENTS.....	46
Attachment A – COVID Safe Event Checklist.....	46
Attachment B – Statement of Compliance	51

DOCUMENT REVISIONS

Review Status				
Date	Revision #	Purpose & Summary of Amendments	Reviewed by	Approved by
27/09/2020	1	COVID Safe Plan – prepared for submission to QLD Health	Madeleine Beekman / Michaela Lennon	Kevin Forrester
11/10/2020	2	Updates in accordance with QLD Health feedback incl. 1. Attendance Details 2. Contact tracing 3. Toilet facilities 4. F&B prep 5. Amusement Rides	Madeleine Beekman / Michaela Lennon	Kevin Forrester
17/11/2020	3	Updates to food vendors and site maps	Madeleine Beekman / Michaela Lennon	Kevin Forrester

SUPPORTING DOCUMENTATION

The following documentation has been included with this application to support the content provided for the NetFest 2020 COVID Safe Plan Event Plan.

- Risk Management Plan
- WHS Management Plan – 3vent
- Emergency & Evacuation Management Plan
- MMSC Management Plan
- Assist First Aid COVID Safe Plan
- Party Bins COVID Safe Plan
- Volunteering QLD Checklist

CONSULTATION

The following COVID Safe Event Plan for NetFest 2020 has been developed in consultation with:

- 3vent Productions
- Netball Australia
- Sunshine Coast Council
- Sunshine Coast Netball Association
- Queensland Public Health Unit
- Contractors & Suppliers

PURPOSE

The purpose of this COVID Safe plan is to acknowledge the risk COVID-19 presents for sporting events which will attract an intrastate and potentially national audience such as NetFest 2020.

Traditionally, the hard-court competitions at NetFest held at Maroochydore Multi Sports Centre (MMSC) have attracted around 2,000 players which resulted in approx. 3,000 – 3,500 attendees each day (players and spectators) of the festival. Therefore, the event is classified as a category 2 event (between 500 – 10,000 attendees) within the Industry Framework for COVID Safe Events in Queensland. This year however, due to national travel restrictions, between 1,000 - 1,500 players are expected which would result in approx. 2,000 attendees (players and spectators).

Hosting large crowd numbers within an event space presents risk in relation to transmission of infectious diseases. This plan will outline the strategies implemented across the event to reduce this risk and provide practical controls which will be implemented by both 3vent Productions as the Operation Managers, as well as Netball Australia as the owner of NetFest 2020.

INDUSTRY PLANS

There are numerous activities within the event that are covered under specific industry plans. Therefore, this COVID Safe Event Plan for NetFest 2020 has been developed in accordance with the guidelines of the following industry plans:

- **Industry Framework for COVID Safe Events in Queensland** – For all event operational aspects
https://www.covid19.qld.gov.au/_data/assets/pdf_file/0018/132570/industry-framework-covid-safe-events.pdf
- **COVID Safe Industry Plan for Field Sports** - For all on-court and competition activities
<https://qld.netball.com.au/sites/qld/files/2020-07/Industry-COVID-Safe-Plan-Field-Sports.pdf>
- **Food Services COVID Safe Industry Plan** – For all food and beverage services onsite
https://www.covid19.qld.gov.au/_data/assets/pdf_file/0022/134743/covid-safe-industry-plan-retail-food-services.pdf?nocache-v1

RESPONSIBILITIES

As NetFest 2020 is managed in conjunction with Netball Australia, for the sake of clarity, we have outlined the responsibilities of each contributing party below:

3vent Productions (referred to in this document as '3vent'), in conjunction with Netball Australia (referred to in this document as 'NA'), will be responsible for the implementation and monitoring of the Key Public Health Principles and the Event Specific Public Health Strategies as outlined within this COVID Safe Event Plan.

As the event owner, NA will be responsible for the implementation and monitoring of all principles and strategies relating to the on-field play competition. This includes the following responsibilities:

- Manage the registration of players through an online registration portal including accurate data collection.
- Provide key public health messaging to players and attendees in the lead up to the event, via online and off-line channels
- Ensure specific communication of social distancing rules to players prior to the event, which includes:
 - Full contact is permitted on the 'field of play' in line with pre-COVID contact activities
 - At all other times, players, coaches, supervisors, officials, trainers, and spectators are to observe physical distancing requirements as per the current health directive and undertake sound hygiene practices
- Hold the relevant insurances covering all of the on-court usages
- Manage all on-court safety regulations as instructed in the COVID Safe Industry Plan for Field Sports and as further outlined in this COVID Safe Event Plan
- Manage risks relating to the on-field play competition through mandatory record keeping, group segmentation and buffer zones as appropriate
- Provide a Venue Management Plan (attached as supporting documentation) including sport-specific structured risk assessment
- Provide the relevant training to all NA staff, volunteers, officials and players as directed by QLD Public Health
- Implement the relevant Workplace Health and Safety and Key Public Health Guidelines across their workplace and workforce, both in the planning phase and whilst onsite at MMSC
- In conjunction with Sunshine Coast Council, assume responsibility for implementing these requirements in line with the relevant approved Industry COVID Safe Plan.

Individual suppliers to the event will be responsible for adhering to industry standards relevant to their areas of activity, and that these are reflected in their Safe Work Method Statements. 3vent will monitor the operation of suppliers throughout the event and action where required.

It is the duty of players and attendees to obey social distancing rules and take reasonable care of their own health and safety.

COMPLIANCE

As per the requirements of the Industry Framework, the below table will indicate compliance with the Industry Framework for COVID Safe Events.

COVID SAFE COMPLIANCE	
Requirement	Compliance
Comply with the requirement of 4m ² per person across the site at	A total of 10,250 event attendees are allowed within our event space based on 2m ² p/p (see section 2.1) which is significantly more than the expected attendee numbers.
Obtain relevant approval from Queensland Health authorities as set out in the Event Decision Tree above through submission of a COVID Safe Event Plan	This COVID Safe Event Plan will be submitted to QLD Health by 30 September 2020, allowing over 7 weeks to obtain approval.
Complete the COVID Safe Event Checklist attached to this Industry Framework for Events, and commit to adhering to it by signing	COVID Safe Event Checklist has been completed and signed, and is included in this COVID Safe Event Plan as Attachment A.
Conduct the event in compliance with physical distancing requirements and Queensland Health approvals	We are committed to adhering to all the physical distancing requirements as per the control measures outlined within this COVID Safe Event Plan.
Have a Work Health and Safety Plan in place which reflects appropriate public health strategies	3vent' Work Health and Safety Plan developed for NetFest are presented as supporting documents.
Print, sign and display on site a Statement of Compliance which is also located alongside approved COVID Safe Industry Plans on the Queensland Government website	The signed Statement of Compliance will be displayed onsite.
Obtain usual permits, licences and approvals.	Applications for event permits have been submitted and are awaiting approval at time of submission of this COVID Safe Event Plan.

1. EVENT OVERVIEW

1.1 Event Details

Event Name: NetFest

Event Location: Maroochydore Multi Sports Centre

Event Date(s) & Times: Thursday 26th Nov (4:30pm – 9pm), Friday 27th Nov (7:15am – 8:30pm), Sat 28th Nov (7:30am – 9:30pm), Sunday 29th Nov (8:30am – 12:30pm)

Event Website: <https://NetFest.com.au/>

Brief Event Description: NetFest will celebrate its 10th anniversary when the four-day event returns to Mooloolaba and Maroochydore on the Sunshine Coast this November.

Around 1,500 netballers are expected to converge on the Sunshine Coast for Australia’s biggest netball festival from Thursday 26th to Sunday 29th November.

NetFest brings together netballers of all levels to play traditional netball, beach netball and Fast5. There are female social and female competitive divisions, as well as mixed divisions for each competition.

Outside of the netball matches, it is four days of fun with players able to enjoy the Netball All-Stars match on Mooloolaba Beach, a family fun day and a Sportswoman’s Night at the Post Office Bar, Mooloolaba with former Australian Diamonds Cath Cox and Sharelle McMahon and Suncorp Super Netball commentator Sue Gaudion.

Bump-in/out Schedule:

Date/Time	Activity
Tue 24 November	
9am	Event Manager onsite to mark-up site
Wed 25 November	
7am	Event Manager and crew onsite for bump in
7am	Hire Republic onsite to set up infrastructure
7am	TFH onsite to install fencing
9am	ASV onsite to set up sound
12pm	Hire a loo onsite to deliver toilets
2pm	Perry Event Furniture onsite to deliver illuminated furniture
Thu 26 November	
8am	Kennards onsite to deliver generators
9am	Sponsors onsite to set up activations
12pm	Food vendors onsite to bump in
12pm	Massage supplier onsite to set up activation
2pm	Event Fully Set up
Sun 29 November	
1pm	3vent crew onsite to pack down signage
1pm	Cleaners onsite to do final venue clean
1pm	Food vendors pack down and depart
1pm	Sponsors pack down and depart
1pm	ASV onsite to pack down
Mon 30 November	
8am	Hire Republic onsite to collect infrastructure
8am	TFH onsite to collect fencing
9am	Kennards onsite to collect generator
9am	Perrys onsite to collect illuminated furniture

9am	Hire a loo onsite to collect toilets
12pm	Bump out Complete

* Please note: bump-in schedule is a guideline only at this stage. Activities may vary across set-up days due to unforeseen circumstances like weather, supplier hold ups, etc.

Event Day Schedule:

The below schedule is based on last year's numbers of teams registered for the event. If less teams participate, timings will be adjusted i.e. later starts and earlier finishes.

Date/Time	Activity
Thu 26 November	
4:30pm	Registration opens
5:30pm	Fast 5 Competition Commences
8:30pm	Fast 5 Competition Concludes
9:00pm	NETFEST DAY ONE CONCLUDES
Fri 27 November	
7:15am	Registration opens
8:00am	Competition Commences – Morning Session
12:30pm	Competition Concludes – Morning Session
	Lunch Break - Morning teams leave venue
1:30pm	Competition Commences – Afternoon Session
4:50pm	Competition Concludes – Afternoon Session
	Break in Play - Outdoor teams leave venue
5:30pm	Fast 5 Competition Starts
7:50pm	Fast 5 Competition Concludes
8:30pm	NETFEST DAY 2 CONCLUDES
Sat 28 November	
7:30am	Registration opens
8:00am	Competition Commences – Morning Session
10:00am	Family Fun day activations commence
12:30pm	Competition Concludes – Morning Session
	Lunch Break - Morning teams leave venue
1:30pm	Competition Commences – Afternoon Session
3:00pm	Family Fun Day activations conclude
4:50pm	Competition Concludes – Afternoon Session
	Break in Play - Outdoor teams leave venue
6:30pm	Fast 5 registration opens
7:00pm	Fast 5 finals commence
9:15pm	Fast 5 Finals conclude
9:25pm	Fast 5 Presentation
9:30pm	NETFEST DAY 3 CONCLUDES
Sun 29 November	
8:30am	Registrations open
9:00am	Competition commences
11:50am	Competition Concludes
12pm	Presentations - 1 team member to attend
12:30pm	NETFEST DAY 4 CONCLUDES

2. VENUE/SITE DETAILS

2.1 Event Boundaries and Total Size

Event Venue Name: Maroochydore Multi Sports Complex (MMSC)

Total Event Size of Site: 41,500m²

Non-usable Space: 1,500m²

Court Space: 19,500m²

Total Usable Area incl. Court Space:
40,000m²

Total Usable Area excl. Court Space:
20,500m²

Maximum Number of people incl. Court Space: 20,000

Maximum Number of people excl. Court Space: 10,250



Maroochydore Multi Sports Complex (MMSC) is a gated sporting complex with lockable gates located at Fisherman's Road and Bradman Road.

NetFest 2020 will be using the following facilities within the venue:

- Netball HQ
- Netball Courts
- Surrounding car parks
- Sporting & Recreation Community Area

2.2 Check-In Process

Both entrances to the Maroochydore Multi Sports Complex (MMSC), at Fisherman's Road and Bradman Road, are gated. However, as the complex and its courts are easily accessible by foot, for the purpose of contact tracing the complete event space will be enclosed with perimeter fence.

Initially, we were going to operate five entry/exit areas due to the size of the venue. However, due to the update in COVID-19 capacity allowance and based on the experience of the Netball Queensland State Age competition, we will now be operating three entry/exit areas. In saying this, additional entry points will be



created by opening up fencing on the east and south side when unexpected surges in entries are experienced. Check-in processes and line ups are monitored throughout the event to ensure swift action can be taken when needed. There will be sufficient staff and/or security onsite to temporarily man the additional entry point(s), when required.

Within each entry/exit area, entry and exit points will be separated to ensure social distancing in these high traffic areas. In addition, there will be two entrances within each entry point; one check-in for players and one check-in for spectators.

As players have already registered through the MyNetball portal as part of their team registration and playing days and times are scheduled prior to the event, we will utilise this data to check players in. To ensure the privacy of player's details in line with Netball Australia's Terms & Conditions and to ensure a speedy process at the check-in gate, individual registration details will be checked for accuracy prior to the event by Netball Australia staff. At the gate, players will need to provide proof of registration in the form of an email confirmation, as well as identification. The check-in marshals will ask the screening questions during this process too.

Umpires will also be registered through MyNetball, hence they will undertake the same check-in process as players.

