

COVID Marshals

Frequently Asked Questions

Who is required to have a COVID Marshal?

From 21 August 2020, you **must** have a COVID Marshal if your business or operation is or involves any of the following:

- **Hospitality:** Any business or activity providing food and/or beverages for **on-site** consumption to members of the public, including pubs, bars, restaurants, cafés, wineries, cellar doors, dining areas, food courts, etc. This does **not** include take-away only operators.
- **Gyms and fitness centre:** Gyms and fitness centres/studios, pilates, yoga, spin, barre, dance and similar studios, health clubs, etc.
- **Indoor and outdoor sports clubs:** E.g. football, cricket, netball, soccer, tennis clubs, racing (horse/greyhound) clubs (both indoor and outdoor areas).
- **Swimming pools available for public use:** Publicly owned pools and businesses that operate with a swimming pool the public can use, including associated facilities such as showers, changerooms etc.
- **Social and community clubs:** E.g. community/RSL halls, youth and recreation centres, other facilities commonly used for meetings, gatherings and events open to members of the public.
- **Religious or faith-based ceremonies:** Includes both ceremonies and services held at places of worship, such as churches, mosques, synagogues or temples, and ceremonies or services held elsewhere. This does not include weddings or funerals.
- **Supermarkets and hardware stores:** Includes all retailers including small or independent stores that operate as supermarkets or hardware stores (these are more common in regional areas). However, for these smaller operations, this usually simply means that the floor manager/main staff member on duty would also act as COVID Marshal while at work. As such, this would likely not be onerous.
- **Distribution centres:** Includes distribution centres and their associated transport operations (e.g. arrival/departure areas, loading/unloading and other activities).
- **Businesses or activities that are required to have a [COVID Management Plan](#).**

Do I need a nominated or a dedicated (exclusive) COVID Marshal?

If you fall into any of the above categories, you must have either a nominated or a dedicated COVID Marshal.

- **If less than 200 people are reasonably expected to participate in the business or operation, then:** You must have a nominated COVID Marshal. This means that you can nominate one of your regular staff members to **also** perform the role of COVID Marshal in addition to conducting his/her usual duties. Example: a head waiter acts as both COVID Marshal and head waiter during his shift at a restaurant.

- If **more than 200 people** are reasonably expected to participate in the business or operation, then:

You must have a dedicated COVID Marshal. This means that you must have a staff member on site that only and exclusively performs the role of COVID Marshal during your business or activity's operations.

Example: a large pub with a capacity of 300 people ensures that at any one time, there is a staff member working only as a COVID Marshal. They do not perform other duties during their shift.

When does this requirement come into effect?

Businesses and activities will need to have a COVID Marshal on duty starting 21 August 2020.

What is required from a COVID Marshal? What do they do?

- **Training:** COVID Marshals must have completed relevant training as prescribed by SA Health. Their business owner/operator or the person in charge of their activity must be able to prove that their COVID Marshal(s) have completed this training, so that they can show this to an authorised officer if requested. The training is an online course, offered at no cost, available at www.covid-19.sa.gov.au/recovery/covid-marshals.

- **Identifiable:** COVID Marshals must be visibly and immediately identifiable by their colleagues and the public.

This means that they must wear, hold or otherwise have something that makes it immediately obvious for all to see that they are a COVID Marshal.

You can choose what solution works best in your specific circumstances.

Example: while a restaurant may choose to equip their COVID Marshal with a different, bright-coloured shirt and lanyard/badge, a distribution centre may opt for a different colour hat or hi-vis with 'COVID Marshal' printed on it.

- **Present and on duty:** a COVID Marshal must be on duty while a business or activity is operating or is being conducted. However, for 24/7 operations with staff not always present on-site, a COVID Marshal is only required during any hours of high patronage.

Example: a café or regular restaurant will need to a COVID Marshal on duty at any time during its opening hours.

Example: However, a 24/7 gym only needs to have a COVID Marshal on duty during those hours of operation where large numbers of patrons are reasonably expected, for example, from 7.00 am – 8.30 am and from 4 pm – 10 pm, if those periods are busiest. They do not need to have a COVID Marshal onsite overnight, as it is unlikely that there will be many patrons attending.

- **Take all reasonable action to ensure compliance:** a COVID Marshal's role is to ensure that their business or activity's COVID-Safe Plan or COVID Management Plan is implemented as best as possible.

For businesses like distribution centres, supermarkets or hardware stores (who do not have such plans), they must ensure distancing, density, hygiene and basic infection control requirements are implemented in line with their employer's own COVID plans, policies or protocols.

