

COVID Management Plan Template

How to Complete This Plan

When completing this COVID Management Plan (CMP):

- Complete each section of the plan from top to bottom.
- Carefully read the information provided and answer all prompting questions.
- Only include information relevant to each section below.
- Provide sufficient detail so that someone with limited understanding of the venue/event/activity could follow and implement your plan.
- Ensure that your responses consider the entire event schedule, including ingress and egress. If this is not done, additional information will likely be sought.
- Ensure your responses consider who will be responsible for implementing each part of the plan.
- Ensure your plan is consistent across all pages and with supporting attachments (e.g. if a room is 60 square meters in the attached diagram and 40 square meters in the plan clarification will be sought).
- Where separate documents are provided to support your plan, refer to them within relevant sections of the plan.
- **Ensure your plan is submitted at least 4 weeks before your event or your event's critical date.**

Section 1 - General Information

Complete Section 1 by providing accurate general information about the venue.

1. Trading company/business name:

[Click here to enter text.](#)

2. Venue Owner/Event Coordinator name and title:

[Click here to enter text.](#)

3. Contact details of Venue Owner/Event Coordinator:

[Click here to enter text. Include phone number and email.](#)

4. ABN:

[Click here to enter text.](#)

5. This application for approval of the COVID Management Plan is to (check all boxes that apply):

- Hold more than 1,000 people
- Licensed premises that provides entertainment of a sexually explicit nature

6. Liquor license type, number and capacity:

[Click here to enter text. If this is an alcohol-free event, please state this here.](#)

7. Venue/event/activity name:

[Click here to enter text.](#)

8. Location of venue/event/activity:

Click here to enter text. Include address and venue type (e.g. hall, park, oval etc.).

9. Nature of the application:

Choose an item.

10. Start date:

Click here to enter a date.

11. End date (for once-off events only):

Click here to enter a date.

12. Duration of the activity:

Click here to enter text. Include opening hours.

13. Adjacent activities:

Click here to enter text. Describe any activities that you are aware of that are occurring adjacent your activity at the same time.

14. Critical date for CMP assessment/approval:

Click here to enter text. Explain the critical milestones and date relevant to this CMP application. Where possible this will be considered but meeting these critical dates cannot be guaranteed.

15. Total venue/event/activity floor size in square metres:

Click here to enter text. Include public, staff, and external access areas/curtilage.

16. Total venue/event/activity publicly accessible floor size in square metres:

Click here to enter text. Publicly accessible space includes both indoors and/or outdoors areas. It excludes infrastructure, furniture, BOH areas. The total publicly available space would be the total venue square meters minus space taken up by staff only areas, storage areas, infrastructure, food vendors etc.

17. Maximum number of patrons at capacity:

Click here to enter text. This is the maximum number of patrons your venue or activity can cater for without restrictions.

18. Requested maximum number of patrons for the venue/event/activity:

Click here to enter text. This is the number of patrons that will be onsite at any one time that you are seeking approval for. This does not include people employed or engaged to work or undertaking official duties.

19. Detailed description of the activity:

Click here to enter text. Include information on all activities undertaken on site (i.e. all food and beverages, dancing, sport, type of entertainment etc.) and how patrons are anticipated to move through and interact with the event (i.e. before, during and after the event). Consider the risk factors and describe your activity in this manner. E.g. will alcohol be served; will it be indoor, outdoors or both? Will patrons be seated or standing, will the activity include sharing equipment or objects? Explain how elements of the event might change over time. Provide an event schedule.

Section 2 – Seating

Effective seating is an important measure to have in place to promote physical distancing and reduce COVID-19 risks to the community.

- Seating must be arranged such that distancing and density principles can be effectively implemented as per the current [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#).
- When determining the potential seating arrangements, consider capacity and mask wearing. For example,
 - If patrons do not wear masks, the total number of patrons does not exceed **75% of the place's normal occupancy**.
 - If capacity is above 75%, patrons wear a mask.
- For non-fixed seating, there must be **1.5m between each seat** in front, behind, and to the sides.