Spectators will be asked to check-in via QR code upon arrival to the event. Large signs will be installed at the entrance to each car park displaying the QR Code and asking spectators to register. Spectators will be required to complete their check-in details prior to arrival at the gate to ensure only the accuracy of data needs to be checked by check-in marshals. QR code signage will also be placed at the entrance of each check-in area to inform spectators lining up of this requirement. Spectators who do not have their details completed at the gate will be asked to step out of the queue and complete their details first. This procedure will ensure a speedy check-in process. Paper sign if forms are also available at every entry point to facilitate those who do not have access to the internet or experience technology failure.

If an attendee answered 'yes' to any of the screening questions, First Aid officers will be contacted and the attendee will be requested to wait at the screening area outside the gates to await medical attention.

Each event attendee (whether player or spectator) will receive a wristband upon entry to ensure they are able to leave the venue throughout the day and also can return the next day(s) without having to present their details again. A different colour wristband will be used for each day to ensure each attendee still answers the security questions up their first entry of the day.

Competitions are split between morning and afternoon sessions which will ensure staggered entry and exits of crowds.

2.3 Discrete Areas

Discrete areas are those contained within a certain space, i.e. HQ and pop-up marquees. All discrete areas of the event have been analysed for maximum capacity based on the 2 person per/m² and controls implemented to mitigate the risk of transmission of infectious diseases.

2.3.1 Entry/Exit Areas

Total Size: 6m x 3m = 18 m²

Capacity: 9 people

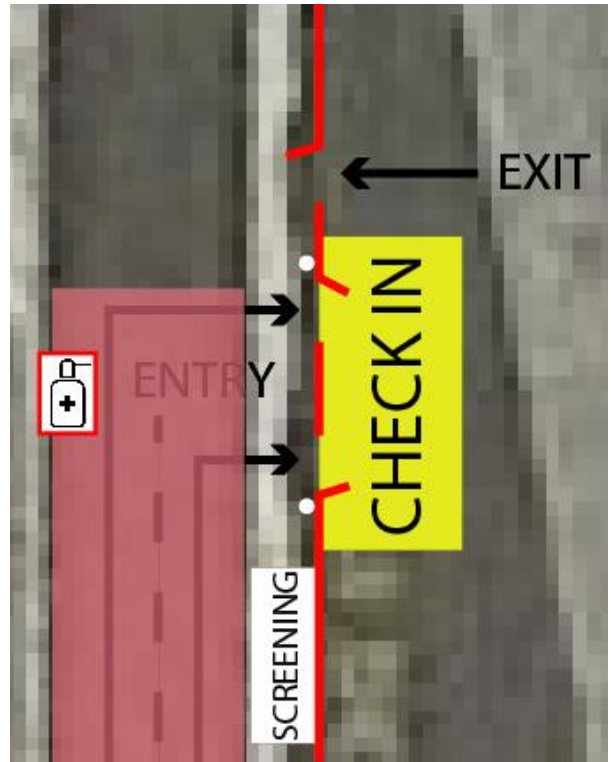
Responsible: Mayella Dewis (3vent)

Each check-in area will consist of a 6x3m marquee (roof only) which will facilitate two check-in lines internally; one line for players and one line for spectators.

Each line will be manned by one marshal (paid staff and/or volunteers) who will instruct attendees to enter one-by-one, who will check registrations and ask the screening questions. Exit points will also be manned to minimise co-mingling in these areas.

The following controls have been implemented for this area:

- Check in process to be communicated to attendees in pre-event information and shared via social media
- Sanitation station, with two bottles of sanitiser, available prior to check in
- One-way flow established at each entry and exit point
- Separate entrances at 1.5m apart
- Floor marked with 1.5m distance indicators for approx. 20m
- Signage installed on poles to increase visibility for approaching attendees
- Check-in process requires no physical contact for pre-registered attendees
- If attendees have to sign the manual register, the pen will be cleaned after use
- COVID Safe Kit will be available at every check-in area including masks, gloves and disinfectant wipes



2.3.2 Staff Room (enclosed room within HQ - downstairs)

Total Size: 20m²

Capacity: 10 people

Responsible Staff: Rebecca Botheras – Outdoor Competition Manager (NA)

The downstairs staff room is utilised throughout the games for data entry purposes and storage of staff bags/belongings. Generally, four people will be stationed here throughout the games; the competition manager plus three volunteers. Therefore, the number of people within this room at any one time will be limited.

There is only one entry/exit into this area, however due to the limited number of people required to be in this area throughout the competition, this should not pose a problem.

A notice will be displayed at the entry to this room advising of the maximum number of people allowed within this space and to please sanitise hands upon entry and exit of this area.

The following controls have been implemented for this area:

- Access to this area only allowed to NA staff



- NA staff briefed on the max capacity of this area
- Hand sanitiser located at the entry point
- Signage placed at the entry point to advice of maximum number of people allowed

2.3.3 Staff Room (enclosed room within HQ - upstairs)

Total Size: 5m x 5m = 25m²

Capacity: 12 people

Responsible Staff: Sue Flynn – Tournament Manager (NA)

The upstairs area of the HQ is utilised throughout the games by management personnel only. The persons stationed here throughout the games are the tournament manager and the umpire manager. This area may also be visited throughout the day by 2-3 other persons of the NA management team. Therefore, the number of people within this room at any one time will be limited.

There is only one entry/exit into this area, however due to the limited number of people required to be in this area throughout the competition, this should not pose a problem.

A notice will be displayed at the entry to this room advising of the maximum number of people allowed within this space and to please sanitise hands upon entry and exit of this area.

The following controls have been implemented for this area:

- Access to this area only allowed to NA staff
- NA staff briefed on the max capacity of this area
- Hand sanitiser located at the entry point
- Signage placed at the entry point to advice of maximum number of people allowed



2.3.4 Massage Area

Total Size: 6m x 3m = 18m²

Capacity: 9 people

Responsible Staff: Norm Cavanagh

There are two masseuses operating within the massage marquee, each allocated a 3x3m section. On most occasions, persons wanting a massage will approach the massage tent to make a booking for a specific time.

Signage will be installed outside the marquee stating the maximum number of people allowed with the marquee space, as well as advising people wanting to make a booking to wait for assistance outside, to ensure social distancing requirements are adhered to.

The following controls have been implemented for this area:

- Hand sanitising station located at the front of the marquee
- Signage installed at the front of marquee to advise of maximum capacity and to wait for assistance outside the marquee



- Only three sides of the marquee walled to ensure sufficient fresh air
- Only two massage tables set up ensuring one table per 9m²
- Masseuse will supply COVID safe procedure in accordance with their Industry Plan

2.3.5 First Aid Marquee & Isolation Area

First Aid Marquee

Total Size: 6m x 3m = 18m²

Capacity: 9 people

Responsible: Assist First Aid - Senior First Aid Officer (name only provided to us one week prior to event date)

The following First Aid controls have been implemented:

- Larger space allocated compared to previous years
- First aid marquee relocated to ensure location away from crowds
- Hand sanitising station located at the front of the marquee
- Three walls installed to allow sufficient fresh air
- First Aid officers equipped with sufficient PPE
- Masks and gloves available to First Aid patients
- First Aid officers completed training in identifying and managing COVID-19 patients
- First Aid officers to operate in compliance with their COVID Safe Plan



Isolation Marquee

Total Size: 3m x 3m = 9m²

Capacity: 4 people

Responsible: Assist First Aid - Senior First Aid Officer (name only provided to us one week prior to event date)

- Marquee separated from First Aid area
- Only First Aid officers and potential COVID cases allowed within this marquee
- Four walls installed however, walls can be partially opened to allow fresh air flow
- Marquee positioned away from crowds
- First Aid officers equipped with sufficient PPE
- Masks and gloves available to Isolated persons
- First Aid officers completed training in identifying and managing COVID-19 patients
- First Aid officers to operate in compliance with their COVID Safe Plan

2.3.6 Sound Marquee

Total Size: 3m x 3m = 9m²

Capacity: 4 people

Responsible: Sound Engineer & MC

The following controls have been implemented at the Sound Marquee:

- Hand sanitising station located at the front of the marquee
- Three walls installed to allow sufficient fresh air
- Handheld and wireless microphones sanitised after each use
- Sound Engineer and MC briefed on the restrictions



2.3.7 Umpire Check-in

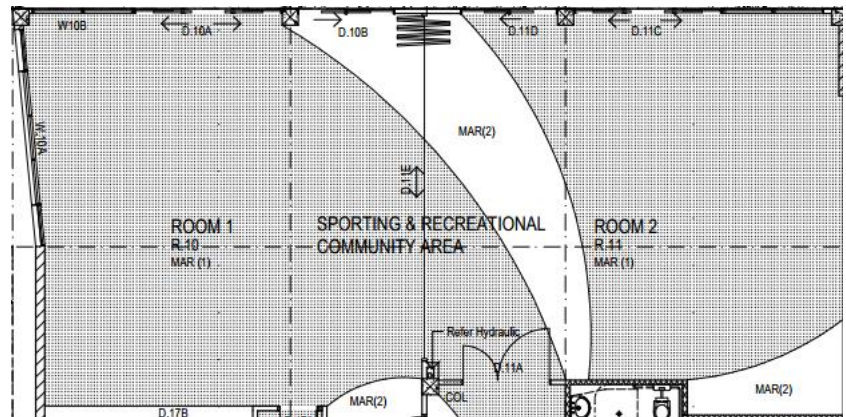
Total Size: 160m²

Capacity: 80 people

Responsible Staff: Sue Le Busque & Vicky Frost – Outdoor Umpire Managers (NA)

Umpires will be required to report to the umpire check-in area upon arrival to the venue each day. This means there will be a check-in process each morning and each afternoon.

Due to the COVID requirements, we have allocated an increased space within the existing Sporting & Recreational Community Area (see the area marked as 'UM' on the sitemap). The AFL bar (normally located within the back section of ROOM 1) will not be operating during the event this year.



A trestle table will be set up where a volunteer will check umpires off on a printed list. Umpires can also store their bags here and utilise the amenities here. will receive the umpire briefing in this area.

The maximum number of umpires at any one time will be 60 hence the check-in and the umpire briefing will take place inside.

The covered outdoor area surrounding the umpire check-in will be utilised as an umpire chill-out area throughout games. Umpires can bring their own chairs to relax in this area in between games. Traditionally, there was a 6x3m marquee set up for this purpose next to the courts, however due to the social distancing requirements we have removed this marquee.

For larger groups of umpires (40+), the briefing can be conducted via megaphone to ensure umpires can maintain social distancing.

The following controls have been implemented for this area:

- Umpires advised of the check-in process prior to the event, via email and on the website
- Floor in the queuing area marked to indication 1.5m space
- Hand sanitiser located on the registration table
- No-touch check-in process
- Megaphone used to conduct briefing
- No seating utilised to reduce touch points

2.4 Location of Sanitizing & Hand Washing Stations

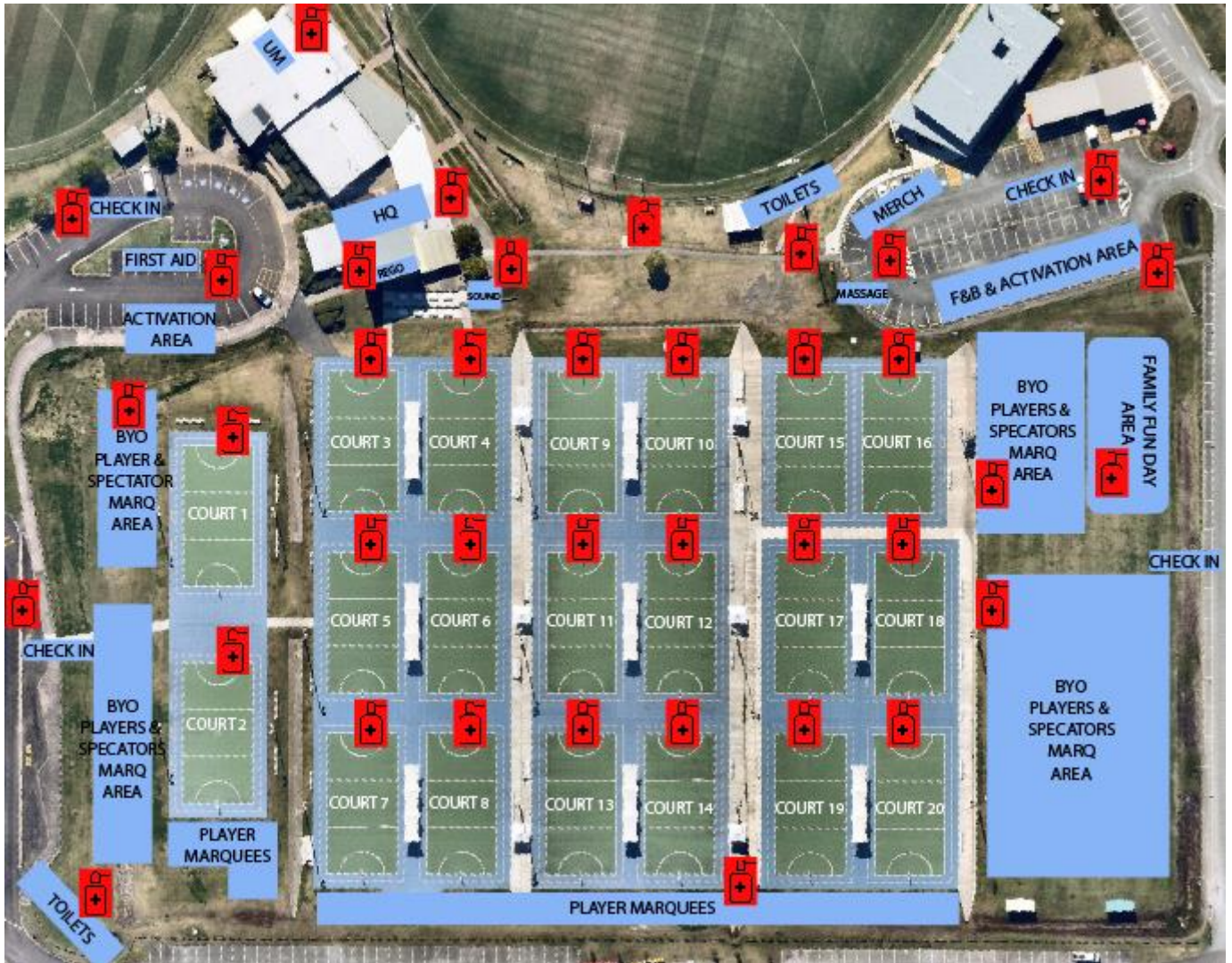
There are 36 hand sanitizer stations available onsite for use by event attendees and all members of the workforce. Sanitizer used will be alcohol-based, containing at least 60% ethanol, or 70% iso-propanol, and most stations will have multiple bottles available. See map on the next page for sanitizing locations.

