



an initiative of



COVID SAFE PLAN



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EVENT ORGANISER COMPANY & CONTACT DETAILS

Company Details:

Business Name:	Impact Institute Events Pty Ltd
Business Address:	Suite 602, Level 6, Tower 1, 495 Victoria Ave, Chatswood, NSW 2067
ABN Number:	68 649 040 559

Key Contacts:

Events Manager:	Mathew Botten	mathew.botten@impactinstitute.com.au	0455 038 737
Events Director:	Kathryn Carey	kathryn.carey@impactinstitute.com.au	0418 969 149



EVENT INTRODUCTION

ImpactInstitute Disability Expo's are unique events designed to help bring together service providers and specialist businesses with consumers and their families, case-workers, teachers and carers in a way that ensures that products or services are seen by those who need access to such products or services. The Expos aim to enhance the lives of people with disability in a positive and encouraging way.

The event is **FREE** to attend.

Expo Hours

Thursday (Move-In): 3pm – 6pm

Friday: 9am – 3pm

Saturday: 9am – 3pm

Venues

(Size: 2000sqm – 7500sqm))

1. Penrith Valley Regional Sports Centre (PVRSC)
2. Newcastle Entertainment Centre (NEC)
3. Gold Coast Convention & Entertainment Centre (GCCEC)
4. Sydney Showground
5. Exhibition Park In Canberra (EPIC)
6. Brisbane Showgrounds (RICC)
7. Melbourne Convention & Entertainment Centre (MCEC)

Disability Expo Locations & Dates

1. Nepean
30th March – 1st April
2. Hunter
11th May – 13th May
3. Gold Coast
15th June – 17th June
4. Sydney
3rd Aug. – 5th August
5. Canberra
31st Aug. – 2nd September
6. Brisbane
12th Oct. – 15th October
7. Melbourne
16th Nov. – 19th November



REASON FOR A COVIDSAFE EVENT PLAN

The health and safety of all patrons remain the number one priority, with event specific health, hygiene and density monitoring being implemented. Impact Institute will continually be guided by State Government regulations and restrictions at the time of the event in order to ensure our Expo operates as a COVIDSafe event.

As the event organiser, Impact Institute (II), together with the venue, have primary responsibility of ensuring the Expo is a COVIDSafe event. This responsibility requires the organiser and venues to have in place a comprehensive COVIDSafe Event Plan. This plan incorporates State Government and Public Health regulations and restrictions put in place to help prevent infection, reduce the risk of transmission and ensure COVIDSafety is paramount. Should these regulations and restrictions evolve, so to, will our COVIDSafe Event Plan.

The effectiveness of all COVIDSafe measures put in place together with any other risks will be continually monitored for effectiveness. Where it is found that improvements or alterations to the plan are required, they will be implemented accordingly.



COVIDSAFE EVENT PLAN – REVIEW & MONITORING PROCESS

The **COVIDSafe Event Plan** will be continually monitored and reviewed both before and during events to ensure that ALL Expos take into consideration the most recent and up to date information regarding COVIDSafe restrictions and regulations for the state. Public Health directions will be included in this process with all revised information incorporated into the plan. Please see below the **COVIDSafe Review Schedule**:

COVIDSAFE REVIEW SCHEDULE	REVIEW DATE
COVIDSAFE PLANNING	January 2023
MONTHLY REVIEW DATES	1 st Monday of every month
WEEKLY REVIEW DATES	Every Monday
DAILY REVIEW DATES	Pending NEW STATE Regulations



WELLBEING OF STAFF & CUSTOMERS

When reviewing the risks and mitigation measures relevant to the event, the planning of the COVIDSafe Event Plan has taken into consideration Staff/Volunteers/Exhibitors and Attendees. Planning references state 'Industry Framework for COVIDSafe Events' and also Venue Safe plans.

Below is a summary of these considerations and the measures in place:

Reducing the chance an Affected Person attends the event:

With the aim to exclude staff/attendees who are unwell attend the event, we have implemented strict Conditions of Entry which requests any person/s suffering from COVID-19 symptoms not attend the event. Correspondence is sent out via emails and social media posts requesting non-attendance should any person/s feel unwell or exhibit COVID-19 symptoms. All tickets also requests that any persons person/s suffering from COVID-19 symptoms not attend the event and a link to the Conditions of Entry is provided.