1. Seating – Will your venue/event/activity have the following (check all boxes that apply):

- Fixed seating (cannot be moved)
- Non-fixed seating (can be moved)
- Assigned seating

If yes to any of the above, provide more detail below.

Click here to enter text. Describe how the process will work (provide examples if possible) and how it will comply with current requirements. Include the type of seating arrangement you will have (e.g. strict 'checkerboard' or other format), how seating will be assigned (e.g. determined prior to the event via ticketing, or determined as patrons arrive), how seating will be utilised by patrons, location of seating etc.

Section 3 – Distancing and Density

Distancing and density management are important measures to have in place to reduce the risk COVID-19 poses to the community.

It is important that:

- There are sufficient measures in place such that all people keep **1.5 metres distance** from each other (or other social groups) wherever possible (including in outdoor areas and separate rooms); and
- There are sufficient measures in place such to ensure the current density requirement is not exceeded across all indoor and outdoor areas. For the current density requirements, please refer to the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#).

1. People capacity - Complete the table below by including each separate area at your venue, the publicly accessible area, and the maximum number of people allowed as per the density requirements.

What density requirement are you planning to follow? Check the box that applies:

- 1 person per 4 m²
- 1 person per 2 m²
- 3 people per 4 m²
- Other - describe: [Click here to enter text](#).

If following multiple density requirements across the venue/event/activity, please highlight what you are following in each area in the table below.

People capacity					
Requested maximum number as per Section 1 = Click here to enter text. (e.g. 2,000)					
Venue area	Inside or outside	Total area in m²	Public accessible area in m² (excluding occupied space)	Maximum number of people in the area (excluding those employed, engaged to work or undertake official duties)	
				At 3 people per 4 m²	At 1 person per 2 m²
<i>e.g. Main Hall</i>	<i>e.g. Inside</i>	<i>e.g. 800</i>	<i>e.g. 600</i>	<i>e.g. 450</i>	<i>e.g. 300</i>
Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
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Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
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Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
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Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Choose an item.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
TOTAL		Click here to enter text. (e.g. 850)	Click here to enter text. (e.g. 600)	Click here to enter text. (e.g. 450)	Click here to enter text. (e.g. 300)

2. Map/diagram – Attach a detailed map/diagram of the entire venue to this plan, including floor plan, entry and exit points, all food and beverages services, toilets, seated areas and all other amenities and facilities.

3. Control measures – check all boxes that apply

- a. Capacity signage** – Will you have signage indicating venue area capacity for all areas mentioned above?

If yes, provide more detail below.

Click here to enter text. Include the type of signage you will have (provide examples as attachments where possible and where it will be placed. If no, describe how you will communicate this to attendees.

- b. Distancing signage** – Will you have signage indicating distancing requirements?

If yes, provide more detail below.

Click here to enter text. Include the type of signage you will have (provide examples as attachments where possible) and where it will be placed. If no, describe how you will communicate this to attendees.

- c. Floor markers** – Will you have floor markers indicating distancing requirements placed across the venue (e.g. in the venue areas mentioned above)?

If yes, provide more detail below.

Click here to enter text. Include the type of floor markers you will have (provide examples as attachments where possible) and where they will be placed (e.g. consider potential high traffic and congestion points, queues, access/egress points, food service areas, sidelines during sports events etc.).

- d. PA announcements** – Will you use PA announcements to communicate distancing and density requirements?

If yes, provide more detail below.

Click here to add text. Include the type and frequency of announcement (e.g. hourly).

- e. Physical barriers** – Will you use physical barriers such as plexiglass screens, tensile barriers or temporary fencing to manage distancing or density requirements (e.g. to section off areas at the venue, separate entry and exit doors, create alternative pathways, encourage one-way traffic etc.)?

If yes, provide more detail below.

