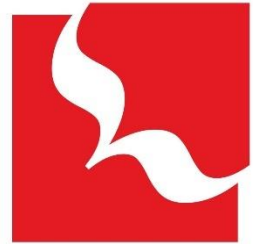


FLYING ARTS
ALLIANCE INC



COVID-19 Safe Plan for Events

The information contained in this document is subject to change depending on federal and state government COVID-19 guidelines for events.

Who does this apply to?

This plan applies to all programming staff of Flying Arts Alliance Inc., the facilitators, the organisers, artists, exhibition staff, volunteers, and venues hosting workshops, events, and exhibitions.

It provides guidelines and compliances for running **face-to-face events** on the Flying Arts program. The information is based on the Queensland Government guidelines on running COVID-19 Safe Events and the Roadmap to Easing Restrictions; Museums and Galleries Queensland COVID-19 Safety Resource; and Live Performance Australia COVID-19 Safe Touring Guidelines.

This document only applies to **events under 500 people** (including staff and other people on site) that are **being held in Queensland**.

Government Guidelines

- INFORMATION BELOW CURRENT AT: **4/08/20**
- [Industry Framework for COVID-19 Safe Events](#)
 - If event has fewer than 500 people (Category 3) – no Queensland Health approval needed when following a completed [COVID-19 Safe Event Checklist](#). (see appendix).
- [Qld Government Roadmap to easing restrictions](#)
 - For events fewer than 500 people – no approval is needed when following a [COVID-19 Safe Event Checklist](#). You do not have to submit a COVID-19 Safe Event Plan to Queensland Health.
 - Maximum number of customers for a business at any one time is determined by the 4m² rule e.g. Room 20 x 20 = 400m²/4 = 100 people in the room.
 - For smaller venues below 200 square metres, businesses can have one person per 2 square metres up to 50 persons at a time. 5m x 5m = 25m²/2 = 12 people in the room.
 - 1.5m social distancing applies between all persons within the room or event space.

Museums and Galleries Guidelines

- These guidelines are suggested for museums and galleries that are hosting and organising events.
- [Checklist for Museums and Galleries reopening](#)
- [COVID-19 Safety Resource for Museums and Galleries](#)

Touring Guidelines

- These guidelines are suggested for staff, contractors, artists and facilitators going on tour.
- [Live Performance Australia Touring Guidelines](#)
- p8-15 covers safety on tour for contractors, facilitators and producers.

Essential items for all events

1. Events Kit

Flying Arts Inc. COVID-19 Safe Kit for Events & Tours

All workshop groups and events hosted by Flying Arts will be provided with a COVID-19 Safe Kit to ensure adequate PPE and cleaning products for general room cleaning of high touch point areas, first aid management, and personal hygiene.

Contents:

- a. Hand sanitizer
- b. Wipes
- c. Disposable face masks (for close proximity work only)
- d. Sign on sheet and questionnaire (have you recently been in contact with someone with COVID-19, etc) See below.
- e. Health and Hygiene posters.
- f. A signed Statement of Compliance to Event Checklist.

2. QLD COVID-19 Safe Event Checklist

- **Must be completed for all events under 500 people.** [Download here.](#) Or see **Appendix.**
- Completion of this document means that the event host *does not have to do a COVID-19 Safe Event Plan and does not have to get approval for the event through Queensland Health.*
- Completed checklist must be accessible by the host, during the event, if requested by an enforcement officer (electronic copy acceptable). And, must be available for 56 days following the event.

3. Screening Questionnaire

- **Must be completed for all events BEFORE participants, staff and volunteers enter the room or event space.**
- Or, see Appendix for copy of entry questionnaire.
- If a person says no to one of these questions, or shows symptoms/feels unwell they must be asked to immediately leave the event.

4. Signage

- A signed [Statement of Compliance](#) must be **clearly displayed in the event space or gallery.**
- [Health and Hygiene posters](#) (may be supplied by venue).

Events at Flying Arts Alliance Inc. Office (JWAC)

All events held in the Flying Arts Inc. Office or in Judith Wright Arts Centre (JWAC) areas must comply with the [Judith Wright Arts Centre Workplace Health & Safety Plan –COVID-19](#). Staff who are hosting meetings, gatherings, or events within this building must be familiar with these WHS guidelines.