COVID Marshals' role is to take such reasonable actions to ensure that all staff, patrons and other people on-site comply with rules contained in these plans, such as physical distancing, capacity limits, infection control and hygiene rules. For some operations, this also includes maintaining the accuracy of attendance records.

In relation to their workplace, COVID Marshals should ensure it is appropriately established and prepared for COVID-Safe operations. This means that tables are moved apart, sufficient hand sanitiser and cleaning products are in stock and available, staff are aware of the appropriate cleaning procedures, and so forth.

In addition to having completed training, this means that COVID Marshals must have a copy of, and understand the obligations and recommendations contained in, their business or activity's Plans, policies or protocols. Business owners/operators or people in charge of an activity should speak to and work with their COVID Marshals to ensure they are ready to perform their role with success.

Example: a pub has a dedicated COVID Marshal on duty. She regularly counts the number of people onsite to ensure the pub's capacity limit is not exceeded, and reminds patrons to maintain 1.5 metres physical distance, and to be seated while eating food or having a drink. She also works with her colleagues to ensure the stricter hygiene and cleaning rules are being followed, and works with security (or Police if required) to ask people who deliberately ignore the pub's COVID-Safe measures to either comply or leave.

Example: an indoor gym has a nominated COVID Marshal on duty during peak hours. In addition to ensuring the gym's capacity is not exceeded and helping people to keep 1.5 metres distance, he is responsible for keeping the gym's attendance records for the classes it offers, such as boxing, HIIT and personal training.

He also ensures COVID-Safe hygiene and cleaning is in place, that is, that hand sanitiser is available and used by patrons in between each equipment use, that equipment is cleaned in between each use, that fans remain switched off, and any other requirements as outlined in the gym's COVID-Safe Plan.

Who should I nominate as my business or operations COVID Marshal(s)?

COVID Marshals must be 18 years and over. They must complete COVID Marshal training. It is also recommended that people nominated as COVID Marshals have:

- good customer service, people and communication skills
- a solid knowledge of the business or activity's operations
- sufficient experience and authority among staff/participants to supervise and give limited directions
- a good understanding of the business' or activity's COVID-Safe, COVID Management or other COVID-related Plan
- the ability to easily switch between and oversee different tasks and (physical) areas.

Can a COVID Marshall be a volunteer?

Yes, a COVID Marshall can be a volunteer at the organisation/activity.

Who is responsible for a business' overall compliance with Emergency Management Directions – the owner or operator, or the COVID Marshal?

COVID Marshals are not responsible for individual patrons' behaviour or for their employer's compliance. Their duty (to their employer or organisation) is to ensure that all the correct measures contained in their business or activity's COVID-Safe Plan, COVID Management Plan or other COVID policies or plans are indeed in place, that they are implemented as best as possible, and that they take all reasonable action to ensure that all staff, patrons, contractors and other people on site follow these rules.

The owner or person with care, control and management of a business or activity is legally responsible for having a correct COVID-Safe Plan or COVID Management Plan in place, and for the overall compliance of the business or activity with their Plan, policies and Emergency Management Directions, regular work health and safety and associated legislation and regulation, and any requirements associated with their license (if any).

Is the COVID Marshal responsible for any new rules?

No. COVID Marshals are being introduced to ensure businesses and activities can implement existing restrictions and COVID-Safe measures as best as possible.

By introducing COVID Marshals to maximise implementation, we also protect our community and State economy. Importantly, this also reduces the risk of COVID-19 spreading into and across the State and reduces the risk of new restrictions being needed.

How many COVID Marshals do I need?

This depends on the nature of your business or activity. If you meet the criteria for having a COVID Marshal, you will need to have at least one at any time.

However, if you expect that one Marshal may not be able to effectively supervise your entire operations (for example due to your business or activity's large number of people/patrons or large number of different areas), then you may wish to nominate more than one Marshal to be on duty.

Additionally, businesses that rely on many shift workers, casual workers or have high staffing turnover may also wish to nominate several staff members as COVID Marshals to ensure they able to always have one on duty during their opening hours or activity.

Do places of worship need to have a COVID Marshal at all times, or only during services and ceremonies?

You must have a COVID Marshal during religious services, ceremonies and events, but not outside of these occasions (i.e. a church does not need to have a COVID Marshal on duty during operating hours if there is no service occurring – they only need one during a ceremony, service etc).

A COVID Marshal is **not required** for weddings and funerals, unless the wedding or funeral has an approved COVID Management Plan (to allow drinking and dancing at a licensed premises).