In addition, hand washing facilities with running water and liquid soap and paper towel are available in the existing toilets, and hand washing facilities with running water and liquid soap (no paper towel) in the portable toilets.

Signage will be displayed at each sanitizing and hand wash facility promoting regular and thorough cleaning of hands. All sanitizing and hand wash facilities will also be monitored every hour by cleaning staff and the CS Officer and topped up as required.

Further to this, all suppliers are required to provide sanitizer at their service points. Spare sanitizer bottles will be made available in case required.

See below map of all the sanitising stations onsite.



2.5 Expected Queuing Locations

Several expected queuing areas have been identified for the NetFest competitions at MMSC. Areas identified are as follows:

- Check In & Out
- Team Registration Area
- Umpire Check-in
- F&B Areas
- Family Fun Day Area
- Merchandise Area
- Toilets

Areas where queuing is expected are highlighted in red on the below map.

A detailed map and list of controls for the check-in area and the umpire check-in has already been included in section 2.2, therefore we will only include maps and controls for the remaining areas below.



2.5.1 Team Registration Area

Total Size: N/A - outdoors
Capacity: N/A - outdoors
Responsible Staff: Rebecca Botheras - Outdoor Competition Manager (NA)

The team registration area will be located at the front of the HQ. The space will be undercover hence no infrastructure is required.



Teams are required to check-in prior to the start of their first game every day. A table will be set up outside the HQ manned by two volunteers. Each volunteer will have a printed list of all the teams attending. The team representative provides the team name to the volunteer and they are checked off a list.

Only team representatives will be allowed to enter the queue and after check-in they are required to exit to the right, down towards the fields to prevent co-mingling in this area. Signage will be displayed at the entrance of the queue (pathway) to communicate this process and the check-in volunteers will also advise team captains to exit this way.

The following controls have been implemented for this area:

- Players advised of the check-in process prior to event, via email and on the website
- One member per team to check in each day
- Registration located in open space, no enclosed infrastructure
- Signage placed at the entrance of the queue saying 'CHECK-IN BY TEAM CAPTAINS ONLY'
- Floor in the queuing area marked to indication 1.5m space
- Hand sanitiser located on the registration table
- No-touch registration process
- A security guard and COVID Safe Marshall will monitor queues and social distancing

2.5.2 Family Fun Day & Activation Area (Saturday Only)

Total Size: 65m x 12m = 780m²

Capacity: 390 people

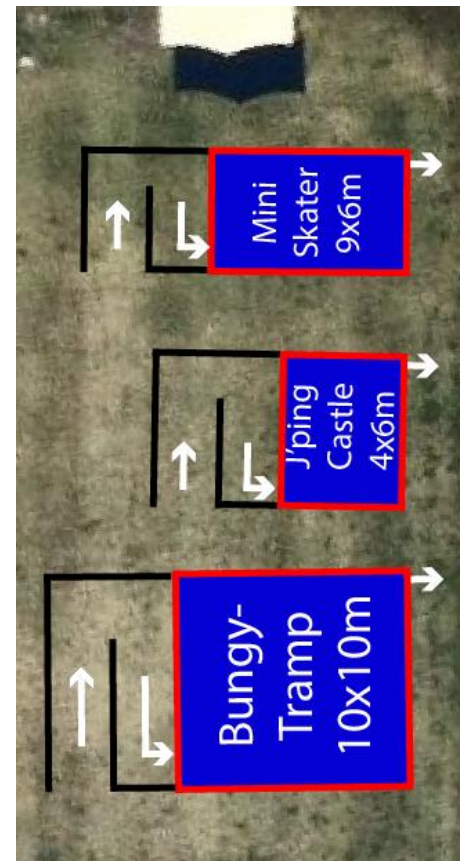
Responsible Staff:

1. Darren - Gold Coast Bungy Tramp
2. Nathan - P & C Amusement Rides (Jumping Castle & Mini Skater)
3. Brand Activations - TBC

At this stage no brand activations have been confirmed / finalised for the event. However, any brand activations present will have to implement the below controls to be allowed to operate at the event. Any brand activations present will be placed in the activation area ensuring sufficient spacing between rides to allow for queuing areas.

The following controls have been implemented for this area:

- Alcohol based hand sanitising station located at the amusement ride area
- Individual amusement rides enclosed with temporary fence to control numbers
- Queuing areas created with bollards and hazard tape
- Social distancing signage installed at entrance of queuing area
- Signage installed at each ride to advise of maximum capacity within boundaries
- Additional alcohol-based hand sanitiser available at entry and exit of each ride/activation
- All equipment sanitised before and after use
- Separate entry and exit points to each activity
- All suppliers in this area will provide SWMS addressing their COVID requirements for operations
- A security guard and COVID Safe Marshall will monitor queues and social distancing



2.5.3 F&B Areas

The Food and Beverage areas will attract a lot of people throughout the day, with high traffic expected between 11am – 2pm.

Food services will be provided from the MMSC Canteen as well as from external food trucks. As the Canteen is an existing establishment, it will not be managed as part of the event. Operators are responsible to implement their own COVID Safe measures in accordance with their COVID Safe Plan. 3vent will liaise with the operator directly when onsite in relation to their queuing practices.

Five food trucks will be brought in for the event and they will be located in the north east car park adjacent to the AFL Building.

Queuing Controls

- Sanitizing station will be placed at the front of the F&B area
- Food vendors will be spaced out to ensure sufficient gap between them
- One-way traffic will be achieved through the use of a line of bollard and tape in front of each serving area
- Signage will be placed at the entrance section indicating ENTRY and EXIT lines
- Markings will be painted on the grass to indicate 1.5m distance
- Where necessary, food vendors will remind patrons of the exit line
- A security guard and COVID Safe Marshall will monitor queues and social distancing



2.5.4 Merchandise Area

The merch truck will experience reasonable traffic throughout the day. Due to the length of the truck we are establishing one-way flow (left to right) to ensure attendees can browse the variety of merch available.

Queuing Controls

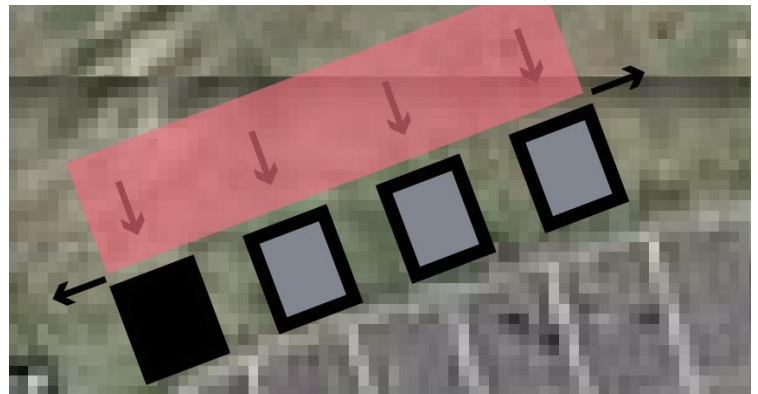
- One-way traffic will be achieved through the use of a U-shaped line of bollard and tape
- Signage will be placed at the entrance section indicating ENTRY
- Signage will be placed at the exit section indicating NO ENTRY
- Markings will be painted on the grass to indicate 1.5m distance
- Where necessary, merch staff will remind patrons of the one-way flow
- Security guards and COVID Safe Marshall will monitor queues and social distancing



2.5.5 Toilets

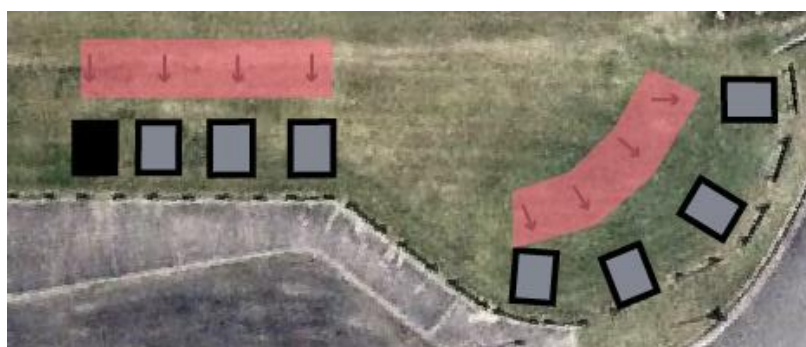
There are four toilet locations across the event site; two which consist of portaloos and two existing toilet blocks. Social distancing and hand washing signage will be present within the existing toilet blocks and signage on the exterior of toilets will indicate the maximum number of patrons allowed within the toilet space at any one time.

The portaloos toilet blocks are located at opposite ends of the event space to minimise attendees having to walk long distances to reach amenities and to disperse crowds. Due to the large space allocated to each portaloos area, no queueing infrastructure will be utilized.



Queueing Controls

- Sanitizing station will be placed at the front of each toilet area
- Toilets placed at 1.5m distance from each other to facilitate social distancing
- Signage will be placed at the toilet area indicating PLEASE EXIT TO THE LEFT AND RIGHT AFTER USE
- Markings will be painted on the grass to indicate 1.5m distance
- Soap dispensers in toilets will be monitored throughout the event and topped up if required
- Security guards and COVID Safe marshals will monitor queue lines and social distancing



2.6 Staff Monitoring Areas

To ensure compliance with this COVID Safe Event Plan, a team of security guards, paid staff and volunteers will be appointed to assist the dedicated CS Officer in the monitoring of physical distancing requirements (staff and volunteers are collectively referred to as marshals). Security guards and marshals will be rostered on from commencement of competition until the end of the afternoon competition session each day.

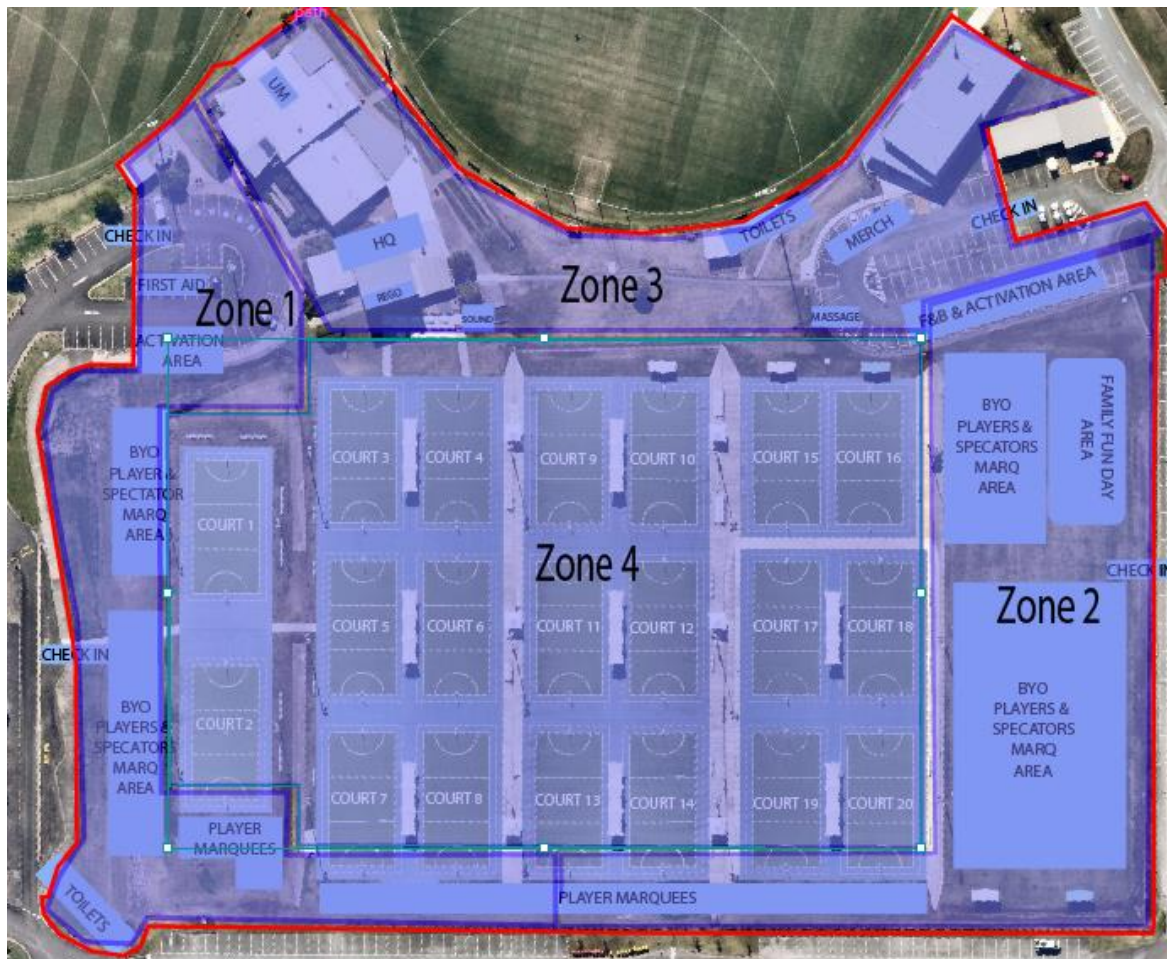
Due to the reduction in players and spectators for the Fast-Five competitions on Friday night, less check-in points will be in operations and minimal to none queuing will occur at expected queuing areas. This has been observed in previous years. Therefore, monitoring requirements will be significantly less, hence no marshals will be onsite during these games and management staff will take over the monitoring responsibilities.