Flying Arts On-Site Events:

Before event

- Review and apply the [Judith Wright Arts Centre Workplace Health & Safety Plan –COVID-19](#).
- Send out contractual clause pertaining to COVID-19 safe guidelines (see One Drive folder) from Flying Arts.
- When booking a room - 1 person per 4m² rule must be observed.

- If you are using the Flying Arts Office** - ensure that guests and staff in the Flying Arts Office do not exceed the safe numbers outlined in the [Return to Work Plan](#).
- Complete a [COVID-19 Safe Event Checklist](#) and keep it in your records. This may be accessed by the government for contact tracing or be requested by an enforcement officer during/after the event.
- Clean equipment, rooms, gathering spaces – including regular touch-points such as doors, handles and railings.
- Ensure that staff, volunteers and participants are aware that they should not attend the event if feeling unwell, and/or showing symptoms of the virus (participants will be eligible for a full refund if they have purchased a ticket and are unable to attend).

- If you are using a JWAC room** - guests, visitors and contractors fall under JWAC's responsibility, a sign-in process has been created to capture necessary details as detailed in Restrictions on Businesses, Activities and Undertakings Direction. Details recorded hereby will remain securely with the JWAC Operations Manager for 56 days and then securely disposed of, and not be used for any reason other than compliance with Restrictions on Businesses, Activities and Undertakings Direction.

During event

- Display a signed [Statement of Compliance](#) and [Health and Hygiene posters](#) in the workshop/event room.
- Check that staff, volunteers and participants have signed in as per the JWAC sign-in process.
- Provide hand sanitization/washing stations at entrance to the room and in key areas.
- Avoid shaking hands, kissing or hugging others.
- Consider PPE where working in close proximity is required.
- Adhere to current social distancing rules (1.5m) and provide enough space in the workshop room and gathering areas for participants to spread out (see Government fact sheet for persons/square meter rules).
- Provide regular cleaning of the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.
- Where possible, ask participants to bring their own water and snacks. If providing food, this should be individually portioned and not share food.
- Check-in regularly during the event to ensure 1.5m social distancing and health standards are being maintained.

After event

- Clean surface areas and touch-points (like door handles) immediately after the event to ensure safe future use.

Contractors and technical staff at Flying Arts

- Staff and contractors including touring parties involved in back-of-house tasks such as unloading trucks, building sets, and installing equipment, will be informed during induction of JWAC adoption of the Queensland Live Performance, Venues/Theatres Approved COVID Safe Industry Plan and the restrictions therein.
- Where 1.5m spacing is impractical for technical or mechanist work PPE will be provided either by JWAC or Flying Arts.

By Request

In this program, Flying Arts provides administrative support to bring artists and venues/organisers together to present quick – turnaround workshops across regional Queensland. These events are instigated by **both the venues/organisers and the facilitators – they are the hosts**. Both must adhere to current COVID-19 safety practices and ensure the safety of staff, participants and volunteers.

Travel

- [Live Performance Australia Touring Guidelines](#)
 - p 8-15 provides industry standard touring safety procedures for contractors, facilitators and producers.
 - Flying Arts follow these guidelines for travel and touring.
- ****Check the airline/accommodation/car hire company booking agreement/website for latest COVID-19 safety update.**** See Appendix for example information.

Organiser:

Before event

- Provide Flying Arts and the facilitator a copy of their venue **COVID-19 Safe Plan** (this must be received before the workshop can be confirmed).
- Receive Contractual clause pertaining to COVID-19 safe guidelines (see appendix) from Flying Arts
- Complete a [COVID-19 Safe Event Checklist](#) and keep it in your records. This may be accessed by the government for contact tracing or be requested by an enforcement officer during/after the event.
- Clean equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.
- Ensure that staff, volunteers and participants are aware that they should not attend the event if feeling unwell, and/or showing symptoms of the virus (participants will be eligible for a full refund if they have purchased a ticket and are unable to attend).

During event

- Display a signed [Statement of Compliance](#) and [Health and Hygiene posters](#) in the workshop/event room.
- Provide sign in sheet (see appendix) for staff, volunteers and participants to record personal details on and ensure all participants fill in their details.
- Provide hand sanitization/washing stations at entrance to the room and in key areas.
- Adhere to current social distancing rules (1.5m) and provide enough space in the workshop room and gathering areas for participants to spread out (see Government fact sheet for persons/square meter rules).
- Provide regular cleaning of the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.