Should a person/s unknowingly attend the event, other measures have been put in place to reduce the risk of potential transmission, these being;

- 1.5m social distancing restriction will be promoted, highlighted and encouraged for the duration of the event.
- Hand sanitisers stations to be positioned throughout the venue.
- Surfaces and equipment to be regularly cleaned/disinfected
- Single point Entry and Exit implemented where venues permit

Multi-day event:

Due to the event being held across 2 days, the event will incorporate similar routines across both days to allow attendees the opportunity to access all information they require in one day. Show bags will be provided to assist with services, products and support groups information collection with minimal contact although, information accessed electronically is encouraged.

Large Crowd:

If state regulations reintroduce capacity restrictions, the event maximum capacity limit may be capped as per the square metre restrictions in place at the time of the event. Patrons will be counted so a live calculations of the capacity numbers is monitored.

Queuing points managed with crowd barriers and signage in place to encourage physical distancing. Single point Entry and Exit initiated where possible.

Crowding:

Similar to Large Crowd considerations, should state regulations reintroduce capacity restrictions, organisers to ensure the square metre restrictions and directional flow through



aisles implemented. Seating sections to be available and set to social distancing requirements. Crowd barriers positioned and spacing markers utilised to further manage crowds. Exhibitor and attendee numbers to be capped per booth.

Queuing:

Social distancing to be promoted with signage and announcements at regular intervals. Separate Entry and Exit points to be strongly monitored and hand sanitisers available.

Mixing / Mingling of people:

Masks, hand hygiene, together with appropriate social distancing practices to be heavily encouraged and promoted. Free masks provided to ALL patrons upon entry.

Large numbers of people for contact tracing:

Currently not a requirement. All patrons must register for the event before entering the event. Impact Institute implementing single point entry and exit.

To further reduce the risk and mitigation of transmission of COVID-19, strict **Conditions of Entry** will be in place for the entirety of the event for all staff, volunteers, exhibitors, speakers, performers and attendees, this is in addition to where the Venue also has Conditions of Entry.

ADDITIONAL ACTIONS:

- Expo promoted as a COVIDSafe event with both measures and requirements in place highlighted in all promotional material and correspondence
- Risk Assessment continually reviewed and COVIDSafe measures listed and updated accordingly

* All Staff and Volunteers, whilst not mandatory to wear, will be provided a mask

Staff training, education and COVID-19 information and safety measures;

All event staff will be trained and provided information on COVIDSafe measures in the workplace, in particular, with the process of safely collecting exhibitor/attendee details, ensuring social distancing and cleaning & hygiene.

Volunteer staff will be required to complete a comprehensive WHS questionnaire upon application. This will also incorporate the COVIDSafe Information Guide. Volunteers will also undergo an onsite Induction with a Impact Institute staff and trained in the process of safely interacting and collecting attendee details. The specific COVIDSafe Information Guide mentioned above will be available via both the Exhibitor Manual and Volunteer Guide.

Exhibitors providing food sampling will be required to register directly through the venue or apply for license from the local council where they will be required to meet the regulations in place at the time of the event.



Signage positioned throughout the venue promoting Social Distancing and Hygiene with hand sanitisers strategically positioned around the venue.

Finally, all staff and volunteers, whilst not mandatory to wear, will be provided and encouraged to wear a face mask.

Conditions of entry (website, venue entry, ticketing);

Conditions of entry has been implemented and will be posted on each individual Website, Facebook Page as well as posted directly to the Impact Institute events section of the website. The Conditions of Entry will also be accessible via the Exhibitor Manual, Volunteer OHS Induction and Volunteer Guide attached to every ticket via a hyperlink and displayed prominently within the venue registration area.

Flexible cancellation or booking policies where Exhibitors and Attendees need to cancel due to COVID-19 factors (such as being unwell or awaiting test results);

Full Terms and Conditions have been provided to Exhibitors on point of sale, covering Cancellations, Payment Terms and Force Majeure. The Terms and Conditions are also available via the Exhibitor Manual, website and included on the invoice at the time of booking.

Due to the event being free to attend, attendees will not be financially effected should they need to cancel their booking due to COVID-19 factors.

Impact Institute Additional Measures:

- Have implemented an Event specific **Conditions of Entry**
- ALL patrons required to register their details before receiving a ticket and being permitted to enter the event

Outdoor considerations;

The events will be predominantly an indoor event with the only exception being food vans and a single vehicle display being positioned outside. All stage activities and Exhibitor Booths will be in the main exhibition's hall. All food vans will be having crowd barriers and separate seating to encourage social distancing.

