

## COVID-SAFE PLAN – 14 December 2020

Business name:

*Flamboyance Tours*

Has a maximum capacity of:

*40 people (excluding staff)*



is aware of current infection control and precautionary measures as recommended by health authorities and set out in this plan



agrees to comply with general and specific obligations under current Emergency Management Directions



this COVID-Safe Plan is available on-site

Venue areas		
Name	Area (in m <sup>2</sup> )	Max people (excluding staff)
		0
Stops in public spaces	80	40

**Note:** lower capacity limits may apply to you as a consequence of existing regulation, legislation or licensing arrangements. The above figures only outline how many people you can accommodate per room/area while observing the 1 person per 4 square metres requirement.



# COVID-SAFE CHECK-IN

## Flamboyance Tours



### Checking in is quick and easy:

1. Scan the QR code with the free mySA GOV app or your phone camera
2. Enter your name and mobile number
3. Follow the prompts
4. Show staff your green tick

### Remember:



Do not enter if you are unwell



Stay 1.5 metres from others not in your group



Regularly wash or sanitise your hands

## COVID-SAFE PLAN – 14 December 2020

### Summary

<b>Name of business</b>	Flamboyance Tours
<b>Business or activity</b>	Hospitality Entertainment
<b>Address of business or activity</b>	101 RUNDLE MALL ADELAIDE SOUTH AUSTRALIA 5000
<b>Owner or Operator name</b>	Katina Vangopoulos
<b>Plan completed by</b>	Katina Vangopoulos
<b>Contact phone</b>	0423285530

### People capacity (excluding staff)

#### Venue areas

Name	Area in m <sup>2</sup>	Maximum number of people (excluding staff) in this area
		0
Stops in public spaces	80	40
<b>Total number of people (excluding staff) allowed on premises</b>	<b><u>40</u></b>	

#### Note:

- To have more than 1,000 people, you must have a COVID Management Plan approved by SA Health.
- You can find more information and submit a COVID Management Plan via [www.covid-19.sa.gov.au](http://www.covid-19.sa.gov.au).
- Weddings and funerals are currently limited to no more than 200 attendees, excluding any necessary staff.
- The above capacity limits apply unless lower capacity limits apply to your premises under existing legislation, regulation or licensing arrangements. For example: if you have a small venue liquor licence, lower capacity limits will likely apply to your premises than the ones listed above.
- Regardless of the figures listed above, viewing areas at venues where entertainment is offered to patrons in fixed seating (like theatres and cinemas) are allowed to operate at 75% capacity if they make face masks mandatory, or 50% capacity if they implement checkerboard seating arrangements.

## Obligations

### General principles

#### General obligations – Contact tracing with approved contact tracing system

- You must put in place and operate an approved contact tracing system at your venue or activity.
- This means either the QR Code provided in this plan (COVID-Safe Check-in), ScanTek or another electronic platform approved by the State Coordinator. You are not allowed to use any different option.
- People attending your venue or activity must check in using the approved contact tracing system you have put in place (unless they are genuinely unable, for example if they do not have a smartphone).
- If using COVID-Safe Check-in, you must print and make the QR Code provided in this COVID-Safe Plan available onsite to allow people attending your venue or activity to check in.
- If and when it is truly impossible for you to use an approved contact tracing system (or for a patron to check in by using it), then you must still keep a different type of attendance record of these people attending your venue (that is, as a back-up option).
  - These records must then include each person's contact details, and the time and date of attendance.
  - They must be produced for inspection at the request of an authorised officer.
  - It is prohibited to use these records for any other purpose than for COVID-19 contact tracing.
  - They can be physical or digital records.

#### General obligations - density

- The maximum number of members of the public per separate room or area must not exceed 1 person per 2 square metres of publicly accessible space.
- **Note:** this requirement does not apply to movable places, general retail, supermarkets, and hardware stores.

#### General obligations - distancing

- Have measures in place to maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation. This includes:
  - Between groups within each room.
  - At entry and exit points.
  - This does not apply to those who attend as a group, such as members of the same household, family or people who otherwise regularly associate with each other.
  - For larger venues, complying with this requirement means that you will need to have crowd control measures in place, including in relation to queuing.

#### General obligations – COVID-Safe Plan

- A COVID-Safe Plan must be submitted by all individuals or organisations that own, operate or host Defined Public Activities as outlined by the Emergency Management (Public Activities) (COVID-19) Direction.

This includes most venues/facilities that were previously directed to close by Emergency Management Directions.

The form must be produced on request from an authorised officer.

**General obligations – capacity limits**

- No more than 1,000 people are allowed on site at any one time. To be allowed to have more than 1,000 people on-site, you will need to prepare a dedicated COVID Management Plan and have this approved by SA Health.