- Where possible, ask participants to bring their own water and snacks. If providing food, this should be individually portioned and not share food.
- Check-in regularly during the event to ensure social distancing and health standards are being maintained.

After event

- Provide Flying Arts with a full list of participants who attended the event – including Name, Address, Telephone Number, and Email. All records must be kept private.
- Keep a copy of the participant list in your records for at least 56 days. It must be available immediately on request by Qld Health officials. All records must be kept private.

Facilitators:

Before event

- Do not attend the event if you are feeling unwell, and/or showing symptoms of the virus.
- Ensure you have received and read the **venue's COVID-19 Safe Plan** and understand the procedures and requirements of attending.
- Receive Contractual clause pertaining to COVID-19 safe guidelines and their rights as a worker (see appendix)
- Be familiar with the [Live Performance Australia Touring Guidelines](#) (p8-15 covers safety on tour).
- Bring your own pen, water bottle, snacks to the event.
- Ensure the organiser has asked all staff, volunteers, and participants to fill in sign in sheet before entering the room.

During event

- Adhere to the COVID-19 Safe Plan provided by the venue, including maintaining social distance from participants and staff, cleaning equipment they provide, and advising participants on safety procedures.
- Wherever possible people should remain 1.5 metres away from others (except if they are in the same group/social bubble i.e. are in the same family, household, or touring party).
- Check-in regularly during the event to ensure social distancing and health standards are being maintained – if not, contact the organizer.
- NOTE:** you can delay, reschedule, or cancel the event if you feel unsafe or that health guidelines are not being met by the venue, staff, volunteers, or the participants.

After event

- Provide Flying Arts and the venue with a full list of participants who attended the event – including Name, Address, Telephone Number, and Email. All records must be kept private.

Participants and Volunteers:

Before event

- Do not attend the event if you are feeling unwell, and/or showing symptoms of the virus (you will be eligible for a full refund if you have purchased a ticket and you are unable to attend).
- Bring your own pen, equipment (if required), water bottle, snacks to the event.

During event

- Fill in **sign in sheet** and answer the **entry questionnaire** (see appendix) for participants.
- Adhere to the COVID-19 Safe Plan provided by the Organiser, including maintaining social distance from participants and staff.
- Wherever possible people should remain 1.5 metres away from others (except if they are in the same group/social bubble i.e. are in the same family, household, or touring party).

After event

- Notify the organiser and/or Flying Arts if you feel unwell immediately after the event and/or receive a positive COVID-19 test.

Flying Arts:

Before event

- Provide Organiser and Facilitator with the Flying Arts COVID-19 Safe plan for Events.
Includes:
 - COVID-19 Safe Event Checklist
 - Compliance signage, and,
 - pertinent Government fact sheets.
- Send contractual Clause to Organiser and Facilitators regarding staff COVID-19 safety.
- During event**
- nil
- After event**
- Collect list of participants from Organisers or Facilitator and keep on file. All records must be kept private and must be accessible if required by a Queensland Health representative or enforcement officer.

Scheduled Programs

This program is scheduled at least 6-12 months ahead of time and is managed and hosted by Flying Arts with partners such as Southbank TAFE. Therefore, **Flying Arts are the host and responsible for the safety of participants and staff** in the face-to-face workshops and events. This also applies to the RAF Community workshops/presentations.

Travel

- [Live Performance Australia Touring Guidelines](#)
 - **p 8-15** provides industry standard touring safety procedures for contractors, facilitators and producers.
 - Flying Arts follows these guidelines for travel and touring.
- ****Check the airline/accommodation/car hire company booking agreement/website for latest COVID-19 safety update.**** See Appendix for example information.

Partner Venue:

Before event

- Provide Flying Arts and the facilitator a copy of the **venue COVID-19 Safe Plan** (this must be received before contracts and the event is confirmed).
- Provide hand sanitization/washing stations at entrance to the room and in key areas.
- Clean the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.
- Ensure there is adequate space for participants to social distance (1.5m) during the event and that the room provided allows for the person/square meters rules provided in the [Government Guidelines for COVID-19 Safe Events](#).
- Ensure that staff and venue volunteers are aware that they should not attend the event if feeling unwell, and/or showing symptoms of the virus.