Click here to add text. Include the type of barriers, their location, and how it will be implemented.

- f. Ticketing** – Will you use a ticketing system to manage capacity and density (e.g. limiting ticket sales)?

If yes, provide more detail below.

Click here to add text. Include the type of ticketing system, the number of tickets available, and how ticketing will be managed if there are multiple sessions associated with the activity. If using a system to complement ticketing (e.g. wristbands) to control capacity and density in specific areas, mention that here.

- g. Staggered entry and exit times** – Will you stagger entry and exit times to assist with distancing or density?

If yes, provide more detail below.

Click here to add text. Include how it will be set up, what times it applies to and the expected result. If no, describe how you will manage distancing when people are queuing to enter and exit the venue.

- h. Pre-event communication** – Will you use pre-event communication to promote distancing and density requirements?

If yes, provide more detail below.

Click here to enter text. Include descriptions of the measures you will have in place (e.g. social media, emails, ticket sales pages, websites etc.) and how these will be implemented.

- i. Social group identifiers** – Will you implement measures to identify social groups?

If yes, provide more detail below.

Click here to enter text. Include descriptions of the measures you will have in place (e.g. coloured wrist bands, ticket numbers etc.) and how these will be implemented across the venue. If no, describe how you will ensure social groups don't mix.

j. Pods – Will you utilise 'pods' (e.g. separate areas allowed only for specific people to reduce the interaction of unknown groups) to manage distancing or density requirements at your event?

If yes, provide more detail below.

Click here to enter text. Include a description of the measures you will have in place, how it will work, the number of people per pod, and the reason for choosing this number and methodology.

k. Other – Will you use other measures (not outlined above) to manage distancing and density requirements?

If yes, provide more detail below.

Click here to enter text.

4. Monitoring – What measures will you have in place to proactively ensure that capacity numbers and distancing in each venue area is complied with? Include detailed descriptions of the measures you will have in place to monitor total number of patrons at the venue and monitor distancing, including between social groups. Include how measures will be implemented for each area. Descriptions can be grouped by type e.g. BOH (staff), FOH (public), toilets etc.

For distancing:

Click here to enter text. Include how you will use strategic Marshal positioning, Marshal communication, or other methods to ensure distancing compliance.

For density:

Click here to enter text. Include how you will use clickers, ticket scanning, limiting ticket sales, strategic Marshal positioning, or other methods to ensure density compliance and that capacities are not exceeded.

Section 4 – COVID Marshals

COVID Marshals are an important measure to have in place to reduce the risk COVID-19 poses to the community.

The following is expected for venues/events/activities that operate under a COVID Management Plan, (check boxes to acknowledge that the requirement is met):

- There is a ratio of **1 COVID Marshal per 200 patrons** in attendance at the venue at any one time. Where appropriate these marshals may undertake dual roles (e.g. security guards who would already oversee crowd behaviour, ushers who already assist with seating); and
- Marshals are trained using material provided at this [link](#); and
- There is a **Head COVID Marshal** responsible for managing all Marshals on duty. This person is a dedicated COVID Marshal who doesn't undertake any other role; and
- All COVID Marshals are briefed on their roles and responsibilities and understand the requirements set out within this plan; and
- There is a **COVID Marshal Register** which includes the full name of each Marshal, start and finish time, their location within the venue/event and their responsibilities. The register is to be made available during the event/activity for inspection by authorised officers as defined in the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#). A register template is available at this [link](#).

1. Marshal breakdown - Complete the table below including each area at your venue, the type of Marshal that will be based there (e.g. dedicated or dual role – if dual role what is the other role?), and the quantity.