A COVID Marshal is required for any event or activity where there is onsite purchase and consumption of food and beverages.

If you have less than 200 attendees at your religious ceremony, a person in charge or assisting with the service or ceremony can simply **also** perform the role of COVID Marshal at the same time.

If your ceremony or service involves more than 200 attendees, you need to have a dedicated COVID Marshall. This can be someone who usually assists with the service, however, as a dedicated COVID Marshal, they must **only** perform the role of COVID Marshall, and no other duties.

How do I know if a COVID Marshal is sufficiently easy to identify/recognise?

While you are free to choose the solution that best fits your business or activity, the garment or item your COVID Marshall wears/holds must stand out immediately and must be recognisable as indicating a COVID Marshall – not just for you, but also for a patron who has never been to your premises before.

Using differently or brightly coloured garments, or items that stand out like eye-catching lanyards or badges, for example with 'COVID MARSHAL' displayed on it in a large font size, are examples of solutions that might work.

Where should the COVID Marshal be positioned?

This is dependent upon the nature of the business, but in most cases the COVID Marshal would not be positioned in one location. COVID Marshals may need to be roaming to monitor and ensure compliance across the business.

What do I do when something goes wrong?

Talk to the patron and explain why their behaviour or action is causing a risk and is breaching your COVID Safe or COVID Management Plan. If the patron becomes aggressive, contact onsite security (if present) or SAPOL on 131 444 for assistance. The COVID Marshall training provides more advice about this.

In an emergency, always call Triple Zero (000).

Will authorities/inspectors ensure businesses/activities have COVID Marshals?

It is the businesses responsibly to ensure COVID Marshals are in place and this will be subject to compliance inspections by authorities.

Will there be any penalties if you don't establish COVID Marshals at your business?

COVID Marshals are required under the *Emergency Management (Public Activities) (COVID-19) Direction 2020* and non-compliance with this requirement can be subjected to penalties.

Will COVID Marshals be expected to have completed the training by midnight Thursday 21 August 2020?

The requirement for a COVID Marshal comes into effect from 21 August 2020, the training will need to be completed for when a prescribed operation first occurs on or after 21 August 2020.

Do liquor stores (bottle shops) need a COVID Marshal?

No, retail outlets that sell alcohol that is not for onsite consumption do not require a COVID Marshal.

Online COVID Marshal Training

Why is the COVID Marshal training required?

COVID-19 is a new disease caused by a virus that is highly contagious and can be very dangerous. As the current situation in Victoria shows, if a new outbreak of COVID-19 were to occur in South Australia, the impact on people's health and livelihoods would be severe.

COVID Marshals are being introduced to specific types of businesses and activities to ensure that current COVID-Safe measures are being implemented as best as possible.

The better these rules and recommendations are followed, the lower the risk of COVID-19 causing an outbreak in South Australia. This may also reduce the likelihood of new restrictions being needed.

It can be difficult to understand COVID-19 and how to prevent its transmission, the current rules and restrictions, as well as COVID-Safe Plans, COVID Management Plans and other plans and protocols.

That is why the South Australian Government is providing a quick and free online COVID Marshal course. This will give COVID Marshals a good understanding of the above and help them to perform their role well.

As interstate examples have shown us, COVID Marshals can play an important role in ensuring that existing measures work and help keep our community and economy safe.

What is included in the online training course?

The training can be completed online in approximately one hour. Topics include:

- What is COVID-19?
- How does COVID-19 spread?
- Your role as COVID Marshal
- How can you assist in preventing the spread of COVID-19?
 - What to do if someone on-site has symptoms
 - Physical distancing and managing density
 - Basic infection control principles
 - Hygiene, cleaning and prevention measures
- Tips to keep yourself and others safe in the workplace
- Extra resources and where to get more information.

How do I record and prove that I have completed the training?

Once you have completed the online training, you can immediately download a certificate that recognises that you have done so.

It is recommended that you save a printed or digital copy of this certificate for your own records.

You should also provide a printed or digital (email) copy of this certificate to your employer or the person who is effectively in charge of your activity. This is because they are responsible for ensuring that their staff or team has a COVID Marshal in place that has completed her/his COVID Marshal training.

What do I do if I am having issues with the online training?

If you are experiencing technical issues with the online training course, please lodge a support request at <https://id3.clickontraining.com.au/user/supportRequest>

For more information

SA COVID-19 Information line 1800 253 787
sahealth.sa.gov.au/COVID2019
covid-19.sa.gov.au

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