In indoor areas;

Additional considerations to what have already been mentioned will be in place for the **Network Function**. The function is scheduled to run for 1 hour post event on the first day of the only. This function is only open to registered Exhibitors to attend. The function will be held around the stage area where seating is already positioned. Pending regulations and restrictions in place at the time of the event, the Network Function will serve food and beverages, ensuring all regulations and restrictions are adhered to. All catering for the function will be provided by venue catering who will also be overseeing service. The stage will be accessed should a presentation be made to the audience. Stage COVIDSafe measures will be in place for the duration such as cleaning and disinfecting equipment, lectern and seating. Social distancing promoted and encourage and crowd barriers in place



PHYSICAL DISTANCING

With physical distancing continuing to be such an important tool in reducing the spread of COVID-19, promotion and encouragement through announcements, signage and correspondence will continue to be heavily used in both the lead up and during our events.

Encouragement and promotion of 1.5m physical distancing where possible including:

- at points of mixing or queuing such as bars, toilets and entrance and exit points
- between seated groups
- between staff

Multiple Kiosk and Coffee service points to be engaged in order to ensure multiple points of sale for food and beverage. Contactless payment will be encouraged.

Similar to what will be in place inside the venue, Social Distance signage will be strategically positioned, promoting the importance of social distancing practices, particularly in and around the high traffic areas. Physical distancing will also be supported by floor markers and crowd barriers where required.

Masks;

Although not mandatory, face masks will be provided to all staff and volunteer staff and will be encouraged to be worn by all patrons, particularly when interacting with the exhibitor booth space.

Registration;

Although our event is free to attend, all attendees must first register before entering the event. Promotion of pre-registration ticketing will be heavily promoted so as to encourage online registrations and thus, reduce the time it takes to enter our event and minimise face to face contact.

As well as initiating single point Entry and Exit points during the event (venue permitted), crowd barriers will be incorporated to help managed crowds and ensure social distancing.

Strategies in place to avoid mingling and reduce the frequency and extent of contact between different groups of people;

- Exhibitor will appoint their own Covid Marshals who will be monitoring the cleanliness, hygiene and interactions within their own booth, providing guidance where required.
- The stage seating will be set up to encourage social distancing - 1.5m apart and 5m exclusion zone from stage. Equipment and surfaces will be wiped down between presentations and performances, large TV screens will be in place to assist with visibility and tensa barriers used to manage crowds
- Introduction of single point Entry and Exit points and crowd barriers



Staff and Physical Distancing;

A workplace induction prior to commencing their shift will be provided to all staff and volunteers. This aims to highlight the COVIDSafe measures in place, in particular, physical distancing requirements. The staff break room seating will be set to ensure the 1.5m social distancing is adhered to. Working spaces will also aim to incorporate the 1.5m social distancing where reasonably practical. Disinfected wipes will be available and surfaces to be wiped down at regular intervals. Finally, although not mandatory, masks will be offered to all staff and volunteers.

COVIDSafe Solutions;

Our Expo build company, ExpoNet, now have a range of COVIDSafe Solutions to select from which help support our event being COVIDSafe. The ExpoNet's COVIDSafe equipment and products are available to both Impact Institute and Exhibitors.

When considering COVIDSafe measures for the registration area, implementation of physical barriers such as plexiglass desks with high volume interactions with customers and crowd barriers directing patrons to the appropriate areas will be in place. If staff are not able to physically distance, face mask for staff and volunteers will be provided and encouraged to be worn at all times if practical.

Additionally, hand sanitisers to be positioned at both the entry and registration area, as well as throughout the venue.

Managing gatherings immediately outside the premises, staff meetings or break rooms;

Signage together with crowd barriers will be in place to help ensure social distancing for gatherings on the entrance into the event. Staff/Volunteers will be patrolling these areas and offering guidance to ensure social distancing is both adhered to and promoted.

A Drop and Go zone have been designated for all deliveries coming via registration desk. A separate Drop and Go Zone has also been designated for all large deliveries coming in via the Loading Dock. Any invoicing or payment to be arranged prior to delivery. This will ensure couriers will have limited time onsite.

Staff breaks to be staggered throughout the day, this being 2x staff/volunteers every 30 minutes. Break rooms will be set as to encourage social distancing.



HYGIENE AND CLEANING

Adopting and supporting good hand hygiene practices;

Good Hygiene will be continually promoted via PA announcements. Utilising signage to promote good hygiene practises will also be incorporated. Numerous hand sanitisers to be positioned throughout the venue to encourage good hygiene practices.

