

RETURN TO PLAY CROWD PROTOCOLS

BASED ON THE COVID SAFE INDUSTRY PLAN FOR FIELD SPORTS



FINAL COVID SAFE INDUSTRY PLAN FOR FIELD SPORTS

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0027/129924/Industry-COVID-Safe-Plan-Field-Sports.pdf

PURPOSE

This document has been prepared by AFL Queensland to present best practice examples and allow your club to successfully welcome spectators to games. This document will be applicable for both Senior and Junior Football.

All attendees must register their attendance at a venue – via the Club's online or manual register.

MAIN CROWD PROTOCOLS

Every attendee at community football has a responsibility to follow the Government's guidelines to be socially distant and implement appropriate hygiene measures.

- Crowds (including players, staff, and officials) are permitted to attend football matches, with spectators maintaining 1.5m social distancing.
- Indoor function spaces and bar areas must adhere to strict venue capacity (1 person per 2sqm) and social distancing.
- Food and Beverage outlets operate in line with State Government regulations:
<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/coronavirus-advice/easing>

GROUND SUGGESTIONS & MATCH DAY CROWD PROTOCOLS

Entry/Exit Gates

- Multiple gates open (where possible) to allow for consistent ingress and spreading of crowd.
- Queuing lanes implemented as required, with points marked out on the ground 1.5m apart.
- Where possible, an EFTPOS machine will be used to collect payment for entry (where applicable).

Around the Ground Crowd

- Societal social distancing requirements of 1.5m separation at all times.
- Have roaming COVID Safe Official to remind spectators of social distancing protocols.
- Signage / posters erected promoting social distancing and hygiene practices.

Grandstand

- Use of grandstands are to be avoided where possible to avoid any crowding of people.
- If grandstands are deemed necessary, provisions will be made to block out every second row, have prominent posters to encourage spreading out, hand sanitizer available. This will be monitored by officials and club volunteers.

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Function Space

- Venue Capacity dependant on size (1 person per 2 sqm) (including players, staff and officials).
- Any match day functions will be implemented in line with social distancing practices.
- Bar queuing markers will be indicated on the floor.
- All other practices as per bar and restaurant requirements.
- Ensure patrons are not flooding bar areas, as strict penalties will apply for breaches in F&B areas.

Toilets

- Signage to reflect maximum number of people in toilets based on 1.5m social distancing rules.
- Soap and water available in all toilets.

Food & Beverage Outlets

- Operate in line with State Government regulations.
- Licensed Premises refer: <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/coronavirus-advice/easing>
- Marked out queuing lines to incorporate social distancing.
- Hand sanitizer available at service points.
- Where possible, canteen, bar, BBQ and coffee services will be spread and separated to help disperse the crowd.
- Where possible, an EFTPOS machine will be used to collect payments for food and beverage.

Egress Points

- Maximise the number of gates available for patrons to leave the venue to ensure there is no significant crowding.

Cleaning provisions

- High traffic surface areas such as stairwell railings, entry points, door handles, canteen surfaces gates, fences etc. will be wiped down by club officials and volunteers, between games.
- Clubs will ensure disinfection of these shared surfaces, including toilets and changerooms is completed before and after each game.

Working with local authorities

- Work with and follow guidance from local council and police

GAME DAY SUGGESTIONS

Entry/keeping spectator registration

All attendees at the ground must register their attendance via the Clubs online or manual register.

There are many solutions for online registrations, including setting up a QR Code (via a website like <https://www.qr-code-generator.com/>) that can hyperlink to a form on your website for people to enter information. However, a bespoke online solution for venues we also recommend is GuestHQ. More information can be found below. We encourage each club to ensure they do its own due diligence around the best solution for their venue.

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GuestHQ Information

1. Log onto <https://www.guesthq.com.au/register>
2. Register your venue
3. The app is free for the first 6,000 check-ins
4. GuestHQ securely stores the private details of all contact tracing customers that checked into the venue
5. FAQs can be viewed here: <https://www.guesthq.com.au/faq>

Another simple alternative is for the Club to have a generic mobile phone number that is promoted throughout the venue on posters, where attendees are encouraged to SMS their name and number to this phone.

Separating outside and indoor function attendees

This is venue dependent. Consider parking spaces and ticketing these events (if applicable) with cost of entry covered in ticket. Many grounds do not have separate corporate spaces; clubrooms acting as a multi- use area with toilets and canteen enclosed. If this is the case at your ground consider limiting outside patrons entering clubrooms, encouraging them to use alternate toilets and set up outside canteen and licenced "wet" area/s. Multiple licenced areas will assist in promoting social distancing and limiting crowded spaces.

No sharing of food at games

Those clubs that have share plates of pies, pasties and sandwiches available for player, spectators after games will have to cease this.

Use of grandstands

Grandstands provide shelter and comfort, so we do not want to completely discourage use, however social distancing is required. To support this rope off rows or ask patrons to be separated by a seat. Grandstands with benches places crosses on each bench to indicate where to sit and put up signs to encourage crowd adherence to maintaining 1.5m social distancing.

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Canteen/bars

Use queues where possible with clear entry and exit points. As a reminder, place crosses (or similar) on the ground to encourage 1.5m distancing. If there are enough volunteers provide multiple smaller canteens placed strategically around the ground. Hot food could be sold from one and cold/snacks from another. For licenced 'wet' areas put up signs and place crosses or similar on ground to encourage social distancing. Get creative, use bins and other items to divide the space up and separate patrons.

All patrons in premises where alcohol is being served must be seated, this includes serving alcohol to patrons in outdoor areas. Seating is required in outdoor wet areas, venues could consider temporary seating, benches etc. with appropriate distancing and regular cleaning taking place.

Extra Eftpos facilities will be required

Arrange of services and providers allow you to process payments directly from your smartphone or tablet. This mobile option usually involves a card reader which you plug into your mobile device or an app you download and use for payments. You can also get a combination of both. A popular smartphone and tablet payment processing choices include square <https://squareup.com/au/en> or **PayPal app/card reader** <https://www.paypal.com/us/webapps/mpp/credit-card-reader>

Volunteers

There will be extra pressure on volunteers so look to establish volunteer rosters and appoint a volunteer manager for game day. Volunteer Managers facilitate volunteers on game day and provide assistance with adherence to any policies. Rosters allow volunteers clarity on where and when they are required to work and what task they are performing. This can reduce anxiety especially if the volunteer is new.

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Appendix 1 - Crowd Handout for all Spectators



CONDITION OF ENTRY THAT ALL ENTRANTS TO THIS GROUND MUST FOLLOW THESE GUIDELINES OR RISK EVICTION



Download the COVID App

Ensure the App is installed so we can trace and report any cases.



No Entry if Sick

If you have been unwell or close to someone unwell, you must not enter.



Social Distancing Applies

All entrants must strictly maintain 1.5m distance and adhere to social distancing rules at all times



No Socialising After Game

No socialising after the game. Please exit immediately and follow social distancing rules.



Respect our Officials & Volunteers

At all times you must respect the instructions of our officials and volunteers. Protocols are in place to keep everyone safe and footy in play.

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Appendix 2 – Educational Posters Around the Grounds

Posters to focus following key messages:

- Maintain social distancing
- Follow simple steps to stop the spread (cough / sneeze into your arm, wash your hands)
- Wash your hands
- Respect our volunteers and officials
- No congregating at team huddles during breaks
- COVID-APP

