



## FREQUENTLY ASKED QUESTIONS

### **How much does it cost to come to the Australia Day celebrations?**

The event is free and the only expense will be if you wish to purchase a coffee, soft drink or bottled water.

### **Do I need to book tickets?**

Yes, the number of patrons allowed is very limited due to COVID restrictions. It is advisable to book your tickets quickly to avoid disappointment. Once tickets are sold out, tickets will not be available at the gate.

### **How do I get my tickets?**

All tickets must be registered online via Eventbrite prior to the event with a maximum of 10 tickets per order. An e-ticket(s) will be sent to your nominated email address once registration is complete. Please bring your printed ticket(s) or have them available to be scanned on your mobile device.

### **What if I don't have access to Eventbrite?**

If you wish to attend this event but do not have the facilities to register online, please contact our Customer Care Team on 8256 0333 and they will be able to register on your behalf. Tickets registered on your behalf by Council can be collected from 7:00am on Tuesday, 26 January at the Goodman Road entrance.

### **Are tickets available at the gate?**

If the event is not sold out online prior, then tickets will be available at the gate.

### **What is included in my entry ticket?**

Entry tickets include a free barbecue breakfast, water refills through SA Water Quench Bench, rides and activities. Coffee, soft drink and bottled water is available for purchase.

### **How do I get to the event?**

The event site is located at X Convenience Oval. Many public transport options, including bus and train, go to and from the site – please see Adelaide Metro website for routes and times. There is ample free parking surrounding the venue and the Elizabeth Shopping Centre is a short walk to the grounds. Please read the parking signage though to avoid a potential fine.

### **What do I need to bring?**

You can travel light and just bring yourself and your ticket or you are welcome to bring the following items -

- Your e-tickets – printed or on your mobile device
- Your own empty water bottle, to refill from our free water stations inside the event
- Sun protection – sunscreen, sun hats
- Picnic rugs/blankets
- Fold up chairs
- A picnic basket including food and drink (please do not bring glass)
- Your smartphone/camera
- Your bankcard if you wish to purchase a drink

### **What is not allowed?**

Please do not bring shade items, umbrellas, animals, glass or alcohol to the event.

### **What if it's hot? Or it rains?**

This event is a 100% outdoor, open-air event. If weather conditions become extreme, we will enact our inclement weather policy to determine if the event is to be relocated indoors, postponed or cancelled.

### **What is the seating like?**

There are 3 seating options available:

- **On the Oval** – Boxes will be marked on the oval in front of the stage if you prefer a picnic style experience (please note this area will not be shaded). There will also be casual dining (pallet picnic tables with umbrellas) located on the oval as well as shades (marquees) provided
- **Cement raised platform area** – Deck chair seating allowed (please note the ground will be marked to maintain 1.5m social distancing between families/social groups)
- **Grandstand seating** – The grandstand will be 50% full with strict checkboard seating only

### **How do I collect my barbecue breakfast?**

There will be a free barbecue breakfast provided. While registering for the event, you will need to select your barbecue time. You will have a 30-minute window in which you will be able to collect your food. This is to prevent any congestion at the barbecue, reduce wait times for food and to make sure we deliver a COVIDSafe event. If queues do form, there will be 1.5m markers on the ground to encourage social distancing between groups.

### **Is cash accepted for payment for drinks?**

For your safety, we prefer contactless sales, so payment for beverages by card (i.e. no cash) is preferred.

### **What time do the gates open?**

The gates will open at 7:30am with the formalities commencing at approximately 8:00am.

### **Where do I enter the venue?**

Entry is via Goodman Road or Langford Drive entrances.

### **What can I expect when entering the event?**

There will be two entry points to the event - **Goodman Road** and **Langford Drive**. There may be queues to enter the event - if queues do form, there will be 1.5m markers on the ground to encourage social distancing between groups.

Every person who enters the event site will need to complete the South Australian Government's COVID SAfe Check-In, accessed via QR code on arrival and have their tickets scanned on entry. In order to scan the QR code, you can use the [mySA Gov](#) app or the camera on your smartphone. If you do not have a smartphone, there will be paper contact tracing forms available.

### **I've booked as a part of a group, do we all need to arrive at the same time?**

Yes, if you have booked as a part of a group, you will need to all arrive at the same time for contact tracing purposes.

### **What if the event is cancelled?**

Any decision to cancel the event will be made by the General Manager – City Services in consultation with the Event Manager. Upon cancellation, the Event Organisers will (where required and appropriate):

- Provide advice of the cancellation on the City of Playford website and
- Communicate through other available channels where practicable i.e. email via Eventbrite and Facebook

## **COVID SAFETY GUIDE**

Being COVIDSafe is a shared responsibility, please follow our COVIDSafe practices when attending the Australia Day Celebrations.