Each check-in point will be run by two marshals. Check-in marshals will be allocated to a specific check-in area and will remain there for the duration of their shift.

Security guards will be allocated specific zones. Each zone will encompass a number of discrete areas and/or queueing locations (see map below of zones) and will be monitored by at least one security guard and an additional volunteer, if volunteer numbers allow it.

Due to the sheer number of courts and the size of the total court area, spectators will be allowed to enter specific viewing areas surrounding the courts. These areas will be indicated (see section 4.3 Spectators on Court). A dedicated security guard will patrol the court area throughout scheduled game times to monitor spectators and social distancing signage will be installed in numerous areas on and around the court area.

As the competition hours are extensive, volunteers will be recruited either for morning or for afternoon shifts to ensure volunteers are only engaged for approximately five hours at the time. Paid staff members and security guards will be rostered on for the entire day.



3. ANTICIPATED ATTENDANCE DETAILS

In previous years, NetFest at MMSC has attracted between 3,000 – 4,000 attendees (players and spectators). Due to the current COVID situation, it will be more challenging to predict expected attendee numbers. The restrictions, nationally and locally, applicable at the time of the event will play a big role in the final number count. Therefore, we have estimated numbers based on the ‘maximum case scenario’, meaning the absolute maximum number of staff, teams and spectators.

In 2019, there were a total of 1,950 players at the event. At time of submission of this COVID Safe Event Plan, 154 teams are registered across both the outdoor and beach competitions, totalling approx. 1540 players. Team registrations will close Friday 23 October. More accurate attendance numbers for 2020 will be able to be provided at that time, if required.

The event will not be expecting more than 2,500 people (in total) to be onsite at any one time, however, we will be capping the attendee numbers at 3,000. Player numbers will be known prior to the event and accurate numbers will be available in real-time via the QR Code software. The Event Manager will check the active QR Code numbers every half hour during check-in periods (1.5hour prior to each morning and afternoon session) and 2-hourly after that to ensure maximum capacity numbers will not be exceeded.

Games are split in morning and afternoon sessions. Morning teams will depart after their last game, between 11am – 1pm, depending on when their last match is scheduled. Afternoon teams won’t arrive until 30 mins prior to their first scheduled match.

Twilight games (Fast5) will commence at approximately 5.30pm on their respective days (see event day schedule on page 8). There will be a minimum of 45 min - 60 min break between the last afternoon match finishing and the first Fast5 match commencing. Fast5 players will arrive approximately 30 mins prior to the commencement of their first match.

Generally speaking, local teams will bring five spectators with them and inter/intrastate teams will bring one spectator. On average, across the competition this equals to approx. three spectators per team. This is based on data collected over the last two years of hosting the event on the Sunshine Coast.

The below table will illustrate a breakdown of the total expected attendees per day, over the course of the day.

EXPECTED ATTENDANCE								
	3vent	Netball	Suppliers	Volunteers	Players	Officials	Spectators	Total
Tue 24 Nov	1	2	0	0	0	0	0	3
Wed 25 Nov	4	4	12	0	0	0	0	20
Thu 26 Nov	4	10	13	4	220	20	30	301
Fri 27 Nov	8	16	0	12	1890*	80*	300*	2306
Sat 28 Nov	8	16	0	12	1890*	80*	500*	2506
Sun 29 Nov	8	10	17	4	480	30	400	949
Mon 30 Nov	1	0	9	0	0	0	0	10

**Due to the split between morning and afternoon sessions, the number of players, umpires and spectators will be split. This brings the total number of people at the venue on Sat and Sun during each session to a max. of 1200.*

Due to the active nature of the sport, teams will consist of players between the ages of 18-50 years old. Most teams are all-female, however mixed teams also participate in the competition.

In 2019, 72% of players were from Queensland, and 33% of these teams were from the Sunshine Coast.

Spectators are friends and family members of the players, therefore a mix of ages.

4. ON-FIELD COVID SAFE MEASURES

On-field play is covered within the relevant Field Sports Industry Plan. Even though on-field restrictions are relaxed, certain COVID Safe measures will be implemented to ensure the competition is delivered in accordance with the Industry Plan requirements and to minimise the risk of transmission of the COVID-19 virus at the event.

4.1 Court Access and Egress

To facilitate social distancing throughout the event, additional team marquee space has been allocated, resulting in the complete east, south and west area of the event space to be taken up by team marquees (see site map). Therefore, court access and egress will naturally be managed as players will enter / exit the courts from all areas, and congestion is not expected. The relatively low number of spectators will also ensure little pressure on court access and egress.

However, to ensure smooth access and egress processes and to reduce co-mingling between players the following measures have been implemented:

- Players and officials will be briefed on the court access and egress procedures
- PA Announcements (see MC script and schedule as Attachment B) at the commencement/completion of each game reminding:
 - players, officials and spectators to vacate courts immediately after completion of games
 - players to return to their team marquee in between games
 - players and spectators to not enter the courts until the complete court area is clear of previous players and spectators
 - players, officials and spectators to adhere to social distancing once off the courts

Total number of courts in use simultaneously and their locations will not be able to be determined at this stage as court usage is subject to the total number of teams playing. This will not be known until close of registration. When creating game schedules, every effort will be made by the Tournament Manager to leave courts vacant to assist in dispersing crowds. Game schedules will be completed by 15 November which can be communicated to the QLD Public Health unit if required.

4.2 Team Marquees

There are six areas allocated for team marquees; four of which are for BYO marquee areas and two are for pre-purchased team marquees.



Pre-purchased marquee spaces will be placed court-side and only players are allowed in these. As such, these will fall under the rules for the field of play. A total of 10 x 6x3m marquees will be able to be placed in the allocated areas and marquees will be organised through and allocated by 3vent prior to the event.

Both players and spectators can utilise BYO team marquees and based on the size of the areas allocated 2,480 players and spectators can be accommodated, according to the 2m² per person rule.

Traditionally, teams were able to set up anywhere within the BYO areas however, due to the COVID regulations, teams now need to pre-book their space with 3vent. As such, the process of booking a BYO spot will be as follows:

- Teams complete an application form indicate the number of players and spectators attending
- A space will be allocated for them based on the 2sqm rule and the number of people indicated
- Once the maximum number of spaces is booked, no further BYO team marquees will be available
- All BYO marquee areas will be marked. Markings will illustrate the marquee space, team/players name and the maximum people allowed within that space
- Teams who present with a marquee without a booking, will not be allowed to set up
- Security guards in Zone 1 and 2 will monitor the BYO team marquee set up

The requirement of booking a BYO space will be communicated on various occasions prior to the event, via direct emails, on the website and on social media.

4.3 Spectators on Court

Spectators are allowed on court, however only in specific areas. The areas highlighted in orange on the map will be for players only, the other side of each court can be utilised by spectators whilst adhering to social distancing.

This requirement will be communicated to players and registered spectators prior to the event, and will be reiterated every hour through PA system messaging.

Signage will also be placed around the court area to indicate that these areas are for players and officials and a security guard and a volunteer will be allocated to monitor the adherence to this. Players and officials will be easily identifiable by their uniforms.



Due to the relatively low number of spectators expected (on average three per team, based on previous years), it is expected that spectators' rules on courts will not pose a problem throughout the event.

4.4 Sanitising Stations

Each court will have a sanitising bucket allocated. Each sanitation bucket will include the following:

- A hand sanitiser bottle
- Disinfectant wipes
- Disposable gloves
- Face masks

Buckets will be distributed to the umpires after their onsite brief and are required to be taken back to the umpire check-in area for restocking after each morning and afternoon session.

4.5 Score Sheets

The score sheets available at each court will be filled in by one member of the first named team. At the completion of the game the umpires must sign the scoresheet to verify the score and record they officiated on that match.

Historically, this process of handing in score sheets involved many touch points between various persons. In order to make this process more COVID Safe and reduce touch points, we have altered the process:

- Score sheets heading will read 'PLEASE SANITISE HANDS PRIOR TO COMPLETING SCORE SHEETS'
- The completed score sheet will be placed into a dedicated closed score sheet box away from the court (in close proximity to the Clubhouse)
- A volunteer (wearing gloves) will collect the sheets and dispense them to the staff room where volunteers will data enter the results

The new COVID Safe process of score sheet hand-in will be communicated to umpires and players prior to the event via email. This process will also be reiterated to umpires during the umpire check-in brief.

4.6 Cleaning of Equipment

All on-field sports equipment will be cleaned hourly throughout game times. Umpires will be responsible for overseeing this process and the MC will announce the scheduled COVID On-Court Clean each hour to inform players and spectators of this.

Sports equipment which will require cleaning on-court will include balls and post pads. This equipment will be wiped thoroughly with antibacterial wet wipes which are provided at the sanitation station. Gloves will be required to be worn during this cleaning process and disposed of after each clean.

Umpires will be briefed on this process as well via email prior to the event and within the umpire brief at check-in.

5. NON-COMPLIANCE

As the world has been living with COVID for the past 6 months, social distancing rules are everywhere around us. Therefore, all event attendees will most likely be expecting changes to processes. To maintain consistency, where possible, we also endeavour to implement the same COVID safe processes as other Netball Associations who host competitions at the MMSC.

Situations can of course arise where attendees do not adhere to the social distancing rules. To minimise the chances of this, the following strategies are implemented:

1. One security guard will be allocated to patrol each zone. Security guards will have a natural authority due to their uniform which will make it easier for them to enforce rules
2. COVID Safe rules will be clearly communication to players, suppliers and staff prior to the event, through the NetFest website, direct emails and social media
3. The consequences of non-compliance (game suspension for players and teams, eviction from event for spectators, and cease operation for suppliers/staff) will be clearly communicated prior to the event, through the NetFest website, direct emails, staff training, and social media
4. PA announcements on event days will remind people of the rules
5. Signage around the event site will indicate processes and social distancing requirements
6. Staff and security will be briefed on utilising positive messaging when speaking to attendees. Positive messaging includes
 - a. That we're all lucky that we're allowed to hold events like this in QLD
 - b. If we don't follow QLD Health rules, events might not be able to be staged again for some time which would be a real shame for all QLD'ers

5.1 Players and Spectators

Warnings will be given by security guards and/or staff members to individuals or teams who are found to be disobeying the rules. In the event that security, event staff or volunteers experience recurring issues with attendees (players or spectators) not complying, the following hierarchy of control will be followed:

1. Volunteer or staff member experiencing non-compliance issues - radio the security guard allocated to that zone
2. Security guard experiencing non-compliance issues:
 - a. Contact Outdoor Competition Manager – if it involves a player
 - b. Contact the Event Manager (3vent) – if it involves a spectator
3. If player related – Outdoor Competition Manager will contact Tournament Manager to suspend their game
4. If spectator related - Event Manager (3vent) and security will escort person off the event site
5. If a player or spectator display aggression or refuse to accept the consequence, police will be contacted and a security guard will escort the person in question to the holding room in the HQ (next to the Umpire Check-in) where they will await police attendance

5.2 Suppliers and Staff

Non-compliance can also occur amongst suppliers and staff members. Suppliers to the event include amusement ride operators, food vendors and sponsor activations.

In the event that security, event staff or volunteers experience issues with suppliers or staff members not complying, the following hierarchy of control will be followed:

1. Any person (whether security, staff or volunteer) noticing non-compliance - radio the CS officer
2. The COVID Safe officer will provide an official warning to the operator or staff member
3. After recurring non-compliance, the CS Officer will contact:
 - a. Event Director (NA) – if it involves a NA staff member/volunteer or supplier organised by NA
 - b. Event Manager (3vent) – if it involves a 3vent staff member or supplier organised by 3vent
4. If staff or volunteer related - shift will be terminated immediately and person in question will be requested to leave site. They will not be able to return to their duties on any succeeding days (if any) and a replacement staff will be engaged
5. If supplier related – operation will be ceased immediately. Supplier is required to leave the event site immediately and leave their activation onsite until completion of the event
6. If a staff member, volunteer or supplier displays aggression or refuse to accept the consequence, police will be contacted and a security guard will escort the person in question to the holding room in the HQ (next to the umpire check-in) where they will await police attendance

6. KEY PUBLIC HEALTH PRINCIPLES

To ensure this COVID Safe Event Management Plan meets the requirements of the QLD Health department (Sunshine Coast Public Health Unit), we will discuss below how we are addressing the Key Public Health Principles and what Public Health Strategies are being implemented across the event.