Bathroom/Toilets;

Venue Cleaning have been engaged to manage bathroom stocks of hand soap and paper towels (if available, hand dryers are functional) and overall cleanliness.

Hand sanitiser;

Both venue and organiser will position numerous hand sanitisers at key points around the venue. These key points include areas such as the entrances and exits, queueing points, food vans, exhibitor aisles, stage and waiting areas

Shared equipment and hard surfaces;

Sterilising wipes will be provided and used in areas where equipment is changing hands. Where required, staff and volunteers will be in place to maintain the cleanliness of the equipment and sterlise where required.

Although the venue will manage the toilets and thoroughfare maintenance and cleaning for the duration of the event, event staff, together with volunteers, will roam the venue to monitor the overall cleanliness and hygiene of the event. Event staff and volunteers will provide, where required, additional hygiene and cleaning maintenance at high traffic areas using appropriate disinfectant solutions.

Exhibitors will nominate their own Exhibitor booth COVIDSafe Marshal who will be responsible for the will overall hygiene and cleanliness of the booth and their surfaces.

Speakers and Performers on stage;

Speakers / Performers to be instructed, monitored and guided by staff to clean their equipment accordingly. To reduce the risk of transmission, Speakers / Performers will not be providing back-to-back sessions on stage. Should, for unforeseen reasons this does occur, they will be provided correspondence regarding the requirement to clean equipment between each performance. This will also be monitored by event staff.

Additional cleaning hard surface areas;

Staff/Volunteers/Exhibitors/Speakers and Performers should wash hands thoroughly with soap and water before and after cleaning, including of instruments;



To emphasise the importance of hygiene and cleanliness, Impact Institute staff and volunteers will undergo WHS induction prior to shift highlighting the both the technique and requirement to wash hand before and after cleaning. Any staff of volunteers allocated to the Stage area will ensure Speakers/Performers are advised of the need to correctly wash hands after cleaning equipment.

Additionally, all Staff and Volunteers registering or scanning in attendees to the event will also be trained on the process of safely collecting attendee details.

*The importance of washing hands is also detailed in the Exhibitor Manual, Volunteer Guide and COVIDSafe Information Guide for Exhibitors, Volunteers and Staff to access.

In indoor areas, ventilation;

The venue will oversee the natural ventilation of the venue however, with the aim of optimising either the natural ventilation where possible or increasing the mechanical ventilation and avoid recirculation of air where possible.

Measures to encourage contactless payment options.

- All Exhibitors will be pre-registered for our event.
- All Attendees encouraged to pre-register prior to event
- Event is Free to attend meaning there is no payment required upon entry
- Hire of equipment (Wheelchair) or purchase of uniforms (Safety Vests) to be processed via EFT machine transaction



RECORD KEEPING / POSITIVE TEST

ALL patrons required to register their details before receiving a ticket and being permitted to enter the event.

Should a test positive for COVID-19 they will be requested to return home directly and follow the advice from NSW Health.

Impact Institute Additional Measures:

- Venue will be advised immediately to ensure the safety of the workplace and workers, for example by cleaning and disinfecting all areas used by the person who tested positive for COVID-19.
- Staff, Exhibitors, Contractors and Attendees notified of the situation and consulted about the identification and management of any remaining health and safety risks.
- First Aid contractors onsite notified.
- ImpactInstitute agree to cooperate with NSW Health if contacted to a positive case of COVID-19 at the event.
- ImpactInstitute will notify SafeWork NSW accordingly.
- Staff proof of vaccination provided if requested.
- Volunteers required to be vaccinated in order to volunteer at the event.
- Masks provided to all staff/volunteers but optional to wear.
- Masks offered to ALL patrons upon entry



ADDITIONAL COVIDSAFE MEASURES

Conditions of Entry:

ALL Staff/Volunteers & Exhibitors included must adhere to events Conditions of Entry. To view click here -> [Conditions of Entry](#)

COVIDSafe Information Guide:

A COVIDSafe Information Guide is available to any person/s who attend our Expo.

Click to access -> [COVIDSafe Information Guide](#)

COVIDSafe ExpoNet Catalogue:

ExpoNet is accredited as a COVIDSafe business, with revised policies and procedures in place to ensure the safe function of our business, operations and stakeholders. ExpoNet have developed a series of solutions, addressing health concerns, physical distancing; minimising touchpoints; access to appropriate sanitisation; signage solutions plus more.

Click to access -> [COVIDSafe ExpoNet Catalogue](#)