Marshal breakdown		
Marshals required based on capacity calculations = Click here to enter text. (e.g. 10)		
Venue area	Type of Marshal	Quantity of Marshal
e.g. Main Hall	e.g. dedicated	e.g. 1
e.g. Main Hall	e.g. dual role (security guard)	e.g. 1
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
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Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
TOTAL		Click here to enter text. (e.g. 7)

2. Map/diagram – Include Marshal positions on the map/diagram of your venue.

3. Head Marshal – Provide the name and contact details for your Head Marshal(s).

[Click here to enter text.](#)

4. Overall Marshal strategy – Describe your overall Marshal strategy.

[Click to enter text.](#) Include a summary of how Marshals will operate at the venue, will they move around the venue when required to address peak periods in specific locations, how they will be empowered to undertake the role, what they will be tasked with, what their focus will be, what they will be responsible for, and how this strategy will be communicated to them.

Section 5 – Contact Tracing

Contact tracing is an important measure to have in place to reduce the risk COVID-19 poses to the community.

The following is expected for venues/events/activities that operate under a COVID Management Plan, (check boxes to acknowledge that the requirement is met):

- **Approved contact tracing system** – You will utilise the South Australian Government COVID SAfe Check-In system to collect contact tracing details for all those attending at every entry point to your event/venue? Please note that this includes patrons and non-patrons (players, officials, performers, staff, contractors etc.)
- **Contact tracing back-up** – You will utilise a paper-based contact tracing method in the case that the approved contact tracing system cannot be used (e.g. if patrons do not have smart phones) and store the associated data for at least 4 weeks post event and supply to SA Health if requested?
- **Communication** - Contact tracing requirements are communicated to all those attending the venue; and
- **Escalation** - There is a procedure in place that staff can follow when there is non-disclosure of information.

1. Contact tracing implementation – How will you implement the South Australian Government [COVID SAfe Check-In](#) system at the entry points to you event/venue?

Click here to enter text. Consider and describe the number, placement, and location of QR Codes around the venue and how this will assist to avoid queuing. Describe whether there are distinct areas within the venue that will contain a different QR Code to further assist contact tracing efforts (e.g. ticketed shows within a larger festival, corporate/ticketed areas within the facility).

COVID Safe Plan		
Please provide details of your COVID Safe Plan. If multiple plans are in place for zones within the event please provide all receipt numbers.		
Name of Business	Receipt number*	Zone or venue area (if applicable)
<i>e.g. Club</i>	<i>e.g. 9547025</i>	<i>e.g. Entire site, main hall etc</i>
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.

* This information is contained in the subject line of the email and in the PDF title for the approved COVID Safe Pan.

2. Communication – How will you communicate to all parties and ensure contact tracing requirements are met?

Click here to enter text. Include how and when this will be done for each party involved (patrons and non-patrons). Consider how communication will be utilised to prevent crowding and queueing around key locations such as QR code scanning points.

Section 6 – Health and Wellbeing

Observing and monitoring the health and wellbeing of people at your venue is an important measure to have in place to reduce the risk COVID-19 poses to the community.

The following is expected for venues/events/activities that operate under a COVID Management Plan, (check boxes to acknowledge that the requirement is met):

- There are measures in place such that health and wellbeing for every person attending the venue is determined via a **health declaration**
- The declaration includes that Patrons must not enter if they have arrived from a specific Level 3 location outlined in the Emergency Management (Cross Border Travel) (COVID-19) Direction 2021; and
- There are measures in place such that those with COVID-19 symptoms are **identified, and asked to leave the venue, get tested and self-isolate.**

1. Patron health– How will you communicate to attendees their health and wellbeing responsibilities prior to being allowed to enter the venue?

Click here to enter text. Include the method you will use (e.g. declaration via ticketing, condition of entry, manual forms at entry, pre-event messaging etc.), when, and where it will be done (e.g. pre-event, on the day, or other method).

2. Non-patron health declaration method – How will you acquire a health declaration for all non-patrons (e.g. staff, volunteers, performers, athletes, contractors etc.) before being allowed to enter the venue?

Click here to enter text. Include the method you will use (e.g. declaration via ticketing or manual forms at entry, sign-in sheet, pre-event messaging, requiring mandatory completion of COVID-19 training etc.), when, and where it will be done (e.g. pre-event, on the day, or other method).