6.1 General Governance

	PRINCIPLE	IMPLEMENTATION
BEFORE	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	An Event Hire Application has been submitted to the Sunshine Coast Council. It is currently awaiting approval.
	Identify key times to review plans prior to the event (e.g., initial planning, the month before, a week before, a day before and an hour before commencing an event)	COVID Safe plan and measures will be regularly reviewed by 3vent and NA at the following times <ol style="list-style-type: none"> Upon completion of all plans 4 weeks prior to event date 2 days prior to event date
	Identify key personnel who will be responsible for the review of the COVID Safe Event Plan	Kevin Forrester (MD – Managing Director, 3vent) and Kate O’Meara (ED – Event Director, NA) are responsible for the review of the COVID Safe Plans for both NetFest venues. Michaela Lennon (Events Manager – EM) will be responsible for the implementation of the COVID Safe measures onsite at MMSC. Xander Barker-Witcher has been appointed as COVID Safe (CS) Officer at MMSC and will be responsible for the monitoring of the COVID Safe measures onsite.
	Ensure that public health directions are frequently monitored for changing regulations and restrictions, and that these are adapted as necessary	The MD, ED, EM and CS Officer will monitor the public health advise regularly, in the lead-up to the event as well as onsite, and adjust the plans and onsite measures to meet any changing regulations and restrictions.
	Register the event for free at the Australian Tourism Data Warehouse: https://atdw.com.au/	The event has been registered with the Australian Tourism Data Warehouse (https://atdw.com.au/) https://www.atdw-online.com.au/#/listing/event/5f1020a566f87cbd35a092d4/view
DURING	Monitor COVID safe 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)	The CS Officer will be onsite every day of the event. Issues will be raised and measures adjusted (if needed/possible) as they arise. In addition, each morning, the CS Officer and the EM will review the proceedings of the previous day and any issues relating to COVID strategies. This will be documented on a toolbox talk form.
AFTER	Document lessons learnt from the event in relation to COVID safe strategies	COVID Safe strategies will be reviewed by Michaela Lennon (EM) as part of the overall event debrief. This written debrief will be provided to the client post event and discussed in a debrief meeting.

6.2 Communication of Expectations

	PRINCIPLE	IMPLEMENTATION
BEFORE	Include information such as location of first aid posts and physical distancing measures on the event website	The event website provides information on our COVID Safe event measures and includes a detailed event sitemap with the locations of the first aid tent, the isolation tent, and hand washing stations
	For ticketed events, ensure refund policies are well defined in social media and on the event website.	Refunds (minus transaction fee) will be provided to persons unable to attend the event due to illness. The detailed refund policy is listed on the events website in numerous locations including the event terms & conditions and the FAQ. In addition, it is also mentioned on social media.
	Ensure key health messages are scheduled	A dedicated COVID Safe page is available on the event website (https://netball.com.au/covid-19-NetFest) providing important health messages to event attendees. Social media platforms and team communication will include key health messaging in the lead up to the event to ensure all attendees are aware of the expectations and restrictions. Staff and security will also be briefed thoroughly prior to arrival onsite via email communication and onsite at daily toolbox talks.

	Promote good hygiene practices at key points	Official COVID posters will be visibly displayed at entry points, at sanitising stations and at entrances to discrete areas.
	Communicate security requirements via social media and event website to prevent crowding at entry points	Procedures for contact tracing check-in will be clearly communicated prior to the event through various channels including social media, direct emails and the event website
	Place signs at entry points to the event and discrete areas advising attendees not to enter if they are unwell or have COVID-19 symptoms Place signs at entry points stating that the event organisers have the right to refuse entry and may insist that anyone with COVID-19 symptoms needs to leave the event and obtain COVID-19 testing as per health guidelines	COVID Safe signage will be placed at the entrance points and around team marquee area's and general queuing areas advising event attendees: a. Not enter when they are unwell or have COVID-19 symptoms b. The event Organisers have the right to refuse entry to anyone suspected of having COVID c. The event Organisers have the right to remove people from the event when displaying symptoms
	Provide messaging in various translations depending on the event target audience	N/A. Our target market is English speaking.
DURING	Monitor social media to ensure scheduled messages are sent Monitor and respond to social media messages from attendees	The event social media page will be monitored regularly by NA's Digital Media Coordinator, Renae McCulloch. She will be responsible for sharing live important information and responding to messages from attendees
	Use loud speakers and/or a megaphone to disseminate information about the public health measures implemented at the event	Speakers are installed on courts to communicate game messaging and will also be utilised to communicate important health messages. A loudhailer will also be available however, the PA system will be utilised as the primary ad-hoc communication tool.
	Ensure signs are maintained and visible	The CS Officer will be in charge of checking on all COVID signage and ensuring its visibility throughout the event.

6.3 Physical Distancing

	PRINCIPLE	IMPLEMENTATION
BEFORE	Place floor markings, wall markings or signs to identify 1.5 metre distance between persons queuing at all relevant locations (e.g., at all entries, ticket offices, toilets, food areas, etc...)	A mixture of printed and laminated signage, corflute signage and floor markers will be placed at communal areas including check-in areas, registration area, team marquees areas and food and beverage service areas to ensure event attendees are reminded of the 1.5m distance.
	Use physical barriers in high foot traffic areas to separate crowds	High foot traffic areas have been spaced out across the event space wherever possible and queuing areas have been addressed. 1.1m fencing and/or bollards with hazard tape will be placed at expected queuing areas to separate crowds. Refer to section 2.5 Expected Queuing locations.
	Where possible, ensure one-way flow of foot traffic is established	One-way foot traffic has been considered and implemented wherever possible, including at Check-in areas. Queuing infrastructure will also be established in a number of sections to ensure one-way foot traffic. Refer to section 2.5 Expected Queuing locations.
	Where possible, use separate entries and exits within discrete areas of the event	A sitemap and controls for each discrete area is included in section 2.3 of this document. Most discrete areas for the event consist of marquees, hence separate entry and exit points will not be applicable.
	Ensure event evacuation plans consider COVID-19 and therefore increase evacuation exits and assembly areas where possible	Refer to the Emergency & Evacuation Management Plan (E&EMP) for COVID Safe evacuation procedures and assembly areas
	Establish system to monitor number of people entering and exiting the event site	The complete event space is secured through a 1.1m perimeter fence and based on the measurements of the event space the expected number of attendees will not reach site capacity by far. Number of players will be determined prior to the event based on registrations. Spectators numbers will be monitored via the QR code check-in process. The EM will monitor on-site numbers of spectators every half hour during check-in periods and every two hours after that.

DURING	<p>Monitor physical distancing as per government guidelines in each discrete area (number of people per m2, distance between household groups)</p> <p>Monitor queues and/or seating arrangements to maintain physical distancing</p>	<p>Each discrete area will be signed showing the max capacity for that area. Security guards and marshals will be utilised to assist in the monitoring of physical distance requirements. Zones (refer to section 2.6) will be predetermined and the CS Officer will allocate security guards and marshals accordingly, with specific emphasis being on queueing areas, discrete areas, high traffic areas and team marquees.</p>
AFTER	<p>Remove signage and implemented structural changes, returning the space to the original site characteristics</p>	<p>All signage and equipment will be removed during bump-out and venue clean</p>

6.4 Screening

	PRINCIPLE	IMPLEMENTATION
BEFORE	<p>Frequent event messaging should encourage event staff and attendees to stay home if they have signs or symptoms of COVID-19, such as: cough, fever, sore throat, fatigue or shortness of breath.</p> <p>Event organisers will implement symptom screening for staff, contractors and volunteers and will at a minimum, be screened upon arrival/ shift commencement. This may include:</p> <ul style="list-style-type: none"> - Verbal/print questionnaire or electronic solutions. - Ongoing adherence will require implementation of training, auditing and record keeping processes. 	<p>Attendees will be reminded of this on the event website, via social media posts and via direct mail leading up to the event. Event staff are reminded of this via email prior to bump-in and at occasions of direct phone contact with the EM.</p> <p>All staff, contractors and volunteers will undergo a verbal questionnaire prior to commencement of work onsite. Any staff, contractors or volunteers presenting with COVID like symptoms will be refused entry to site and referred to a testing centre immediately. Signage will be placed at every entry point advising anyone attending the event site to not enter if unwell.</p>
DURING	<p>At entry points that have event staff or security personnel, ask screening questions of attendees such as: -</p> <ul style="list-style-type: none"> - In the last 14 days have you travelled from overseas or a COVID-19 hotspot? - Have you been in close contact with a person who is positive for COVID-19? - Are you an active COVID-19 case? - Are you currently, or have you recently experienced cough, fever, sore throat, fatigue or shortness of breath? 	<p>All entry points to the venue will be manned and event attendees will also be asked the screening questions listed in the left column upon arrival at the check-in.</p> <p>If they answer 'yes' to any of the questions, first Aid officers will be contacted and the person in question is asked to go to the designated screening area (outside the gates) to await medical attention.</p> <p>All workforce will be monitoring the crowds throughout the event for any attendees displaying COVID like symptoms</p>

6.5 Facilitate Contact Tracing

	PRINCIPLE	IMPLEMENTATION
BEFORE	<p>A record of all on-site staff, including contractors and volunteers must be established to identify the persons: name, contact details, affiliation, discrete areas of work (e.g., security at front gate, cleaner in retail space), time entered the event, time of leaving the event</p> <p>For ticketed events, consider establishing relationships with ticketing administrator in case attendee information needs to be released to Queensland Health.</p> <p>Via social media and the event website, encourage attendees to download the Commonwealth Government COVID-19 app prior to attending the event</p>	<p>All staff, contractors and volunteers will be required to check in upon arrival to site each day. A manual contact tracing form will capture the name, contact details, role, arrival and departure time of every workforce member. The EM at MMSC will be responsible for maintaining this process.</p> <p>Players information will be available through NA's registration platform MyNetball, if required.</p> <p>The dedicated COVID Safe page on the website includes a reminder for event attendees to download the COVID Safe app prior to attending the event. In addition, social media posts will be scheduled in the leadup communicating this same message.</p>
DURING	<p>Records must adhere to standards in the Privacy Act. Record the contact information of all attendees at the event</p>	<p>Staff & supplier details are recorded on the contact tracing forms which will be kept private as per the Privacy Act. Forms will be scanned in and saved in a secure location on the 3vent internal system.</p> <p>Spectator and team data collected via the respective registration systems will be stored confidentially and securely and only used for the purpose of COVID-19 contact tracing. Manual forms available at check-in areas as back-up and will also be stored securely on the 3vent server post event.</p>

AFTER	<p>Records must be securely stored for 56 days, not used for any other purpose, prior to being appropriately destroyed</p>	<p>Contact tracing information can be swiftly accessed, when required by QLD Health. If contact tracing information is requested QLD Health should contact the Event Manager directly. The EM will coordinate the supply of information and will provide all details to QLD Health within 1 hour.</p> <p>Player and umpire details are accessible by the Tournament Manager, Competition Manager and the Event Director at any time via the MyNetball database. All netball staff will be available 24/7 for the supply of this information and have remote access to the online system. The extraction of data from the registration system will take no more than 5 minutes in total.</p> <p>The Event Manager and the Operations Manager will have access to the QR Code System to access spectator and supplier details. They can both be contacted 24/7 for this purpose. The QR Code system can also be accessed from anywhere and the extraction of data from it will be seamless too and happen in a matter of minutes. The EM and OM also has access to staff and volunteer sign in sheets to provide when required.</p> <p>Both the MyNetball database and the 3vent server is only accessible by full-time staff and is password protected.</p> <p>All documents containing contact details will be destroyed 56 days post event.</p>
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6.6 Regular and Thorough Cleaning

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	Cleaning staff are required to have read the <i>Guide to keeping your workplace safe, clean and healthy</i> prior to arrival onsite, and are to work in accordance with the COVID Safe Plan for Outdoor event provided by the cleaning contractor, Party Bins (see supporting documents). As part of this plan, Party Bins is to provide sufficient PPE for their staff. All event management staff and volunteers will have access to a large supply of gloves and masks, which will be kept at the Admin marquee.
	Establish cleaning protocols for discrete areas of high foot traffic (e.g., bathrooms, catering areas). This should include a frequency of cleaning for the discrete area dependent on usage from attendees.	Additional cleaners have been scheduled throughout the event duration to ensure high touch areas such as toilets are cleaned frequently. Refer to the Risk Management Plan for detailed cleaning protocols, cleaning schedule and frequency of cleans.
DURING	Frequent cleaning of high traffic areas is required (e.g., toilets, retail spaces)	Refer to the Risk Management Plan for detailed cleaning protocols and frequency.
	Increased frequency will be required during high usage times (e.g., at half-time in an event when more people use toilets; at meal times more people will gather in food service areas)	Refer to the Risk Management Plan for detailed cleaning protocols and frequency.
	Gloves should be recommended only for specific indications where the prospect of contact with heavily contaminated items is high, such as cleaning of toilet facilities. If gloves are worn, these should be considered single use, disposed of appropriately. Gloves may be supplied for staff clearing tables (and other tasks), though the risk of contact with contaminated parts of dishes during this process is not considered high.	Disposable gloves will be worn at all times by cleaning staff and disposed of after each cleaning session (every hour). Refer to the Risk Management Plan for detailed cleaning protocols and frequency and see Party Bins (cleaning contractor's) COVID Safe Plan as supporting document to this submission.
AFTER	During the bump-out, complete a final clean of the event site, discrete areas and facilities.	Most discrete areas consist of temporary equipment (i.e. marquees, trestle tables and plastic chairs). All equipment will be thoroughly cleaned prior to pack down and a final clean of the whole event site, including HQ main room, will be undertaken during bump-out.

