

## COVID-SAFE PLAN – 23 September 2021

Business name:

*Flamboyance Tours*

Has a maximum capacity of:

*60 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	60

**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 your density requirement.

## COVID-SAFE PLAN – 23 September 2021

### Summary

<b>Name of business</b>	Flamboyance Tours
<b>Business or activity</b>	Hospitality Entertainment (standing) (galleries, museums)
<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
<b>Contact email</b>	katina.v@hotmail.com

### 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	60
<b>Total number of people (excluding staff) allowed on premises</b>	<b><u>60</u></b>	

#### Note:

- 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 may apply to your premises than the ones listed above.
- **Indoor fitness and physical recreation venues and activities:** these activities and venues, such as gyms or dance studios, must observe a density of 1 person per 4 square metres.
- **Swimming pools:** these venues also need to apply a density of 1 person per 4 square metres.
- **Weddings and funerals:** these activities are currently limited to a maximum of 150 people.
- **Food courts:** Please note, food courts (where the customers are generally a mix of sitting, standing or both) are required to operate at 3 people per 4 square meters.

- **Private activities:** these activities (events, functions or other gatherings held at a place that does not constitute a defined public activity, a gathering at home, or an event, function or gathering involving only members of the same household) are limited to 150 people, with a density requirement for seated activities of 3 people per 4 square metres, and 1 person per 4 square metres for standing consumption.
- **Private functions:** are limited to 150 people, with a density requirement for seated activities at 3 people per 4 square meters, or 1 person per 4 square meters for standing consumption. Licensed premises can hold private functions, which means events or functions that are invitation-only and held on a part of relevant licenced premises where there is no access for members of the public.
- **Residential gatherings: at a home/residential premises:** are only allowed up to a maximum of 20 people (including the home's regular occupants)
- **More than 1,000 people:** you are only allowed to have more than 1,000 people on site if you have a COVID Management Plan approved by SA Health.

## 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), 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).
- They must do so as soon as practical upon entry to your premises.
- 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.
- You should have a different type of attendance record available for people attending your venue that are truly unable to use COVID-Safe Check-in (that is, as a back-up option - this refers to printed, paper contact tracing records, for example).
  - 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.
  - They may not be copied, photographed, taken, or used by anyone else than you or an authorised officer.
  - They must be kept in a way that reduces the risk of them being copied, photographed, taken or used by any person other than an authorised officer.

#### General obligations - density

- If a room or area is used only for a seated activity, then the maximum number of members of the public per separate room or area must not exceed 3 persons per 4 square metres of publicly accessible space.
- If a room or area is used for a standing activity or a mix of seated and standing activities, then 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.
- This COVID-Safe Plan has automatically applied the density rule that is most applicable to your business or activity. However, in some instances, you may need to manually amend your capacity. This is because your Plan cannot automatically determine if an area is used for standing, seated or mixed activities, particularly for venues that host multiple different activities. For example, for outdoor sports, 1 person per 2 square metres applies for the area where sports are played, but seated spectator areas may have up to 3 persons per 4 square metres. In these situations, plan holders are allowed to manually apply the 3 per 4 square metres rule to their spectator areas, as long as they make sure 3 per 4 square metres is only applied to areas where only seated activities occur.
- **Note:** the density requirement does not apply to movable places.

#### 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, host a gathering on residential premises, host a private function or a private activity, or operate passenger transport services, as outlined by the Emergency Management (Public Activities) (COVID-19) Direction.

The plan 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.
- **Note:** a lower capacity limit may apply based on your activity type or the square metres available on site.

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

- Any business or activity that includes prescribed operations and/or 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, 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.

### General obligations - singing

- Singing in non-residential indoor places without a mask is only allowed if:
  - it is an individual performer (not including karaoke performers; karaoke is only allowed with a mask)
  - the singers are part of a group of performers and they are performing or rehearsing (not including karaoke performers or persons performing or rehearsing as part of a choir or chorus, because those types of singing are only allowed with a mask)
  - the premises are an educational establishment, or
  - the singers are undertaking or providing an individual lesson
- In any circumstances other than the above, singing in non-residential indoor places is only allowed if any people who are singing are wearing a mask covering the mouth and nose

### General obligations – masks

- Masks are mandatory in the following settings:
  - all indoor public places. This means indoor places that the public has access to, regardless of whether they must pay to access the place or can do so for free
  - personal care and beauty services

- indoor fitness and physical recreation facilities, including gyms, swimming pools, dance studios but they only have to wear a mask while they are not exercising
- passenger transport services
- healthcare, residential care, disability support services, in-home aged care services and supported living services
- high-risk settings. This category includes: residential aged care facilities, disability care facilities, prisons, correctional facilities, training centres or other places of custody; and any of the following areas within a public or private hospital: an emergency department, an intensive care unit, a respiratory ward, and an oncology ward; or any health care service provided in any Aboriginal community or any other Aboriginal community controlled health service)
- Masks are not required if a person:
  - has a relevant medical condition, including problems with breathing, serious conditions of the face, a disability, or a mental health condition.
  - needs to have their mouth visible for communication, for example to communicate with someone who is deaf or hard-hearing
  - is lawfully required to remove their mask for identification purposes
  - is eating or drinking
  - is younger than 12 years old
  - is carrying out functions as an authorised worker and it is not possible to properly carry out these functions with a mask on.
  - Is receiving a health or personal care service and wearing a mask would reasonably interfere with the provision of the health or personal care service. The providers of the service do need to wear a mask.
  - Is part of a bridal party, but only during a wedding ceremony. Masks must be worn during the reception/other events associated with the wedding. However, see exception for dancing below at "Weddings held as private activities or private functions - dancing".