**General obligations – COVID Marshals (if relevant)**

- Any business or activity that requires a COVID Management Plan to be allowed to operate, must also have at least one dedicated COVID Marshal on site at all times while operating/open to the public.
- Visit [www.covid-19.sa.gov.au](http://www.covid-19.sa.gov.au) for more information on when a COVID Management Plan is required.
- This means a dedicated staff member who is 16 or older, has completed training as prescribed by SA Health, who is clearly identifiable as a COVID Marshal, and whose duty is to supervise and ensure that all people onsite comply with the COVID Management Plan, including distancing, density, hygiene and cleaning, infection control, venue layout, ensuring stock of items like sanitiser, and other requirements as relevant (such as keeping attendance records).
- If you operate 24/7 with staff not always onsite, you only need to have a COVID Marshal onsite at all times of high patronage.
- If you reasonably expect 200 people or more to be onsite at the same time, the COVID Marshal may not have any other duties than being a COVID Marshal.
- The owner, operator or person who is effectively in charge of a business or activity is responsible for ensuring that a COVID Marshal is in place.
- They must also keep records of completion of Marshals' training, and provide these records to an authorised officer on request.
- If your premises are used by different people or organisations, it is the responsibility of the owner or person with care/control/management of your premises to ensure that it is supervised by a COVID Marshal, if and when required.
- This will be the case when your premises are used by people conducting prescribed operations.
- In this case, you do not have to supply the COVID Marshal, but you must ensure the person conducting the prescribed operations supplies a COVID Marshal. You can determine how this is done - for example, you can include in the hiring terms and conditions that the hirer must have a COVID Marshal.
- Prescribed operations include: onsite purchase and consumption of food or beverages; sports clubs, religious or faith-based ceremonies other than weddings and funerals, swimming pools used by the public, gyms and fitness centres, any activity that requires a COVID Management Plan, supermarkets, hardware stores, distribution centres and associated transport operations.

**I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000**



### Hospitality - general

- No food preparation may be conducted at or adjacent to a table or a bar where patrons are seated.
- Private functions hosted onsite (including weddings or funerals) are limited to 200 attendees.
  - Such functions must be invitation-only.
  - They must be held at a separate and designated area of the premises.
  - There may be no public access (i.e. other people or groups on-site must not be allowed entry).
  - Attendees at such functions must do their best to stay segregated from other people at the premises (i.e. from people who are not attending the function).
  - Separate contact tracing records must be kept.
  - Separate bathrooms must be used, where available. If not available, bathrooms must be cleaned at a higher frequency.
  - The service of food, beverages, a liquid or edible items must ensure that no shared utensils are used for that purpose.
  - Dancing in conjunction with the service of alcohol is permitted at such functions.
- Patrons may consume food or beverages in places that are primarily recreational facilities, such as bowling, mini-golf, pool and similar venues while using these facilities if:
  - there is no preparation of food or beverages in or adjacent to the area where they are consuming food or beverages
  - they generally remain in the vicinity of the recreational facilities they/their group are using
  - shared equipment, such as golf clubs, bowling balls etc, and other frequently touched surfaces are cleaned between each use by different individuals or groups.
- Communal food or beverage service areas, such as buffets, salad bars or communal water/beverage dispensers, must remain closed, unless they are operated by a staff member and not touched by customers. In other words, they are only allowed to be open if customers only identify their items and a staff member selects and plates them for the customer. No shared utensils or equipment are allowed.
- Re-usable equipment such as hookah or other pipes, tubes, heads, or any other equipment associated with the operation of shisha, smoking or vaping, are not permitted. Supplying such equipment for use away from the place (for example, equipment that is hired or loaned out) is also not allowed.

### Hospitality - COVID Management Plans

- To be allowed to offer both consumption of alcohol and dancing at licensed venues (except when as part of a private function, wedding or funeral), an approved COVID Management Plan is required, regardless of how many patrons you have onsite.

Dancing and any consumption of alcohol will be taken to be facilitated if you do not take all reasonable steps to prevent both dancing and consumption of alcohol at your activity or premises.

- No venues are allowed to operate as a nightclub until they have an approved COVID Management Plan.

This means that they are required to keep their dancefloors closed and to not play loud, amplified music until they have submitted a COVID Management Plan to SA Health and received their approval.

Until then, nightclubs are only permitted to operate as pubs/bars, that is, with both seated and standing patrons and the service of alcohol, but only as long as measures are in place to ensure patrons observe

physical distancing and that no dancing occurs. For larger venues, this will include crowd control measures, including in relation to queuing outside.

Entertainment such as live music etc is allowed, but physical distancing must be observed at all times (whether patrons are seated or standing). Patrons may not congregate in large groups.

You must implement measures to ensure the above.

- Businesses whose license allows them to provide sexually explicit entertainment must have an approved COVID Management Plan before they are allowed to operate.

