

# COVID Marshals

## Fact Sheet and FAQs

As of the 21 August 2020, a COVID Marshal must supervise prescribed operations\*.

COVID Marshals are people who are assigned to assist in the management of identified businesses and operations to apply the COVID Directions and restrictions.

\*A COVID Marshal is required for the following prescribed operations:

- Onsite purchase and consumption of food or beverages (indoors or outdoors)
- Religious or faith-based ceremonies
- Gatherings of 51 to 200 people at residential premises
- Supermarkets and hardware stores
- Distribution centres (including associated transport operations)
- Gymnasiums and fitness centres
- Swimming pools used by the public
- Sporting clubs
- Public assemblies
- Any activity where a [COVID Management Plan](#) is required
- Any operation which may be defined by the state coordinator.

### Nominated COVID Marshal

If fewer 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 their usual duties.

### Dedicated COVID Marshal

If more than 200 people are reasonably expected to participate in the business or operation at one time 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.

### Requirements of a COVID Marshal

A COVID Marshal must:

- Be over 18 years-old, or 16 or 17 years-old and have the approval of the person managing the business or operation.
- Complete the required training and keep records of the training to provide to an authorised officer on request. The training is an online course, offered at no cost, available at [www.covid-19.sa.gov.au/recovery/covid-marshals](http://www.covid-19.sa.gov.au/recovery/covid-marshals)
- Take reasonable steps to visually identify as a COVID Marshal.

## **A COVID Marshal is required to:**

- Promote and ensure infection control practices (e.g. frequent hand washing) are followed.
- Promote and take practical steps to ensure people\* participating in the operations are complying with density requirements currently 3 persons per 4 square meters.
- Promote and take practical steps to ensure people are physical distancing, comply with the 1.5 metre rule.
- Ensure that all COVID Safe Plans and COVID Management Plans (where relevant) or specific policies/protocols in relation to the prevention of coronavirus are effectively implemented and monitored.
- Ensure that the operation has sufficient seating, hand washing facilities and cleaning regimes.
- Be present supervising prescribed operations at all times (except where the site operates for 24hrs where at all times means times of high patronage).
- *Example: A café or restaurant will need to a COVID Marshal on duty at any time during its opening hours. 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 on site overnight, if it is unlikely that there will be many patrons attending.*

\*Note: people include patrons, customers, employees, contractors and any other person which may be present at the operation.

Where the site is used by different people it is the responsibility of the owner or person with care/control/management of the site to ensure that it is supervised by a COVID Marshal.

COVID Marshals have no formal authority and are not formal authorised persons.

Where patrons, employees or staff are believed to be breaching COVID-19 Directions and have not followed the advice provided by the COVID Marshal, the Marshal is advised to contact South Australia Police on 131 444 to report the breach of the COVID-19 Directions.

In the first instance, it is the role of the Marshal to politely advise the person breaching the direction of their requirement and members of the public are asked to respectfully adhere to this instruction. Failing to follow the Emergency Management Directions is an offence.

# Frequently Asked Questions

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

COVID Marshals must be 16 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 (if relevant) 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

**What are some examples of COVID Marshal duties?**

A COVID Marshals' role is to take reasonable actions to ensure that all staff, patrons and other people on-site comply with COVID Safe practices, such as physical distancing, capacity limits, infection control, and hygiene rules.

In relation to their workplace, COVID Marshals should ensure it is appropriately established and prepared for COVID-Safe operations. E.g. tables are spaced adequately apart, sufficient hand sanitiser and cleaning products are in stock and available, staff are aware of the appropriate cleaning procedures etc.

In addition to having completed training, 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 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 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. Some of their duties include ensuring the gym's capacity is not exceeded, helping people to keep 1.5 metres distance, and encouraging staff and patrons to maintain appropriate hygiene practices.*

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

COVID Marshals have no formal authority and are not formal authorised persons.

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.

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 are able to always have one on duty during their opening hours or activity.

## **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 Marshal – 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.

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.

*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.*

### **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 if 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) and/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 ongoing non-compliance with this requirement may 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 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.

### **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.

### **When hiring a venue (to undertake a prescribed operation that must have a COVID Marshal), who is responsible for providing the COVID Marshal? E.g. is the venue owner/operator or the hirer responsible for providing a COVID Marshal?**

A person conducting prescribed operations must ensure that the prescribed operations are supervised by a COVID Marshal. If a place is used for prescribed operations conducted by different people, the owner of the place, or the person with care, control and management of the place, must ensure that the prescribed operations at the place are supervised by a COVID Marshal in accordance with this clause.

How this process is undertaken is up to the owner or person with care/control/management of the venue. E.g. they may include in the hiring terms and conditions that the hirer must provide a COVID Marshal.

### **Does recreational transport (e.g. tour bus, boat operators) require a COVID Marshal?**

Recreational transport does not require a COVID Marshal.

### **Do shopping malls need to have their own COVID Marshal?**

Shopping malls do not need a COVID Marshal.

However, a COVID Marshal is required for the following: where the onsite purchase and consumption of food/beverages occurs, including food courts, relevant licensed premises, supermarkets, hardware stores, gyms and fitness centres.

### **Are food courts required to have a COVID Marshal?**

If businesses within the food court have their own dedicated seating assigned, then the food business is responsible for providing a COVID Marshal.

If the food court provides open seating for all food businesses within the food court, then the food court owner/operator is responsible for providing a COVID Marshal for the entire food court.

# 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 see troubleshooting advice below, or lodge a support request at <https://id3.clickontraining.com.au/user/supportRequest>

### **Unauthorised / Time out error**

This can happen if your session has ended or expired, please go back to the landing page <https://marshal.clickontraining.com.au> and login again, you should then be authorised.

Then there should be a blue 'Download Certificate' button above the yellow course button, this only appears once the course has been completed.



### **Invalid email error**

You may receive an 'Invalid email error' when there is a space on the end or at the start of the email address. Typically, this happens when the email address is either auto filled by the browser or copy and paste (however the space is not visible on the screen).

If you click in the email address section, right at the end of the input box, it should put the cursor at the end of the text, then hit backspace on the keyboard to remove any blank spaces.

### **Completing the training**

You need to click the corresponding letter for the response and then click next (not click on the text itself).

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### For more information

SA COVID-19 Information line 1800 253 787  
[sahealth.sa.gov.au/COVID2019](https://sahealth.sa.gov.au/COVID2019)  
[covid-19.sa.gov.au](https://covid-19.sa.gov.au)

Health Regulation and Protection  
Department for Health and Wellbeing  
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