3. Observed symptoms – What is your procedure for when COVID-19 symptoms are observed in patrons or non-patrons?

Click here to enter text. Include how this will be dealt with (e.g. will you tell/ensure they leave, encourage they get tested and self-isolate? Will staff attending health incidents wear protective equipment, i.e. gloves and masks?).

Section 7 – Hygiene and Cleaning

Appropriate hygiene and cleaning practices at your venue are important measures to have in place to reduce the likelihood of virus transmission and the risk COVID-19 poses to the community.

The following is expected for venues/events/activities that operate under a COVID Management Plan, (check boxes to acknowledge that the requirement is met):

- All **high touch surfaces are cleaned at least once per hour** and more frequently during peak periods; and
- All **toilets are cleaned at least once per hour** and more frequently during peak periods; and
- **Tables** available to the general public (i.e. not allocated) for food and beverage consumption are cleaned in between each use where possible or at least once per hour; and
- A Cleaning schedule will be maintained and available up request to an Authorised Officer; and
- **Hand sanitiser** is provided outside of each toilet, all entry and exit point entrance to the venue, at all food service areas, and other high touch/interactive points; and
- Contactless payments are encouraged.

1. High-touch surface cleaning – Describe how will you clean high-touch surfaces.

Click here to enter text. Include a list all high touch surfaces (e.g. door handles, push plates, toilet facilities, backs of chairs, tabletops, food service areas, EFTPOS facilities) that will be cleaned and the frequency of cleaning. Consider peak usage times.

2. Hand washing facilities – Describe how you will manage hand washing facilities.

Click here to enter text. Include a list all hand washing facility locations across the venue and how you will ensure they are adequately stocked.

3. Hand sanitiser – Describe how you will distribute hand sanitiser across all venue areas.

Click here to enter text. Include a list of all locations across the venue where hand sanitiser will be placed. Consider entry and exit points, outside each toilet area, other high touch points, and all venue areas.

4. Contactless payment – Describe how you will encourage the use of contactless payment.

Click here to enter text.

5. Other – If you will use other control measures (not outlined above) to manage hygiene and cleaning requirements, provide more detail below.

Click here to enter text.

6. Communication – Describe how you will communicate and encourage personal hygiene principles to all patrons and non-patrons.

Click here to enter text. Include the types of methods you will use (e.g. signage, pre-event communication, PA announcements, ticket terms etc.), how, and when it will be implemented.

7. Monitoring – Describe the measures you will have in place to proactively ensure that hygiene and cleaning requirements in each venue area are complied with.

Click here to enter text. Include descriptions of the measures you will have in place (e.g. Marshals at strategic positions across the venue, cleaning checklists monitored by Marshals etc.) and how it will be communicated to those involved.

Section 8 – Food and Beverage

Appropriate food and beverage practices are important measures to have in place to reduce the risk COVID-19 poses to the community.

The following is expected for venues/events/activities that operate under a COVID Management Plan, (check boxes to acknowledge that the requirement is met)::

- There are no **communal food or beverage service** areas (such as buffets or salad bars); and
- Food, beverage, and utensils are **not shared** among people; and
- Food and beverage related utensils, crockery, and cutlery are:
 - cleaned and sanitised between use; or
 - are disposable.

1. Communal food or beverage – Describe how you will ensure that there are no communal food or beverage service areas (such as buffets or salad bars).

Click here to enter text.

2. Food and beverage overview – Describe all food and beverage related activity that will occur.

Click here to enter text. Include whether it is BYO or onsite purchase and consumption, the types of food and beverage on offer (e.g. water, alcohol, takeaway food, snack food etc.), and how it will be served (e.g. pre-filled, bar service, table service, pre-plated, shared food platter, takeaway food trucks, single serve, disposable cutlery, plates, and cups) to comply with the recommendations set out above.