During event

- Adhere to current social distancing rules and provide enough space in the event/workshop room and gathering areas for participants to spread out.
- Install [Health and Hygiene posters](#) about COVID-19 Safe practices, handwashing and health in event areas.
- Install entry and exit signs if one-way procedures have been implemented in the venue.
- Provide regular cleaning of the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.

After event

- Clean the room and/or event space to ensure safe future use.

Facilitators:

Before event

- Receive and read the **venue's COVID-19 Safe Plan** and the **Event Checklist (from Flying Arts)** and understand the health and safety procedures and requirements of hosting an event.
- Receive Contractual clause pertaining to COVID-19 safe guidelines and your rights as a worker (see appendix).
- Bring your own pen, equipment (if required), water bottle, snacks to the event.

During event

- Do not attend the event if you are feeling unwell, and/or showing symptoms of the virus.
- Adhere to the COVID-19 Safe Plan provided by the venue, including maintaining social distance from participants and staff, cleaning equipment they provide, and advising participants on safety procedures.
- Wherever possible people should remain 1.5 metres away from others (except if they are in the same group/social bubble i.e. are in the same family, household, or touring party).
- Provide sign in sheet (see appendix) for participants to record personal details on and ensure all participants fill in their details.
- Ensure that all staff, volunteers, and participants have filled in sign in sheet before entering the room (including yourself).
- Check-in regularly during the event to ensure social distancing and health standards are being maintained – if not, contact Flying Arts.
- NOTE:** you can delay, reschedule, or cancel the event if you feel unsafe or that health guidelines are not being met by the venue, staff, volunteers, or the participants.

After event

- Provide Flying Arts and the venue with a full list of participants who attended the event – including Name, Address, Telephone Number, and Email. All records must be kept private.

Participants:

Before event

- Book tickets online + complete a COVID-19 Safety questionnaire.
- Do not attend the event if you are feeling unwell, and/or showing symptoms of the virus (you will be eligible for a full refund if you are unable to attend).

During event

- Fill in **sign in sheet** and answer the **entry questionnaire** (see appendix) for participants.
- Adhere to the COVID-19 Safe Plan instructions provided by Flying Arts/facilitator, including maintaining social distance from participants and staff.
- Wherever possible people should remain 1.5 metres away from others (except if you are in the same group/social bubble i.e. are in the same family, household, or touring party).

After event

- Notify Flying Arts if you become unwell or experience COVID-19 symptoms within two weeks after the event.

Flying Arts:

Before event

- Provide Facilitator with the Flying Arts COVID-19 Safe plan for Events (with appropriate checklists, questionnaire and participant sign-in sheet) and an Event Kit.
- Set up ticketing to include a COVID-19 Safe checklist and questionnaire for participants
- Pre-event email to participants:
 - remind participants to follow safety guidelines
 - do not attend if they are unwell
 - advise that they can get a refund if they cannot attend
 - attach COVID-19 Safe event questionnaire (to be completed before event).
- Complete a [COVID-19 Safe Event Checklist](#) and keep it in Flying Arts records for at least 56 days following the event. This may be accessed by Queensland Health for contact tracing or be requested by an enforcement officer during/after the event.

During event

- Sign and display a [Statement of Compliance](#) in the workshop/event room.
- Make sure you can produce a completed copy of the [COVID-19 Safe Event Checklist](#) if requested by a compliance officer (electronic copy acceptable).
- Ask participants to bring their own water and snacks. No food will be provided by Flying Arts during the pandemic period. Adhere to the COVID-19 Safe Plan provided by the venue, including maintaining social distance from participants and staff, cleaning equipment they provide, and advising participants on safety procedures.
- Wherever possible people should remain 1.5 metres away from others (except if they are in the same group/social bubble i.e. are in the same family, household, or touring party).
- Check-in regularly during the event to ensure social distancing and health standards are being maintained – if not, contact the organizer.
- NOTE:** Flying Arts staff can delay, reschedule, or cancel the event if event is unsafe or if health guidelines are not being met by the venue, staff, volunteers, or the participants.

After event

- Keep a list of all participants who attended the event – including Name, Address, Telephone Number, and Email. This may be accessed for COVID-19 contact tracing at a future date. All records must be kept private.