### **How do I know the event is COVIDSafe?**

The safety of our patrons and staff is our number one priority. Playford Australia Day Celebrations has a COVID Management Plan which has been approved by SA Health. This plan outlines the safety strategies that will be implemented to manage the risk of COVID-19. Safety strategies are based on the following principles:

- Density – ensuring space accommodates 1 person per 2 square metres
- Distancing – providing adequate space for people to be able to physically distance from one another
- Contact Tracing – providing means for capturing contact details for people attending

Plans also describe the management of COVID-19 operational control standards that include:

- Staff and patron health and wellbeing
- Hygiene and cleaning
- Public health education/information
- Food and beverage service
- Non-compliance and incident management

### **What are the COVIDSafe practices?**

There are a number of COVIDSafe practices which all patrons and staff to the event must abide by. These guidelines are:

- **Stay home if you are unwell or have a cough, fever, sore throat, and fatigue, shortness of breath or loss of taste or smell. Please do not come to our event if you are unwell. If you have symptoms (even if mild) [get tested](#) and [self-isolate](#)**
- **Maintain physical distancing** from people outside your family or core social group. Keep at least 1.5 metres away from others wherever and whenever possible
- **Avoid physical greetings** such as handshakes, kisses and hugs
- **Avoid crowded places**, if an area seems congested stay away from that area
- **Practice good hand hygiene** – wash your hands often with soap and running water for at least 20 seconds and use hand sanitisers that are available across the event site

- **Cover coughs or sneezes** by using a tissue or if you don't have a tissue, cough or sneeze into your upper sleeve or elbow
- **Follow the instructions** of COVID Marshals and signage when on site
- **Ensure you can COVID Safe Check-In** when entering the event site (talk to staff, COVID Marshals if you cannot scan – we have a paper contact tracing form that can be used)

### **What are the contact tracing requirements for this event?**

Every person who enters the Playford Australia Day Celebrations site will need to complete the South Australian Government's COVID Safe Check-In, accessed via QR code on arrival. In order to scan the QR code, you can use the [mySA Gov](#) app or the camera on your smartphone. For those without access to technology or experiencing technical difficulties, there will be paper contact tracing forms available.

The mySA Gov app will retain your details for 28 days. Paper records will also be retained for 28 days. Personal information will only be released to SA Health for official contact tracing purposes.

### **Do I have to wear a face mask at this event?**

Wearing a face mask is not mandatory but it is recommended to wear a mask when out in public if you are unable to physically distance.

### **Are there people at the event who can help me understand the COVIDSafe practices and enforce the COVIDSafe practices?**

Yes – there will be a number of COVID Marshals at the event, which will be identifiable by a COVID Marshal vest. These people are there to help you and ensure you are abiding by the COVIDSafe practices for the event. If a COVID Marshal requires assistance to manage an issue, they will be assisted by the Event Manager where practicable. Any patrons not abiding by the COVIDSafe practices, may be asked to leave the event. A significant issue may require SA Police to be called.

### **What if COVID restrictions change?**

The City of Playford will monitor the current COVID-19 restrictions posted by SA Health and information contained within the COVID Management Plan will be updated to align to any changes (if required).

### **How will the event site be cleaned?**

The event site will maintain a high standard of cleaning including high touch point cleaning by disinfecting and prioritising areas that are frequently touched to reduce the COVID risk.

### **Is there sanitiser available at the event?**

There will be sanitiser stations located throughout the event site however we do suggest you also bring your own.

### **Will there be queues at the event?**

There may be queues to enter the event and for some attractions such as rides and food. These queues are due to the need to ensure everyone is practising social distancing and due to the enhanced cleaning regime needed.

### **What can I expect when leaving the event?**

At the end of the event, you will be directed to leave via the exits onto Goodman Road or Langford Drive. When leaving the event, please remember to respect other and keep your distance from other people.

**Who can I contact if I have any questions regarding the event?**

If you have any questions, please contact the Events and Activations Team at [events@playford.sa.gov.au](mailto:events@playford.sa.gov.au) or our Customer Care Team on 8256 0333.

COVIDSafe messages may be delivered before, during and after the event. Listen out for information and follow the directions.

We want you to enjoy our event however your safety and the safety of our staff is of the utmost importance, and for that reason we will have a zero tolerance policy for non-compliance of our COVIDSafe practices.

The City of Playford has the right to refuse entry or eject anyone who:

- a) Is showing signs of COVID-19
- b) We have reason to believe the person may have COVID-19
- c) Is not abiding by any of the COVIDSafe practices
- d) Is being physically or verbally abusive to an employee, security officer or other patrons in attendance

The City of Playford reserves the right to change these COVID requirements based on changes in restrictions from SA Health, SAPOL or the South Australia Government.