3. Other control measures – Describe any other food and beverage related control measures (e.g. online ordering and collection).

Click here to enter text. Include any other control measures (not outlined above) that you will have in place to manage food and beverage requirements.

4. Seated consumption – If seated food and beverage consumption is required under the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#) at the time of your event/activity, describe how will you manage this for all patrons and non-patrons.

Click here to enter text. Consider providing sufficient seating, pre-event communication, COVID Marshal strategies how it will be managed both indoors and outdoors.

Section 9 – Non-compliance

Appropriate non-compliance practices are important to have in place.

1. Non-compliance – Describe your procedure for when there is non-compliance for each of the distancing, density, health and wellbeing, hygiene and cleaning, food and beverage, or contact tracing requirements (e.g. non-disclosure of contact details, non-disclosure of health and wellbeing, patron congestion etc.). If you are operating a dance floor, what is the de-escalation policy if density and distancing is not maintained on the dance floor (e.g. DJ announcements, music turned off).

Click here to enter text. Include how it will be dealt with (e.g. will Marshals have a strategy in place? Will security be involved? Will patrons be first warned, and then ejected from the premises?). Consider and describe escalation triggers (e.g. when certain non-compliance occurs, this will happen).

Section 10 – Responsibilities

1. Responsibility – Describe who will be responsible for the implementation of each of the measures outlined in this plan.

Click here to enter text. Include reference to distancing, density, health and wellbeing, hygiene and cleaning, food and beverage, and contact tracing. Will it be the venue owner, event coordinator, business operator or Head COVID Marshal? If there are multiple parties with responsibilities, outline who is responsible for what.

Section 11 – Declaration

The following declarations are in recognition that the COVID-19 situation and associated restrictions can change quickly.

1. Density Direction changes – Will you comply with all density related requirements outlined within the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#) in place at the time of your event/activity?

Choose an item.

2. Seating arrangement Direction changes – Will you comply with all seating related requirements (e.g. 50% / 75% capacity, checkerboard seating etc.) outlined within the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#) in place at the time of your event/activity?

Choose an item.

3. Consumption Direction changes– Will you comply with any consumption of food and/or beverage related requirements (e.g. seated indoor/outdoor consumption of food and beverage etc.) as outlined within the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#) in place at the time of your event/activity?

Choose an item.

4. Marshal Register – Will you have a COVID Marshal register including the full name of each Marshal, start and finish time, location within the event, and responsibility that is made available during the event for inspection by authorised officers as defined in the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#)?

Choose an item.

5. Dancing Direction changes– Will you comply with any dancing related requirements (e.g. dancefloor capacity, number of dancefloors etc.) as outlined within the [Emergency Management \(Public Activities\) \(COVID-19\) Direction](#) in place at the time of your event/activity?

Choose an item.

6. Vendor COVID Safe Plans– You have provided details of your COVID Safe Plan and if your event has multiple vendors operating within it you will maintain copies of and be able to produce upon request all vendor COVID Safe Plans.

Choose an item.

I have supplied the following information to outline how I will ensure that both patrons' and non-patrons' safety will be maintained during the course of business. I will implement these measures to ensure my operations are COVID Safe to reduce the risk of transmission of COVID-19.

Full name and title	Click here to enter text.
Signature	Click here to enter text.
Date	Click here to enter a date.

Next Steps

Ensure your Plan and all attachments (e.g. site plan) are submitted at least 4 weeks before your event or your event's critical date.

Once complete submit your plan via email to Health.COVIDManagementPlan@sa.gov.au.

When submitting ensure it aligns with the principles outlined at the beginning of the document.

Once your plan is received by SA Health it will undergo an extensive review process. Ensure that you are available to make any updates or additional to your plan as required.

If you have any queries in relation to your submitted plan contact SA health at Health.COVIDManagementPlan@sa.gov.au.

Any changes required to an approved plan must be submitted to SA Health via the [COVID Management Plan amendment form](#).