Exhibitions (includes: Public Programs, install contractors, artists and QRAA judge travel)

*****For HotSpot programs attached to an exhibition - see Scheduled process. *****

This program is scheduled at least 6-12 months ahead of time and is managed and hosted by different stakeholders in each part of the program. The host is responsible for safety at the event/exhibition.

Host: Brisbane-based events - Flying Arts.

Host: all regional events - the regional facility. The gallery is host of exhibition activities and so they are responsible for COVID-19 Safety procedures.

Travel

- [Live Performance Australia Touring Guidelines](#)
 - p 8-15 provides industry standard touring safety procedures for contractors, facilitators and producers.
 - Flying Arts follows these guidelines for travel, accommodation and touring.
- ****Check the airline/accommodation/car hire company booking agreement/website for latest COVID-19 safety update.**** See Appendix for example information.

Museums & Galleries

- These guidelines are recommended for museums and galleries that are hosting and organising face-to-face exhibitions and events.
- [Checklist for Museums and Galleries reopening](#)
- [COVID-19 Safety Resource for Museums and Galleries](#)

Partner Venue/Gallery:

Before event

- Provide Flying Arts and the facilitator a copy of the **venue COVID-19 Safe Plan** (this must be received before contracts and the event is confirmed).
- Provide hand sanitization/washing stations at entrance to the room and in key areas.
- Clean the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.
- Ensure there is adequate space for participants to social distance (1.5m) during the event and that the room provided allows for the person/square meters rules provided in the [Government Guidelines for COVID-19 Safe Events](#).
- Ensure that staff and venue volunteers are aware that they should not attend the event if feeling unwell, and/or showing symptoms of the virus.

During event

- Provide sign in sheet (see appendix) for participants to record personal details on and ensure all participants fill in their details.
- Provide hand sanitization/washing stations at entrance to the room and in key areas.

- Install [Health and Hygiene posters](#) about COVID-19 Safe practices, handwashing and health in event areas.
- Install entry and exit signs if one-way procedures have been implemented in the venue.
- Adhere to current social distancing rules (1.5m) and provide enough space in the workshop room and gathering areas for participants to spread out (see attached Government fact sheet for persons/square meter rules).
- Provide regular cleaning of the equipment, rooms, gathering spaces and toilets – including regular touch-points such as doors, handles and railings.
- Where possible, ask participants to bring their own water and snacks. If providing food, this should be individually portioned and not share food. (We suggest that you do not provide food during the pandemic period).
- Check-in regularly during the event to ensure social distancing and health standards are being maintained.
- NOTE:** you can delay, reschedule, or cancel the event if event is unsafe or if health guidelines are not being met by the venue, staff, volunteers, or the participants.

After event

- Provide Flying Arts with a full list of participants who attended the event – including Name, Address, Telephone Number, and Email. All records must be kept private.
- Keep a copy of the participant list in your records for at least 56 days. It must be available immediately on request by Qld Health officials. All records must be kept private.
- Clean the room and/or event space to ensure safe future use.

Install contractors, artists, and QRRR Judges:

Before event

- Ensure you have received and read the **venue's COVID-19 Safe Plan** and understand the procedures and requirements of attending.
- Receive Contractual clause pertaining to COVID-19 safe guidelines and your rights as a worker.
- Take a Flying Arts Event Kit with you (if Brisbane event). Or, check with host gallery for cleaning products that they will supply during install/event.
- Follow the safety procedures outline in [Live Performance Australia Touring Guidelines](#)
 - p8-15 covers safety on tour for contractors, facilitators and producers.
 - Bring your own equipment where possible. If sharing ensure sanitation before and after use.

During visit

- Adhere to **the COVID-19 Safe Plan provided by the venue**, including maintaining social distance from participants and staff, cleaning equipment they provide, and advising participants on safety procedures.
- Sign in and out of venue if required.
- Wherever possible people should remain 1.5 metres away from others (except if they are in the same group/social bubble i.e. are in the same family, household, or touring party).
- NOTE:** you can delay, reschedule, or cancel the visit if you feel unsafe or that health guidelines are not being met by the venue, staff, volunteers, or the participants.

After event

- Notify Flying Arts if you become unwell or experience COVID-19 symptoms within two weeks after the event.