### Hospitality – COVID Marshals

- You must have a COVID Marshal supervising your business/activity at any time if you provide food and/or beverages for purchase and consumption onsite. This excludes take-away-only operations.
- This means a staff member charged with ensuring your COVID-Safe Plan is being effectively implemented and its requirements observed by staff, patrons and other people onsite. This includes distancing, density, hygiene and cleaning, infection control, venue layout and readiness, ensuring stock of items like sanitiser, and any other requirements as relevant (such as keeping an attendance record, if required).
- COVID Marshals must be 16 years old or older.
- COVID Marshals must have completed training as prescribed SA Health.
- COVID Marshals must take reasonable steps to make themselves visually identifiable as a COVID Marshal.
- If you reasonably expect 200 people or more to be onsite at the same time, your COVID Marshal may not have any other duties than being a COVID Marshal.
- If you operate 24/7 with staff not always onsite, you only need to have a COVID Marshal onsite at all times of high patronage.
- The owner, operator or person who is effectively in charge of a business or activity is responsible for ensuring that a COVID Marshal is in place.
- They must also keep records of completion of Marshals' training, and provide these records to an authorised officer on request.
- If a private function is being held on your premises, then this function must have its own COVID-Marshal(s).

**I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000**



## Recommendations

### General

#### Physical distancing

- Consider venue layout and move tables and seating to comply with physical distancing (1.5m separation) and density requirements (1 person per 2 square metres).

- Dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use.
- Dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible.
- Minimise mixing between separate rooms or groups of people as much as possible.
- Display signage at the venue entrance to instruct members of the public (and staff) not to enter if they are unwell or have COVID-19 symptoms.
- Encourage contactless payments to be used where possible.
- Encourage online bookings, reservations and pre-ordering where practical.
- Consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (e.g. point of sale).
- Consider placing floor/wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas.
- Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.
- Consider limiting the duration of any activity to 2 hours or less where possible.
- Encourage and support downloading of COVID-Safe App.

#### **Contact tracing with approved contact tracing system**

- Contact tracing with approved contact tracing system
- To set up your COVID-Safe Check-in station(s), all you have to do is print the QR code provided in this Plan, and make it available onsite.
- It is recommended to make your QR code available on various locations, for example on each table, in a central area, near a service area, or near your entrance.
- When choosing the best place, please make sure you do not create bottlenecks/queues.
- You as the business owner/operator or person in charge of your activity are legally required to make QR code check-in available and encourage its use, and all people attending your venue are required to use it to check in. This includes attendees, patrons, contractors, staff, and so forth.
- The data collected in this way is stored in a highly secure way, and can only be used by SA Health for contact tracing purposes. The data will be kept only for 28 days.
- To prevent your QR codes from getting damaged easily, you may wish to laminate the page they are printed on. This will not affect their usability.
- Please only use the QR code provided in your plan, as this is linked to your venue/place of your activity.
- You, as well as authorised officers, are allowed to ask attendees attending your venue or activity to provide evidence of having checked in by showing the confirmation text message on their phone.
- Guidance on setting up and using ScanTek will be made available at a later date.
- No other approved contact tracing systems are available at this point. Only COVID-Safe Check-in and ScanTek are allowed.

#### **Use of facemasks**



- Until 23 December, the wearing of facemasks is recommended (but not obligatory) in situations or environments where physical distancing is difficult or not possible.
- **Note:** wearing a facemask is mandatory in certain settings, including personal care and beauty services, and certain health care and residential care services until 23 December 2020.
- COVID-Safe plans for activities for which a mask is mandatory clearly state this.

### Hygiene

- Conduct frequent environmental cleaning and disinfection especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc).
- Refer to SA Health and the Australian Government's online COVID-19 cleaning guidelines and factsheets for detailed information on how to undertake effective cleaning and disinfection, including the products and methods to use.
- Frequency of cleaning will be determined by the turn-over of patrons – the more patrons over a period of time, the more cleaning required.
- Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points. Note that for certain activities, this is mandatory.
- Avoid providing/using shared items, equipment or utensils. Where this is not possible, clean them frequently or between use.
- Provide hand sanitiser on entry and exit of the premises, and areas where you expect many people to be, or a high turnover of people.
- Consider installing signage on hand hygiene and cough etiquette.
- Ensure bathrooms have soap and running water for handwashing.
- Hand drying facilities must be made available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.
- If using communal showers, maintain/encourage that people maintain 1.5 metres distance between people.