#### General obligations - Food courts

- Please note, food courts (where the customers are generally a mix of sitting, standing or both) are required to operate at 3 people per 4 square meters.

**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

### Hospitality - general

- The purchase and onsite consumption of food and/or beverages is only permitted if attendees eat/drink their food and/or beverages while seated indoors. Stand-up consumption is permitted outside if the 1 person per 2 square meters rule is applied. This includes stand-up consumption within the outdoor licensed area around a sporting field or oval. Note: exceptions apply to private functions - see the below.
- No food preparation may be conducted at or adjacent to a table or a bar where patrons are seated.

- Communal food or beverage service areas, such as buffets, salad bars or communal water/beverage dispensers, must remain closed.

#### Hospitality - private functions (at licensed premises)

- Licensed premises can hold private functions, which means events or functions which:
  - are invitation-only
  - held on a part of relevant licenced premises where there is no access for members of the public (that is, for people not invited to the event or function)
- Despite the density and capacity figures that apply to the relevant licensed premises in general, the following specific density, capacity and broader rules apply to private functions:
  - A private function is allowed to include standing consumption of food and beverages. This is only allowed if the 1 person per 2 square metres rule is applied, an overall maximum of 150 people is not exceeded (note: a lower capacity limit may apply depending on how much square metres is available), and a separate QR code from the one that covers the venue in general is set up and used.
  - Stand-up consumption is permitted outside whilst still observing the 1 person per 2 square meters rule. This includes stand-up consumption within the outdoor licensed area around a sporting field or oval.
  - If a private function does not include standing consumption, then only the 3 persons per 4 square metres rule applies.

#### Hospitality - COVID Management Plans

- Businesses whose license allows them to provide sexually explicit entertainment must have an approved COVID Management Plan before they are allowed to operate.
- You also need a COVID Management Plan to have more than 1,000 people on site.

#### 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 gathering is being held on your premises, then this function must have its own COVID-Marshall(s).

#### Hospitality - Dancing

- Dancing at nightclubs and relevant licensed premises is currently not allowed.
- Relevant licensed premises include the following:
  - premises effectively operating as nightclubs
  - licensed premises where more than 1,000 people are reasonably expected to attend
  - licensed premises where dancing and any consumption of liquor (alcohol) is facilitated
  - licensed premises where sexually explicit entertainment may be provided.
- These types of licensed premises must keep their dance floors closed. However, these premises as a whole can remain open, but must provide seated service indoors.
- Despite the above, dancing is permitted at dance studios, even if they are licensed premises under the Liquor Licensing Act 1997, as long as no service of alcohol takes place.

**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 (how many people per square metre you are allowed to have).
- 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

- 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 - even if very briefly - are required to use it to check in as soon as practical upon entry. This includes attendees, patrons, contractors, staff, couriers/delivery drivers, take-away only patrons, and so forth.
- The requirement for attendees to check in as soon as practical upon entry can be met in several ways. For example, patrons can check in once they have taken their seat at a restaurant or café via a QR code on their table, quickly check in at the door if there is no queue, or use QR codes located further into the business to avoid people congregating at the door.
- 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.
- To comply with the requirement to keep your back-up contact tracing records (paper or similar) in a way that reduces the risk of them being copied, photographed, taken or used by any person other than an authorised officer, you can:
  - Place your sign-in sheets in plain view of staff, or have individual check-in slips available that attendees can put into a secure tin or box.
  - Ensure that any copies are kept safe and secure, and away from the general public.
  - Ensure that you regularly remove sign-in logs and store them safely for 28 days.
- To ensure checking in is also possible for people with a disability, special needs or from a culturally or linguistically diverse background, you may want to consider:
  - Also printing a bigger version of your QR Code (on A3 paper)
  - Providing multiple copies of your QR codes, including both on shoulder height and at 1 metre from the ground
  - Printing your QR code page in colour

- If you have to install a separate, unique QR code for an event (this is required for a private function, for example), please make sure you list the date of the event in the name of your COVID-Safe Plan, and please make sure the QR code is removed and no longer used after the event has ended.

### **Hygiene, cleaning and disinfection**

- 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 attendees – the more people attend 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 are 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.

### **Masks**

- It is currently generally recommended to wear a mask in situations and places where physical distancing is not possible.
- Masks are mandatory in all indoor public spaces and for a range of specific activities and settings. Refer to General Obligations and the obligations specific to your activity for more information.

**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.

**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)**