6.7 Hand Sanitiser and Hand Washing Facilities

	PRINCIPLE	IMPLEMENTATION
BEFORE	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	Please refer to the Risk Management Plan for sanitising practices. Please refer to section 2.3 for the locations of sanitising stations.
	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. Hand washing facilities are required for food businesses.	Please refer to the Risk Management Plan for details on sanitising stations. Food vendors are informed of the hand washing requirement and this will be patrolled by the CS Officer. All food vendors need to operate in accordance with the requirements set out in their Industry plan.
DURING	Ensure hand sanitiser and hand washing facilities are maintained throughout the event site for staff and attendees	The CS Officer will be responsible for maintaining the hand sanitiser stations throughout the event. Cleaning contractors will be responsible for maintaining the hand washing facilities in toilets throughout the event.

6.8 First Aid / In-Event Health Services Plan

	PRINCIPLE	IMPLEMENTATION
BEFORE	Know protocols for when and how to notify health authorities of issues or suspected COVID-19 cases, such as informing the Queensland Health Department Hotline at 13 HEALTH (13 43 25 84)	When a suspected COVID case has been identified, the medical professional who confirms the diagnosis and the relevant testing laboratory notifies the QLD Health Department, as per the requirement set out in the Industry Framework. The EM is responsible for following up with the medical professional to ensure this has been done. 3vent will notify NA and the relevant authorities with the Sunshine Coast Public Health Unit. Their contact details are included within the emergency contacts on page 46.
	Explore options for obtaining additional personal protective equipment if additional supplies are required during the event. Consider how to obtain additional supplies outside of normal business hours.	First Aid Officers will bring sufficient PPE to site, however when unexpected high quantities of PPE are required, an additional pack of PPE including gloves and masks will be available in the HQ.
	Establish dedicated communication plans between first aid / in-event health services and event organisers, security and cleaning staff	Event organisers, First Aid, security and cleaning staff will all be in direct communication via 2-way radio. In addition, the mobile number of the CS Officer and the EM will be distributed among all services to ensure an additional method of communication, if required.
	Establish processes to screen / triage people presenting with COVID-19 like symptoms separate to other attendees presenting for first aid / in-event health care	An additional 3x3m marquee will be erected next to the First Aid marquee for the purpose of separating potential COVID cases from other attendees. Refer to section 4 of the Risk Management Plan for a detailed procedure on how to manage suspected COVID-19 cases.
	Develop plans to respond to medical emergencies in an event, while considering the movement through crowds (e.g., it may be better to go out of the event footprint and enter via an alternative route, rather than going through a crowd).	When a medical emergency occurs, event staff will be present to assist First Aid officers or ambulance personnel to reach the patient in a safe manner. Please refer to the E&EMP for details on COVID Safe emergency procedures.
	Develop plans that consider COVID-19: - Identifying unwell attendees - transport attendees throughout 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).	All members of the workforce will be briefed to be on the lookout for people with COVID-like symptoms. <i>A Management of Suspected COVID-19 Case procedure</i> has been developed and can be found within the Risk Management Plan. All event staff, cleaning staff, security staff and first aid officers are required to read this procedure prior to arrival onsite.
	All first aid / in-event health staff should complete training to identify and manage potential COVID-19 patients.	Assist First Aid have been engaged to manage the in-event health for NetFest. A copy of their COVID Safe Plan will be submitted with this COVID Safe Event Plan. Assist First Aid will be responsible for ensuring adequate training of their officers, including identifying and managing potential COVID-19 patients.
DURING	If there is a confirmed or probable case of COVID-19 infection at a workplace, ensure the medical professional who confirms the diagnosis and the relevant testing laboratory notifies Queensland Health. Ensure the person	As per the requirement set out in the Industry Framework, when a confirmed or probable COVID case has been identified, the medical professional who confirms the diagnosis and the relevant testing laboratory will notify QLD Health Department.

	in charge of the event notifies Workplace Health and Safety Queensland that the case has been identified.	3vent will notify WHSQ about the situation.
	Ensure adherence to appropriate personal protective equipment for first aid / in-event health staff and the provision of personal protective equipment to persons displaying COVID-19 related symptoms.	First Aid Officers are briefed on expected attendee numbers for this year and the number of actual first aid treatments from previous events. Assist First Aid is responsible for ensuring sufficient PPE for officers and potential COVID-19 affected attendees is available.
	Maintain contact with event organisers, security and cleaners throughout the event.	The CS officer and the EM will maintain regular contact with all contracted services onsite throughout the event.
AFTER	Keep a record of each notifiable incident for at least 5 years from the day notice of the incident is given to the regulator.	First Aid Officers to provide incident reports to EM post event, which will be scanned and stored on the 3vent server for five years.

7. EVENT SPECIFIC PUBLIC HEALTH STRATEGIES

7.1 Public Transport Hubs – N/A

7.2 Parking Management

	PRINCIPLE	IMPLEMENTATION
BEFORE	Consider spreading out car parking spaces to assist in dispersing crowds	There are five main car parking areas (refer to sitemap) at the venue, all located on different sides of the netball courts. Due to the distance between them, crowds will be dispersed naturally and multiple entries will be utilised. In addition to the car parking, there is also street parking located on the southern end of the netball courts. To promote staggered arrival and departure times, games will be scheduled in a way that teams will be allocated morning sessions or afternoon sessions.
	Have clearly marked ingress pathways	Directional signage will be placed along all pathways leading to entry points to assist in wayfinding.
	Ensure physical distancing signage to / from car parks are in place	Physical distancing signage will be at the entry of each car park area as well as at every entry/ exit point to promote social distancing throughout the car parks.
	Ensure direction signage to / from car parks is clear and easy to follow, to prevent people back-tracking in crowds	Existing infrastructure, perimeter fencing, temporary 1.1m fencing and bollards will be used to display directional signage, guiding attendees from the carpark to the closest entry point.
DURING	Use of bollards / partitions to direct crowds	
	Monitor crowd movement and points of congestion	The CS Officer and EM will monitor crowd movement and make changes to signage and direction bollards if congestion is occurring in certain areas.

7.3 Entry/ Exit Points

	PRINCIPLE	IMPLEMENTATION
BEFORE	Promote online ticket reservations to reduce crowding at ticket boxes and at event entries	Registration systems will be used for team registration, and spectators will check-in via QR code. Please refer to section 2.2 for further details on the check-in procedure and controls implemented at these areas.
	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 COVID-19	A screening area will be located on the outside of the gates to the side of each entry point, where suspected cases will have to wait for secondary screening by medical staff. A 5m gap will be facilitated between this screening point and the start of the check-in marquee.
	Limit size of bags (to reduce bag searches)	N/A. This event has traditionally never conducted bag searches.

DURING	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)	Screening questions (as per section 6.4) will be asked by entry marshals during the check in process.
	Instruct attendees to open bags and empty contents on tables (security have no touch technique)	N/A. This event has traditionally never conducted bag searches.
	Avoid touching people unless necessary for security enforcement purposes	Due to the prior online registration of players and the QR code check-in for spectators, touch points should remain minimal and no physical contact should be required.
	Monitor queues to maintain distancing guidelines	The CS Officer is responsible for checking entry queues throughout the event. Entry marshals are also instructed to monitor their queue and to notify the CS Officer of any issue should they arise.
	For ticketed events, use ticket scanning devices	Players will produce confirmation of registration on their phone and presenting their driver's licence upon check in. Spectators details will be checked on the spectator's phone. No ticket scanners will be required.

7.4 Indoor Spaces

	PRINCIPLE	IMPLEMENTATION
BEFORE	Maximise ventilation: avoid placing large objects or partitions near doors and windows; open doors and windows where appropriate.	Being an outdoor event, indoor spaces will be limited to the HQ and pop-up marquees.
	Establish one-way movements throughout indoor spaces with different exit points if possible	The only indoor spaces utilised for the event are sections of the HQ and the massage marquee. The HQ areas used throughout the event have 1 entry/exit point however, as they are only accessible by staff and a limited number of staff enter these discrete areas, the single entry/exit point should not pose any COVID risk due to the controls implemented (refer to section 2.3.2 and 2.3.3). The massage marquee will mostly have the sides open throughout operation (dependent on weather) hence no dedicated entry/exit points will be established.
DURING	Maximise ventilation: open doors and windows where appropriate	Windows and doors of the HQ will be open to ensure fresh airflow.
	Monitor levels of ventilation and airflow	N/A. NetFest is an outdoor event.
	Monitor movement of event attendees in in-door spaces	No attendees are allowed in the HQ and the massage marquee is not designed to hold large crowds.

7.5 Toilet Facilities

	PRINCIPLE	IMPLEMENTATION
BEFORE	Plan for additional portable toilets if space is available	Additional portaloos will be brought in (12) and will be positioned at two locations around the venue. Portaloos will be spaced 1.5m apart to assist in social distancing.
	Have additional cleaning staff scheduled to ensure that toilet facilities are cleaned frequently, especially during high demand periods (e.g., at half time breaks, at the end of key performances / acts)	Two additional cleaners are rostered on to perform COVID cleaning and monitoring of toilets. Please refer to the <i>Cleaning and Sanitising Protocol</i> in the Risk Management Plan for further details.
DURING	Ensure queues do not cross other foot traffic areas	Both the existing toilets and portaloos will not be positioned near main thoroughfares. Therefore, queues are not expected to cross foot traffic areas. Regardless, zone security and the CS Officer will monitor toilet queues throughout the event.

7.6 Food and Beverage Preparation and Service Areas

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure queues do not cross other foot traffic areas	The F&B location is not near main thoroughfares and or high foot traffic areas.
	Review and implement strategies outlined in the Food Services COVID Safe Industry Plan and the Queensland Hotels and Clubs COVID Safe Industry Plan	A queuing strategy has been implemented for food vendors to ensure one-way traffic. Please refer to section 2.5.3. A 3m space between each food vendor will be facilitated to allow social distancing. Waiting areas will be located on the side of each food van/truck, away from the neighbouring food vendor. This will allow waiting patrons to practice social distancing. Food vendors will be made of aware of this requirement prior to arriving onsite and signage will be placed on the food van/truck to indicate the location of the waiting area.
	Have additional retails outlets open to disperse crowds	No additional food vendors will be engaged compared to previous years. However, the location of the F&B area has moved to allow more space between each vendor and for social distancing while queuing.
	Establish different areas for ordering and collection, and where practical, separate entry and exit paths	Please refer to the F&B map and queuing controls in 2.4.3. Dedicated waiting areas have been established for each food truck and these areas are indicated with signage.
DURING	Monitor queues to maintain physical distancing. Cease food and beverage operations if distancing measures cannot be maintained	The CS Officer and security guards will be responsible for monitoring queues throughout the event in relation to social distancing.

7.7 Other Queuing Areas

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure queues do not cross other foot traffic areas	All expected queuing areas are discussed in section 2.4. As we have managed this event at this location for two previous years, 3vent has a good understanding of the attendee flow and critical areas subject to potential bottle necking. Activities which can cause queuing are all positioned in appropriate spaces to ensure no cross into high traffic areas.
	Review the physical distancing strategies above in the 'Key Public Health Principles' section	Physical distance will be communicated through online messaging and signage at the event site, as mentioned in previous physical distancing sections.
DURING	Monitor queues to maintain physical distancing. Cease operations if distancing measures cannot be maintained	The CS Officer and security guards will be responsible for monitoring queues throughout the event in relation to social distancing.

7.8 Grandstands and Stadium Seating – N/A

	PRINCIPLE	IMPLEMENTATION
BEFORE	Allocate stadium and grandstand seating with plans to distance household groups, for example leaving 1.5 m distance between allocated seats and leaving alternative rows empty	Permanent grandstands are present within the venue in various locations and various sizes, some large and some small. Currently, signage is present at each grandstand reminding attendees to socially distance. In addition, alternative rows of each grand stand will be blocked off with hazard tape.
DURING	Monitor the use of stadium and grandstand seating to ensure people are not moving between allocated seating	The CS Officer and security guards will be responsible for monitoring grand stands within their zones in relation to social distancing.

7.9 Fields of Play and Competition Areas

Indoor Sports Group – N/A

Outdoor Team Sports – The Approved COVID Safe Industry Plan for Outdoor Sports has been referenced and this COVID Safe Event Plan complies with the relevant requirements.

Field Sports – The Approved COVID Safe Industry Plan for Field Sports has been referenced and this COVID Safe Event Plan complies with the relevant requirements.

