



POWERED BY 

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# COVIDSAFE PLAN

## NOV 2021

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MCG POWERED BY THE MCC



## OVERVIEW

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The Melbourne Cricket Ground (MCG) COVIDSafe Plan has been prepared by the Melbourne Cricket Club (MCC), the ground manager of the MCG.

As part of this return to crowd's initiative, The Plan will outline controls and mitigation strategies in relation to key risks associated with the return of events at the MCG and returning to 100% (capacity 100,024 attendees).

Each of these key components have been developed with consideration of the following risk factors;

- Protecting Vulnerable People
- Physical Distancing
- Contact Tracing
- Health Monitoring
- Hygiene Practices
- Cleaning
- Education and Training
- Personal Protective Equipment (PPE)

The MCC has reviewed its traditional way of operating and has made significant, strategic changes to its match day operation, in line with minimising:

- The number of contact points with people, including staff and surfaces
- Congestion and queueing to ensure patrons can physically distance from others, as much as possible
- Opportunities for transmission of COVID-19 in the venue through poor hygiene and cleaning practices

Some of these changes include:

- Venue Conditions of Entry (CoE) updated to include COVID-19 specific information
- Cashless operation throughout the venue and precinct
- Introduction of COVID Marshals
- Mandatory COVID Awareness Training for all staff and contractors
- Revising gate opening times to minimise congestion outside venue gates
- Personal Protective Equipment (PPE) for staff as per mandated by government directions
- A strong communications plan pre, post and during an event to clearly communicate key COVID Safe messages
- Provision of hand sanitising stations and supplies at critical locations
- Extensive cleaning program with a particular focus on frequently touched surfaces
- QR code registration available for attendees

The MCC will continue to review and innovate its operation as it adapts for every event, this will ensure compliance around the key control measures, in line with public health directions.

## ESTIMATED ATTENDANCES

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## RECORD KEEPING

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The MCG will capture the details for every individual at the event. The following measures will be in place to ensure all attendees, staff, hirers and contractors have their contact details recorded:

- Tickets booked through Ticketek will capture the name and contact details of the ticket purchaser.
- Memberships that are allowed entry into the MCG will be recorded in the applicable membership database the name and contact details of all attendees.
- Each staff or contractor that is allowed entry to the MCG will have an individual barcode that decodes back via the relevant staffing system to the contact details of the individual.
- Ticketek's access control system also records the time and entry point of every ticket or membership.

# COMMUNICATION

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The Melbourne Cricket Club (MCC), as manager of the MCG, will use all available communications platforms to ensure the highest possible engagement with attending patrons. All communication sent directly to attending patrons will carry the up-to-date health advice, including on the ticket information itself.

The current health advice will be included across all owned platforms as well as issued to media organisations in the lead up period to an event. The MCC will continue to work closely with an event's venue hirer, (for example Cricket Australia or the AFL), to ensure consistent and current health advice is used across all patron communication.

The MCC will work with supporting stakeholders (for example, Ticketek, DoT, City of Melbourne, or broadcast partners) to utilise their communication channels for the purpose of ensuring the reach of the current health advice information is maximised.

## ANTI-SOCIAL BEHAVIOUR TEXT MESSAGING SERVICE

The MCC operates a dedicated text messaging service across the venue, allowing patrons to utilise their mobile phone to report 'anti-social behaviour' that is, behaviour of other patrons that is negatively impacting their enjoyment of the event, outside of barracking. This mobile number is permanently displayed on signage at several locations around the seating bowl, regularly displayed along with other messages on LED screens at entry gates and additionally on MCC / MCG social media and websites.

In preparation for the return to crowds, the electronic form will be modified to report instances where behaviour breaches COVIDSafe protocols, hazard reporting and first aid incidents.

## ENTRY CONDITIONS

The MCC's Conditions of Entry will be changed to only allow entry if attendees are they are not positive with COVID-19 or are required to isolate under government directions.

These conditions of entry will also be on Ticketek's website as part of the purchase process and on the MCG and MCC's website and displayed at the ground on entry.

## COVIDSAFE MEASURES

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The MCG can use a variety of methods to encourage physical distancing. These include:

- PA and Spruiker announcements
- LED, IPTV signage and posters in locations such as bathrooms
- MCG staff monitoring queues as well as directing attendees to areas (such as other entry gates) with less congestion

## CLEANING & HYGIENE

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The Melbourne Cricket Ground (MCG) is cleaned on a daily basis by contracted cleaning professional ISS Facility Services.

To ensure the cleanliness and sanitation of the MCG on event days the following will occur:

- Dedicated highly visible sanitizer officers;
- Cleaning checklists;
- Auditing processes;
- Daily onsite cleaning;
- Roving cleaning staff to provide touch point cleans;
- All staff have completed the Australian Governments COVID-19 Awareness Training course.

## HAND SANITISERS

The MCG has 270 hand sanitiser stations for attendee and staff use. Event Staff are also provided with a clip on personal hand sanitiser to use.

## STAFF SAFETY

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PPE will be provided to all staff and attendees as required or requested. An Event Safety Officer works every event day and has training in the correct application and use of PPE.

The MCG has a large supply of masks (over 40,000 as of 19 November 2021) and will provide our roving customer service teams with masks to hand out to attendees in congested areas.

## FIRST AID

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All first aid services will be conducted by the approved MCC Contractor Event Aid Pty Ltd.

Whilst standard first aid response and resources will still be in place for all events to address health and safety incidents not related to COVID-19, additional protocols, specific to COVID-19 matters, have also been implemented.

Additional protocols include:

- **Identifying suspected cases.** All first responders, static and roving, are trained in COVID-19 protocols which allows them to assess and screen patrons for symptoms, and also assist patients with anxiety/fear of contracting COVID-19.
- **Training.** All Event Aid staff will complete MCC “COVID-19 Awareness” induction and Event Aid COVID-19 internal training prior to re-commencing their first shift back to the MCG. This includes specific training in cardiac arrest and respiratory protocols.
- **PPE.** All Event Aid staff will be provided with PPE and will comply with public health directions in relation to the wearing of face masks (Note: Event Aid personnel will be allowed to voluntarily wear a face mask if mandatory face masks are not required by public health directions). Those Event Aid staff who will be responding to patients with symptoms of COVID-19 will don appropriate PPE including a face mask and gloves and also be provided with coveralls for further protection, as required.
- **Physical distancing.** First Aid rooms will be set up in a way to allow 1.5m physical distancing between patients (non-related to COVID-19 cases)
- **Cleaning/ Disinfecting.** First Aid rooms will be cleaned after each event day.
- **Attendees exhibiting COVID-19 symptoms** will be directed to leave the venue, isolate and test.