Flying Arts (Brisbane Exhibitions events only):

Before event

- Provide staff and volunteers at **Brisbane events** with the Flying Arts COVID-19 Safe plan for Events and an Event Kit.
- Set up ticketing to include a COVID-19 Safe checklist for participants (this must also be completed at door, before entry to event).
- Pre-event email:
 - remind participants to follow safety guidelines and not attend if they are unwell
 - require participants to complete the Questionnaire
- Complete a [COVID-19 Safe Event Checklist](#) and keep it in records for at least 56 days. This may be accessed by the government for contact tracing. This may be accessed by the government for contact tracing or be requested by an enforcement officer.

During event

- Sign and display a [Statement of Compliance](#) in the workshop/event room.
- Make sure you can produce a completed copy of the [COVID-19 Safe Event Checklist](#) if requested by a compliance officer (electronic copy acceptable).
- Sign on sheet where participants use their own pen to sign (please see attachment for full sheet).
- At entry points that have event staff or security personnel, ask screening questions of attendees (see attached screening questionnaire)
- Reduce touch points for physical resources such as certificates, notes, newsletters or course outlines where possible.
- Where possible ask participants to bring their own water and snacks. If providing food, this should be individually portioned and not share food.

After event

- Keep a list of all participants who attended the event – including Name, Address, Telephone Number, and Email. This may be accessed for COVID-19 contact tracing at a future date. All records must be kept private.
 - Notify Queensland Health if any staff, volunteers, or participants experience symptoms of COVID-19 following an event.
-

Flying Arts Inc. Sponsors Events

- Follow procedures for **Exhibitions/Flying Arts** Brisbane events.
- Also consider the host/organiser instructions for By Request.

Appendix

1. Insurance
2. Travel – COVID-19 Safe travel information from Travel Agent
3. Screening Questionnaire and Participant Entry Registration
4. QLD COVID-19 Safe Event Checklist
5. Signage
 - a. Statement of Compliance
 - b. Health and Hygiene signs

1. Insurance

- To be included in all contracts
- Flying Arts Public & Products Liability policy:

INFECTIOUS OR COMMUNICABLE DISEASE, BACTERIA AND VIRUS POLICY CONDITION

We will not cover Personal Injury as a result of your reckless disregard of any guidelines, principles or instruction issued by the Australian Government, relevant State or Territory Government, the New Zealand Government or any other relevant Government jurisdiction you operate in, regarding any infectious or communicable disease, bacteria or virus.

2. Travel – COVID-19 Safe travel information

****Check the airline/accommodation/car hire company agreement/website for the latest COVID-19 safety update.****

This information provided on 10/08/20 by Ross & Turner Travel Associates as a guide to current safe travel practices by travel companies. Travel providers are responsible for the safety of passengers and guests who travel with them. Hosts can provide this information to contractors or staff.

Car Hire

Example – AVIS

The Avis Safety Pledge is our relentless commitment to keep every one of our customers and employees safe.

We have enhanced our cleaning protocols, including utilising disinfectant that protects our customers and employees against pathogens. All vehicles are cleaned before every rental, paying special attention to high touch point surfaces such as the steering wheel, indicators, dashboard, hand grips, in-car entertainment controls, cup holders, keys, centre consoles, and all door handles, both inside and out.

The safety pledge allows customers to pick up and drop off vehicles with minimal contact. The contactless experience can be further enhanced by using the [Avis App](#), especially for Avis Preferred customers, the free to join loyalty scheme. [Avis Preferred](#) customers can benefit from a fast track service, and at selected locations bypass the rental desk completely with straight to vehicle access.

Flights

QANTAS

The safety and wellbeing of our customers and people are, and always has been, our highest priority. Travel is an important part of life, and we know there's understandable concern about Coronavirus.

Our **Fly Well** program brings together a number of temporary and existing wellbeing measures to give you peace-of-mind at each point of your journey across our Australian domestic network.

As part of Fly Well, we've introduced a number of key measures within Australian domestic airports to limit the contact that you may have with others as you check in and proceed to your departure gate.

1. Contactless Check-in (either online or via our mobile App) is recommended
2. Self-service Bag Drop is strongly encouraged
3. Our self-service check-in kiosks are cleaned regularly and are available to print bag tags for your checked luggage - alternatively if you have a Q Bag Tag you can use this when flying within Australia
4. Social distancing is applied throughout airports
5. Regular cleaning of highly frequented areas

6. Installation of hygiene screens at airline customer service desks

At the departure gates

As you make your way to your designated departure gate, our Fly Well program continues.