### Staff

- Staff should stay home if they are sick, and go home immediately if they become unwell. Unwell staff with COVID-19 compatible symptoms should be tested for COVID-19 and remain in isolation until they receive a result. They can return to work once a test is negative and their acute symptoms have resolved.
- Minimise unnecessary contact between staff. Consider dividing staff into fixed teams or shifts that do not cross over to reduce the risk of transmission.
- Consider how you will minimise contact between staff and site visitors such as delivery personnel.
- Consider if staff need any additional training to be able to implement your COVID-Safe Plan, such as COVID awareness training, COVID Marshal training, a COVID cleaning course or other training courses.
- Please note that everyone attending your premises or activity should use COVID-Safe Check-In. This includes staff.

### Ready for business

- Print or download your COVID-Safe Plan.

- Print and display COVID-Safe materials (such as signage/posters on hygiene, physical distancing).
- Ensure all staff are aware of this plan and the requirements that are relevant to them.
- Review obligations under existing legislation and regulation which will continue to apply.
- Check that COVID-19 safety measures are risk assessed to ensure that any newly implemented measures do not create new safety or security risks.

### Response planning

- Ensure you and your staff have a basic understanding of how to respond to a suspected case of COVID-19 at the workplace.
- A step-by-step summary of actions to take is:
  1. Keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately.
  2. If the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek government health advice.
  3. If well enough, ask the person to go home, seek medical advice and testing for COVID-19, and self-quarantine until a result is returned. Ensure the person has safe transport to get home; if not, you may need to arrange for a taxi.
  4. Notify SA Health via [HealthCommunicableDiseases@sa.gov.au](mailto:HealthCommunicableDiseases@sa.gov.au) so that they can trace any contacts of this person and contain the spread. SA Health may ask for any attendance records you may have kept to assist with this.
  5. SA Health will assess whether other staff, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. Note: this may include your staff; as such, it is recommended to have contingency plans in place. SA Health may also ask you to close your premises for a deep environmental disinfection clean.
- Regularly review your COVID-Safe Plan. Update it if needed, for example if your place of doing business or the services you offer change.

### COVID Marshals

- COVID Marshal training courses prescribed by SA Health will be made available online at no cost. Visit [www.covid-19.sa.gov.au](http://www.covid-19.sa.gov.au) for more information.
- Owners, operators or people effectively in charge of a business or activity are legally responsible for the overall compliance with their COVID-Safe Plan or COVID Management Plan. This includes responsibility for their COVID Marshal(s) and other staff.
- COVID Marshals are not legally responsible for a venue's overall compliance or for the behaviour of individual patrons. Instead, they have a duty to their employer/person in charge of the activity to perform their role as COVID Marshal to the best of their abilities.
- COVID Marshals must be familiar with their business or activity's COVID-Safe or COVID Management Plan. Owners, operators or people effectively in charge of a business or activity should provide a copy of their Plan to their COVID Marshal(s) and discuss the Plan and its implementation with them. This gives COVID Marshals the information they need to take reasonable action to ensure staff, patrons and other people comply with the Plan and the rules and restrictions in it.
- Beyond the mandatory requirements around age and training, it is recommended that people nominated as COVID Marshals have good customer service, people and communication skills, a solid knowledge of the

business or activity's operations, and sufficient experience and authority among staff to supervise and give limited directions.

**I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe**



## Hospitality

### Hospitality – distancing:

- Minimise the use of shared items and equipment for patrons (e.g. remove shared condiments at tables, like pepper and salt, sauces). This does not include kitchen equipment.
- Consider using disposable menus, laminated menus or menus displayed on boards. Laminated menus should be cleaned between customers.
- Recreational spaces using shared equipment (e.g. billiards, darts) should be separated from dining/beverage consumption areas.
- Physical distancing does not apply to people who attend as a group (for example: a family, a couple, etc).

### Hospitality – hygiene:

- Table dressings (table cloth, napkins) should be replaced or cleaned after each customer.
- Ensure you comply with regular food safety standard requirements for cleaning and sanitation of equipment. If you have a commercial dishwasher, use it for glassware, crockery and cutlery. Tables and chairs (particularly the backs and arms of chairs, as well as table tops) should be cleaned thoroughly between diners.

### Hospitality – staff:

- Consider allocating waiting staff to serve customers in one separate room only to reduce number of contacts within a venue.
- Staff preparing food and/or drinks must maintain the highest levels of hygiene to avoid the transfer of body secretions to food.

**I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe**



## Standing entertainment (galleries, museums, etc)

### Standing entertainment – distancing

- Any entertainers providing live entertainment should comply with the physical distancing principle in relation to attending members of the public.
- Monitor physical distancing by members of the public around exhibits.
- Monitor and prevent potential bottlenecks in areas.

### Standing entertainment – hygiene

- Provide hand sanitiser at interactive exhibits (particularly those involving shared/touched objects or physical contact); undertake frequent cleaning.

**Standing entertainment – attendance records**

Keeping attendance records, including name, phone number or email address, and date and time, is recommended.

**I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe**



**Notes (optional, for use by owner/operator)**