Aquatic Sports – N/A

Other – N/A

7.10 Stages – N/A

7.11 Market Stalls and Fetes – N/A

7.12 Amusement Rides

	PRINCIPLE	IMPLEMENTATION
BEFORE	Provide appropriate amounts of alcohol-based hand sanitiser at entry and exit points to all rides	3vent will install a general hand sanitiser station at the family fun day area on the Saturday. In addition, ride operators are required to provide sanitiser to patrons at their rides, in accordance with COVID Safe guidelines. The CS Officer and zone marshals will monitor as required.
	Ensure one-way flow of pedestrian traffic can be achieved	Refer to section 2.5.2 for location for queueing/entry and exit locations for each ride. The CS Officer and zone marshals will monitor as required.
DURING	For amusement rides, disinfectant wipe-down of equipment before and after use	Each operator is required to clean all equipment hourly throughout the event, as specified within their COVID Safe guidelines. The CS Officer and zone marshals will monitor rides as required.
	Monitor physical distancing measures in queues, ensuring queues do not cross foot traffic	The CS Officer will be responsible for monitoring queues throughout the event in relation to social distancing.
	If an amusement device is to be operated with a reduced capacity, ensure the loading and distribution of patrons on the amusement device is conducted in accordance with the instructions from the manufacturer or engineer.	Max. number of patrons to facilitate COVID Safe operation has been calculated by each operator and is recorded within their COVID Safe guidelines. These capacities have been checked against engineering instructions to ensure safe operation at all times.

7.13 Side-show Alley – N/A

7.14 Parades – N/A

7.15 BYO Seat or Picnic Rug Areas

	PRINCIPLE	IMPLEMENTATION
BEFORE	Provide gridlines on the ground where people will place their belongings with adequate physical distance between other groups	All seating within the catering area has been removed to reduce touch points and cleaning requirements. Social distancing signage will be placed at large grassed areas and security and marshals will roam the event site to monitor seated crowds.
	Ensure pathways are wide enough to allow the flow of pedestrian traffic while maintaining physical distance from seated people	N/A. No dedicated seating areas have been allocated.
	Ensure one-way flow of pedestrian traffic can be achieved within pathways that divide seated people	N/A. No dedicated seating areas have been allocated.
DURING	Event staff are to provide directions to attendees regarding, the one-way flow of foot traffic and the location of vacant spaces	Security guards and marshals will have specific areas to monitor in relation to social distancing and pedestrian traffic flow.

Monitor physical distancing measures in queues, ensuring queues do not cross foot traffic	The CS Officer and security guards will be responsible for monitoring queues throughout the event in relation to social distancing.
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7.16 In Event Camping – N/A

8. OPERATIONAL CONSIDERATIONS

8.1 Weather

	PRINCIPLE	IMPLEMENTATION
BEFORE	For expected high temperatures and/or rainfall, have provisions for additional shelter structures	If high temperatures or rainfall is expected, the number of spectators will reduce. Due to the nature of NetFest being an outdoor event, extreme weather shelters can only be accommodated within known COVID Safe capacities of event tents or buildings suitable to the conditions. Non-event surrounding public spaces or natural shelter will be used by attendees through their own selection. 3vent have a documented Wet Weather Contingency plan in place which outlines how weather will be monitored, including event cancellation procedures.
DURING	Monitor shelters to maintain physical distancing	Social distancing practices will be advertised through signage and public announcements by the MC throughout the event proceedings. Staff, volunteers and the CS Officer will also monitor for social distancing in their allocated areas.
	If rainfall is imminent or commences, provide messaging of where to shelter	Upon approaching rain, the MC will encourage attendees to seek shelter under their own team marquees (if applicable) and if moving to a public shelter to maintain physical distance.

8.2 Commencement and Completion Times

	PRINCIPLE	IMPLEMENTATION
BEFORE	Stagger start times for event (e.g., based on demographics of attendees)	NetFest competitions have been scheduled to allow for staggered sessions through each day; morning, afternoon and fast 5's in the evening.
	Use online ticketing to limit number of people entering per hour	N/A. Teams will need to arrive at set times to attend their scheduled games.
	Program entertainment at the conclusion of the event to stagger exiting of attendees	N/A. Team games will conclude at set times hence no mass crowds will be departing at one time.
	Have additional exit points to allow crowds to widely disperse	N/A. Departures will be staggered due to scheduling of games hence no mass crowds will be departing at one time.
DURING	Monitor numbers of person entering and exiting per hour to maintain restrictions per m2 as per requirements	The capacity of the event space by far exceeds the number of expected attendees hence, maintaining the per m2 ratio will not pose an issue.
	Monitor crowd movement and direct crowds to less congested exits	Security guards and marshals will monitor crowds and direct them as required.

8.3 After Dark

	PRINCIPLE	IMPLEMENTATION
BEFORE	When placing signs, ensure they will be in a well-lit area	Only the Fast 5 competitions will be held on Friday & Saturday night, all other competitions are scheduled in daylight hours. Due to the nature of the venue, there is an abundance of lighting infrastructure hence signage will be easily visible.
	Ensure pathways are well-lit, or hire lighting equipment to enhance the visibility of pathways	Due to the nature of the venue, there is an abundance of lighting infrastructure hence all pathways will be easily visible.
	Use visual prompts to highlight pathway entrances and exits for attendees, such as small flashing lights	N/A. Due to the nature of the venue, there is an abundance of lighting infrastructure hence all pathways will be easily visible.
DURING	Monitor lighting of signs	The CS Officer will be responsible for monitoring the visibility of signage at night.

8.4 Deliveries

	PRINCIPLE	IMPLEMENTATION
BEFORE	Non-essential visits to the event site should be cancelled or postponed	Sunshine Coast Council and Sunshine Coast Netball Association will cancel all non-essential deliveries to the venue during the event period.
	Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.	Delivery of event equipment will be staggered due to agreed delivery times. 3vent will endeavour to enforce contactless deliveries, where possible.
	Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered	If contact or use of plant is required for delivery, drivers will be advised accordingly.
	Use, and ask delivery drivers and contractors to use, electronic paper work where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned before use. For pens, you may wish to use your own.	3vent will request suppliers to use electronic paperwork or alternative electronic methods for deliveries. All delivery drivers will be asked to check-in upon arrival by providing their details on the Contact Tracing sheet with their own pens.
DURING	Delivery drivers and other contractors who need to attend the event site, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of your requirements while they are on site.	There are no deliveries scheduled during event hours.

8.5 Disturbances and Evictions

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure the Workplace Health and Safety Plan addresses the management of psychosocial risks, including patron aggression	Netball Australia's terms and conditions state that they reserve the right to remove any players and attendees who display aggression towards staff or other players. Please refer to chapter 20 of the WHS&E Management Plan for a specific procedure to manage psychosocial elements of the COVID-19 pandemic amongst employees. Refer to the Risk Management Plan for a detailed ' <i>Management of Aggressive Behaviour</i> ' protocol. These policies will be discussed with all staff & volunteers in toolbox talks onsite.
	If security personnel are contracted to the event, they should have input into parameters for eviction of attendees and the security aspects of the COVID Safe Event Plan, to ensure the event is COVID-safe.	The COVID Safe Event plan will be communicated with the contracted security provider prior to the event and feedback requested.
DURING	When moving evicted attendees through crowds ensure a clear pathway has been established. For example, use security personnel to move ahead and clear a pathway	Crowd density is not expected to be significant throughout the event due to the size of the event space, morning and afternoon game schedule, the distribution of event activities and the spread-out team marquees areas. However, if certain areas need to be cleared to establish a clear path marshals will be used to do so.
	Ensure any security holding areas (e.g., whilst awaiting police attendance) are isolated from crowded spaces	Evicted persons will be taken to the old AFL change room adjacent to the AFL ovals, at the back of the HQ building. They will be escorted by a security guard and if the doors are not lockable for some reason and event staff member will remain with the evictee until police has arrived. The AFL change room is 9m fitting a max capacity of 2 people

8.6 Egress

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure dedicated avenues to exit events are established, and that these exist do not promote co-mingling with attendees arriving at the event	Multiple entry/exit points are in operation for the duration of the event to disperse crowds. Signage with social distancing messaging will be positioned along the paths from the courts to the car park to promote safe egress. Marshals will be in place at entry/exit points to assist in the ushering of people if required.
	Have additional exit points to disperse crowds	Due to staggered game times, attendees will depart throughout the day, not all at once. The multiple exit points will disperse crowds naturally.
DURING	Monitor crowd density at key exit pathways and points	Marshals will be in place at entry/exit points to assist in the ushering of people if required.
	Direct crowds to less congested exits	Marshals will be in place at entry/exit points to assist in the ushering of people if required.

8.7 Emergency Service Access

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure individual plans are established for each emergency service as each service may have different requirements	Refer to the E&EMP for details on COVID Safe emergency planning.
	Ensure that event staff have input into emergency service access plans (e.g., in event health services for ambulance, security contractors for police)	Event staff, security and first aid will be given the opportunity to provide input into adjustments to the emergency management procedures and input their management practices for handling a COVID environment.
	Where normal practice, communicate plans with emergency services to ensure they are reasonable and consider a COVID environment	The E&EMP will be shared with emergency service for review, prior to the event.
DURING	Ensure key staff are aware when an emergency service has been called to attend the event	A dedicated Emergency channel will be available on the 2-way radios. Key staff will be requested to transfer to this channel for briefing upon implementation of an emergency procedure.
	Ensure strategies are implemented to ensure the 'Key Public Health Principles' are maintained during emergency service access to the events. This may include additional crowd control measures.	If emergency procedures have to be implemented, onsite staff and volunteers will be utilised to ensure maintenance of COVID Safe requirements whilst management and/or emergency services handle the situation at hand.

8.8 Evacuation

	PRINCIPLE	IMPLEMENTATION
BEFORE	Ensure event evacuation plans consider COVID-19 and therefore increase evacuation exits where possible	Refer to the E&EMP for details on COVID Safe emergency planning.
	Establish additional assembly areas	There are three main assembly points allocated around the venue. To allow for social distancing, some of the assembly points have been relocated compared to previous years. The space allocation for these areas now allows sufficient space for social distancing to be maintained after an evacuation.
	Share evacuation plans with staff	The E&EMP is shared with NA prior to the event and all staff are briefed onsite at toolbox talks of the procedures.
DURING	If an evacuation is ordered, ensure security and event staff direct attendees to the nearest or least congested exit	Security and event staff will be onsite to direct attendees to appropriate exits.
	If an evacuation is ordered, once attendees are safe in assembly areas, encourage physical distancing as practically as possible	Loud hailers will be available onsite to assist in directing attendees in case of an emergency evacuation. These will also be utilised to encourage social distancing once assembled.

8.9 Service of Alcohol – N/A

8.10 Impact on host community – N/A

9. EVENT STAFF

9.1 Event Organisers and General Event Staff

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	Please refer to 3vent' WHS&E Plan for strategies to provide staff and other workforce with a safe, clean and healthy work environment. As part of this, a sufficient quantity of disposable gloves and masks will be made available to all members of the workforce and also for ad hoc use by suppliers, if required.
	Establish communication plans with cleaners, security, and first aid / in-event health providers	Regular contact will be maintained between the EM, CS Officer, cleaners, security and first aid, including: <ol style="list-style-type: none"> Morning check in briefings with all Regular check ins throughout the day End of day briefing at the end of each shift with the CS Officer Radio's will also be available to all staff and service providers to ensure everyone is in direct communication throughout the event.
	Be aware of methods to contact the Queensland Health if a suspected case of COVID-19 is identified before, during or after the event	If there is a confirmed or probable case of COVID-19 infection at the event site, the medical professional who confirms the diagnosis and the relevant testing laboratory notifies Queensland Health. 3vent will notify Workplace Health and Safety Queensland that the case has been identified. Records in relation to incidents will be stored for up to 5 years.
	Share COVID Safe Event Plans with all staff and contractors	The COVID Safe Event Plans will be shared with all staff and contractors. All onsite briefings will adhere to social distancing requirements.
DURING	Monitor crowd behaviour and movements to ensure the key principles of this plan are maintained	Security and event staff are briefed to monitor crowd behaviours and report any issues, or suspected issues, to the CS Officer, EM and/or First Aid officers, as required.

9.2 Food and Catering Staff

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	All food and catering services will be outsourced to mobile food vendors. Each food vendor is required to manage its own staff and carries responsibly for providing their staff with adequate PPE.
	Ensure all staff complete appropriate training as outlined in the 'hospitality social distance program' section of the Food Services COVID Safe Industry Plan at: https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans	Each food vendor is required to provide a copy of their COVID Safe Plan, detailing what measures they will implement to operate according to the COVID Safe guidelines. Each plan will be reviewed by the EM prior to being granted approval to trade onsite.
	Ensure staff complete COVID Safe for Dining In (micro-credential) Training available via Queensland TAFE: https://tafeqld.edu.au/covid-safe	Food vendors will have to provide proof of completion of any training requirements along with their COVID Safe plan when submitting their food licence and insurance documentation.
DURING	Monitor queues to maintain physical distancing. Cease operating if distancing measures cannot be maintained.	The CS Officer and security will be responsible for monitoring social distancing throughout the event.