1. Social distancing when boarding and disembarking to minimise crowding
2. Hand sanitising stations installed throughout the terminal and at departure gates
3. Self-scanning of boarding passes
4. Social distanced seating in waiting areas at departure gates
5. Enhanced terminal cleaning
6. Installation of hygiene screens at airline customer service desks
7. Collect your Fly Well pack, containing a face mask and sanitising wipes, before you board

Onboard the plane

Our Fly Well program continues onboard our Australian domestic flights where we've introduced additional measures and the risk of inflight transmission remains extremely low.

1. The air conditioning systems of all Qantas and Jetstar aircraft are already fitted with hospital-grade HEPA filters, which remove 99.9% of all particles including viruses.
2. Air inside the cabin is refreshed every few minutes, ensuring the highest possible quality of cabin air. The direction of inflight airflow is ceiling to floor.
3. Our people are trained in the latest hygiene protocols
4. Simplified service - for the time being we've reduced our food and beverage offering and removed inflight entertainment.
5. Refer to [temporary inflight and airport services](#) for more information.
6. Your Fly Well pack contains a face mask and sanitising wipes for use inflight, and additional sanitising wipes are available on request. When disembarking the aircraft, place any used sanitising wipes back into your pack, and dispose of it in the airport terminal bins on arrival.
7. The aircraft configuration, including the seats and galley, act as a natural barrier, and people are not seated face to face
8. You're asked to limit movement around the cabin, once seated
9. Temporary removal of inflight magazines (available digitally)
10. Additional sanitiser and wipes are available during your flight
11. Enhanced cleaning of our aircraft with a disinfectant effective against coronaviruses, with a focus on high contact areas – seats, seatbelts, overhead lockers, air vents and toilets

VIRGIN AUSTRALIA

The safety of our passengers and crew is always our number one priority.

We're closely following advice received from Australian medical authorities, as well as the World Health Organisation, regarding precautions to minimise risks concerned with COVID-19.

We're following the recommended health and safety precautions and are continuing to provide the latest updates to our crew to ensure they're well informed before they fly and so they can assist our guests if required.

Onboard safety and hygiene practices

We're ensuring our crew maintain high hygiene standards in the cabin, including practicing proper hand sanitising procedures and cough etiquette. We currently have face masks and hand sanitiser onboard all our flights. If any guest presents as unwell or with symptoms on one of our flights, they'll be provided with a face mask, and where possible, moved away from other passengers.

Our Group Medical Officer, Dr Sara Souter, and our team of safety experts are regularly reviewing the information from health authorities and we'll update our onboard procedures as needed.

Aircraft cleaning

We uphold the highest standards when it comes to cleaning our aircraft and we have stringent processes in place.

Our aircraft are commercially cleaned every 24 hours at a minimum, which includes the disinfecting of seats, tray tables, armrests, windows and shades, seatback entertainment screens, lavatories, galleys, doors and interior windows. Cutlery, tableware and trays are also fully sanitised and go through a hot wash after each use.

Our aircraft also undergo scheduled deep cleans, which occur in our maintenance hangars.

HEPA filters

Our jet aircraft have High Efficiency Particulate Air (HEPA) filters. HEPA filters have a similar performance to those used to keep the air clean in hospital operating rooms and industrial clean rooms. These are effective at capturing greater than 99.9% of the airborne microbes in the filtered air.

We regularly change the HEPA filters on our aircraft at the recommended intervals suggested by the manufacturer and our team of engineers.

3. Screening Questionnaire and Participant Entry Registration

To be completed by:

1. Each participant when booking a ticket/in reminder email AND before entering the event space.
2. All staff, volunteers, and other persons who will be in the event space, before entering.

Keep a copy of this in your records for at least 56 days. This may be accessed by Qld Health or by an enforcement officer during/after the event.

Questions

- In the last 14 days have you travelled from overseas or a COVID-19 hotspot?
- Have you been in close contact with a person who is positive for COVID-19?
- Are you an active COVID-19 case?
- Are you currently, or have you recently experienced cough, fever, sore throat, fatigue or shortness of breath?

If yes to any of the above.

- Isolate the attendee in the nearest designated isolation space.
- Provide the affected person with appropriate personal protective equipment.
- Refuse entry to the event and refer the person to first aid, medical or in-event health services if available.