9.3 Cleaning Staff

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	All cleaning services will be outsourced to contract cleaners. The contracted company is required to manage its own staff and they carry responsibility for providing their staff with adequate PPE.
	Establish communication plans with event organisers, security, and first aid	Regular contact will be maintained between the EM, CS Officer, security, cleaners and first aid, including: <ul style="list-style-type: none"> d) Morning check in briefings with all e) Regular check ins throughout the day f) End of day briefing at the end of each shift with the CS Officer Radio's will also be available to all staff and service providers to ensure everyone is in direct communication throughout the event.
	Complete industry training at https://www.covid19.qld.gov.au/governmentactions/approved-industry-covid-safe-plans	The cleaning contractor will have to provide proof of completion of any training requirements along with their COVID Safe procedure/plan.
	Maintain staff training records	This will be the responsibility of the contracted cleaning company. Proof of training will be required to be provided to 3vent prior to commencement onsite.
DURING	Maintain direct communication with first aid / in-event health services and security personnel	Cleaners are briefed to check-in with the CS Officer regularly via 2-way radio and report any areas of concern they encounter.
	Have adequate personal protective equipment and don't engage with attendees with possible COVID-19 symptoms	Cleaning staff is required to operate in accordance with the cleaning company's COVID Safe procedure/plan.

9.4 Security

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	All security requirements will be outsourced to a professional security service. The contracted company is required to manage its own staff and they carry responsibility for providing their staff with adequate PPE.
	Establish communication plans with first aid / in-event health providers	Regular contact will be maintained between the EM, CS Officer, security, cleaners and first aid, including: <ul style="list-style-type: none"> g) Morning check in briefings with all h) Regular check ins throughout the day i) End of day briefing at the end of each shift with the CS Officer Radio's will also be available to all staff and service providers to ensure everyone is in direct communication throughout the event.
	Determine key areas security can monitor crowd movements and density (including static security points, CCTV monitoring, mobile patrols)	Security guards will each be allocated a specific zone to manage. Throughout their shift they will patrol this specific area and they will be assisted by a volunteer, providing there is sufficient numbers of volunteers.
	Monitor crowd behaviour for unwell attendees and contact first aid / in-event health services when appropriate	All security, management, staff and volunteers will be on the look-out for attendees with COVID like symptoms. First aid can be contacted via 2-way radio if required.
	Develop protocols for the management of aggression from attendees. In particular this should include crowd management, movement of attendees throughout crowds, and liaison with police	Refer to the Risk Management Plan for a detailed protocol on dealing with aggressive behaviour. Security guards will be briefed on this procedure and their input requested.
DURING	Have adequate personal protective equipment at entry points to don if engaging with attendees exhibiting possible COVID-19 symptoms	Every entry/exit point will have a COVID Safe kit which will include masks, gloves and disinfectant wipes.
	Monitor crowd movements and density to implement strategies to maintain crowd density as per the government guidelines	Due to the size of the event site, the spacing between event elements and the reduced number of anticipated attendees, we are not expecting that crowd density will pose a big challenge. Security and marshals will assist in the ushering of people if required to maintain social distancing guidelines.

9.5 Volunteers

	PRINCIPLE	IMPLEMENTATION
BEFORE	Refer to pages 6-9 of the <i>Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy</i> and ensure appropriate personal protective equipment is available for use by staff	Volunteers will be sourced and managed by NA. Onsite they will be under the direction of 3vent staff as well as NA staff. As part of providing a safe, clean and healthy work environment, a sufficient quantity of disposable gloves and mask will be made available to all members of the workforce.
	Review the <i>Responding to a Pandemic: A Practical Guide for Volunteer Involving Organisations</i> produced by Volunteering Queensland at: https://volunteeringqld.org.au/covid-19	The guide has been reviewed and the guidelines within it will be adhered to at NetFest 2020. The checklist has been completed and included as supporting documentation.
DURING	Monitor the well-being of volunteer members as per the above-mentioned practical guide	The EM and CS Officer will monitor the well-being of all workforce, including volunteers.

11. ATTACHMENTS

Attachment A – COVID Safe Event Checklist



COVID Safe Event Checklist

Events for up to 500 people from 12 noon, 03 July 2020

As at 02 July 2020

COVID Safe Event Checklist	
Event name: NETFEST 2020 - MAROOCHYDORE MULTI SPORTS COMPLEX	
Contact person name: KEVIN FORRESTER	Contact phone number/email address: kevin@3vent.com.au
Event location: Maroochydore Multi Sports Complex	Checklist completion date: (DD/MM/YYYY) 18th September 2020
Event commencement date and time: (DD/MM/YYYY) Thursday 26th Nov 2020	Event completion date and time: (DD/MM/YYYY) Sunday 29th Nov 2020
Anticipated attendance details: (e.g. anticipated attendance numbers, number of event staff, etc): 2,500	
Brief description of the types of activities occurring at the event (e.g. concert, market stalls, food etc): NetFest brings together netballers of all levels to play traditional netball, beach netball and Fast5. There are female social and female competitive divisions, as well as mixed divisions for each competition.	



What you need to do to safely operate your event

1. Governance Arrangements

a. Before the event

- Check the Queensland Government's COVID-19 website at www.covid19.qld.gov.au to confirm you can operate your event and whether any specific restrictions apply.
- Obtain any necessary approvals to operate your event from appropriate authorities, e.g., venue owner/land holders and/or other approval bodies
- Identify key staff who are responsible for implementing and reviewing the strategies in this COVID Safe Events Checklist.
- Keep up to date with the legislative requirements and find additional guidance by monitoring the [Public Health Directions](#), and visiting www.covid19.qld.gov.au and www.worksafe.qld.gov.au
- Where applicable, ensure that businesses operating at the event comply with their respective COVID Safe industry plans.
- Ensure staff attending the event are adequately trained to manage the COVID-19 requirements. This should include providing education or guidance on good personal hygiene, in accordance with standards set by the Office of Industrial Relations.
- Adopt procedures to manage psychosocial risks (including patron aggression), in accordance with practices recommended by the [Office of Industrial Relations](#) (page 10) and [Safe Work Australia](#).
- Areas at the event must have a minimum of 4 square meters of accessible space per person. To determine the capacity of the event site, review section 1.2.1 *Calculating Site Capacities* in the Industry Framework for COVID Safe Events in Queensland. This may require monitoring to ensure that the maximum number of people in these areas is not exceeded.

b. During the event

- Monitor 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)
- Ensure you have a copy of this signed checklist which must be produced if requested by a relevant enforcement officer. This may include providing an electronic copy.
- Provide evidence to the approving authority that staff have undertaken the required COVID-19 online training.
- Employees with a general work-related complaint can call WHS Queensland on 1300 362 128
- Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their union or industry association. For questions regarding the Public Health Directions, call 134 COVID.
- Event attendees who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68).

2. Communicate Expectations to Event Staff and Attendees

a. Before the event

- For ticketed events, ensure refund policies are well defined in social media and on the event website. Ticket holders should not be penalised for not attending when unwell.
- Include messaging prominently displayed on event website that people must not attend the event if they have COVID-19 symptoms.
- Ensure key health messages are scheduled via social media and are displayed on the event website:
 - Stay at home if unwell or have a cough, fever, sore throat, fatigue or shortness of breath.
 - How to seek assistance if becoming unwell during the event (locate security, event officials or first aid)
 - Maintaining physical distancing requirements is the individuals responsibility
- Communicate security requirements via social media and event website to prevent crowding at entry points
- Place signs at entry points to instruct attendees not to enter the venue if they are unwell, have COVID-19 symptoms, have been overseas in the last 14 days, or have been in close contact with a confirmed case.



The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the venue.

- Prominently display hygiene placards (e.g. hand washing and sanitising practices). Electronic copies of hygiene placards can be accessed from the [Safe Work Australia](https://www.safeworkaustralia.gov.au) website

b. During the event

- Use loud speakers and/or a megaphone to disseminate information about the public health measures implemented at the event
- Ensure signs about enhanced public health measures are maintained and visible

3. Maintain Physical Distancing

a. Before the event

- Determine the total number of people allowed on site at any given time, as per the physical distancing requirements of 1 person per 4 metres squared per person
- Establish a system to monitor the numbers of people entering and exiting the event site, to ensure the site capacity or limit of 500 people (whichever is least) is not exceeded.
- Develop and implement practices to manage the number of people inside discrete areas of the event (e.g., toilet facilities, retail spaces, food service areas) at any given time (e.g. using signage).
- Place floor markings, wall markings or signs to identify 1.5 metre distance between persons queuing at all relevant locations (e.g., at all entries, ticket offices, toilets, food areas, etc...)
- Use physical barriers in high foot traffic areas to separate crowds
- Ensure one-way flow of foot traffic is established where practical
- Use separate entries and exits within discrete areas of the event site
- Limit the use of cash transactions by encouraging customers to use tap and go, direct deposit or other contactless payment options.
- Where practical, direct delivery drivers or other contractors visiting the event to do so prior to the event and to minimise physical interaction with others. Use electronic paperwork where possible. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

b. During the event

- Monitor physical distancing as per government guidelines in each discrete area (metres squared per person; distance between household groups).
- Monitor queuing arrangements to maintain physical distancing

4. Screening

a. Before the event

- Implement symptom screening for staff, contractors and volunteers and will at a minimum, be screened upon shift commencement. This may include verbal/print questionnaire or electronic solutions.
- Establish areas where attendees who become unwell during the event can be isolated from other attendees

b. During the event

- 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 COVID-19 hotspot?
 - Have you been in close contact with a person who is positive for COVID-19?
 - Are you an active 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 personal protective equipment.
- Refuse entry to the event and refer the person to first aid, medical or in-event health services if available.

- Screening questions can be undertaken concurrently with other entry activities, e.g., during ticket purchasing or bag checking.

5. Facilitate Contact Tracing

a. Before the event

- A record of all on-site staff including contractors and volunteers must be established to identify the persons: name, phone number, email address, home address, organisation affiliation, discrete areas of work (e.g., security at front gate, cleaner in retail space), time of entry to the event site, time of leaving the event site.
- For ticketed events only, records for at least one person per group must be kept that include: name of attendee, contact phone number, email address, home address (or residential postcode at minimum).

b. During the event

- Records must adhere to standards in the *Privacy Act*. Records must be securely stored for 56 days after the event for contact tracing purposes.
- Records of contact information for staff and attendees to be provided immediately upon request by public health officials from Queensland Health.

6. Regular and Thorough Cleaning

a. Before the event

- Refer to pages 6-9 of the [Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy](#) and ensure appropriate personal protective equipment is available for use by staff
- Establish cleaning protocols for discrete areas of high foot traffic (e.g., bathrooms, catering areas). This should include a frequency of cleaning for the discrete area dependent on usage from attendees.
- Ensure that there are enough supplies of cleaning products (e.g. detergent, sanitiser, bleach, etc) to last the duration of the entire event. Cleaning products, such as sanitiser and detergents must adhere to the standards set out by the [Office of Industrial Relations](#).

b. During the event

- Toilets - adopt and implement practices to ensure that frequently touched areas and surfaces are cleaned regularly with detergent or disinfectant (including shared surfaces such as taps, basins, benches, hand drying equipment/paper towel dispensers, doors/door handles, locks on toilets, cistern buttons, etc.). Cleaning practices to be implemented in accordance with [Office of Industrial Relations](#).
- General cleaning – adopt and implement practices to ensure that the venue is frequently cleaned, with a particular focus on high contact areas, such as eftpos equipment, dining tables, counter tops and sinks are regularly cleaned, in accordance with standards set out by the [Office of Industrial Relations](#).
- Increased frequency will be required during expected high usage times (e.g., at half-time in an event when more people use toilets; at meal times more people will gather in food service areas)
- Gloves should be recommended only for specific indications where the prospect of contact with heavily contaminated items is high, such as cleaning of toilet facilities. If gloves are worn, these should be considered single use and disposed of appropriately.
- Cleaning and disinfection after suspected or confirmed COVID-19 infection: Adopt and implement practices to ensure that areas that have been used by a person with suspected or confirmed COVID-19 infection are cleaned and disinfected and that appropriate personal protective equipment is worn by the cleaner, in accordance with the practices set out by the [Office of Industrial Relations](#).

7. Hand Sanitiser and Hand Washing Facilities

a. Before the event

covid19.qld.gov.au




**Queensland
Government**



- 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
- 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.
- Provide sanitiser stations outside of toilet facilities and throughout the event. Ensure that stations are adequately stocked and cleaned. Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol are recommended.
- Hand washing facilities are required for food businesses.

b. During the event

- Ensure hand sanitiser and hand washing facilities are maintained throughout the event site for staff and attendees.
- Encourage staff to practice good personal and hand hygiene, in accordance with standards set by the [Office of Industrial Relations](#)

<p>Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:</p>	<p>Kevin Forrester</p>	
<p>Signature & date:</p>		<p>27/09/2020</p>

Attachment B – Statement of Compliance



STATEMENT OF COMPLIANCE

**This site is operating in compliance
with a COVID Safe Event Plan**

A copy of the Industry COVID Safe Plan may be found at:
www.covid19.qld.gov.au/government-actions/covid-safe-businesses

- Follow the rules and keep us all safe
- Practice social distancing
- Wash your hands regularly
- Be prepared to leave your contact details for tracing purposes
- This is a COVID SAFE site



Signed by: Kevin Forrester
(authorised business representative)

Date: 27/09/2020