

Department of Tourism, Sport and Culture - frequently asked questions

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Roadmap to the new normal

The Northern Territory Government has released a three-stage roadmap that sets out the process for easing of restrictions put in place to combat coronavirus (COVID-19).

For more information on the roadmap to the new normal, go to <https://coronavirus.nt.gov.au/roadmap-new-normal>

Principles

Personal and community responsibility:

- Ensure you are following these principles in your daily life.
- Encourage your family and friends to follow these principles in their daily life.
- Take responsibility - it is only if the community work together that we will keep the NT safe.

Physical distancing:

- A minimum space of 1.5 metres between you and other people who are not known to you.
- If you need to be facing another person from outside your group and be closer than 1.5 metres apart minimise contact to less than 15 minutes.

Hygiene:

- Avoid touching your face and cough and sneeze into a tissue or into your elbow.
- Hand wash with soap and water for 20 seconds or use hand sanitiser before and after any contact with surfaces such as playground equipment that is used by more than one person.
- Regularly cleaning and disinfecting surfaces that are touched by more than one person – e.g. phones, door handles, benches, equipment, toys etc.
- Avoid sharing cups and utensils.

Contact Tracing

An important concept to understand when applying physical distancing principles is the ability in each situation for health authorities to contact trace, should there be another case of infection in the NT.

The ability to identify contacts and trace an infection is crucial to mitigating the spread of coronavirus if it occurs in our community. Event organisers are encouraged to actively promote or require attendees to download the COVIDSafe App to assist with contact tracing should this be needed following their event.

In the event of a new infection, the Northern Territory Government will seek advice from the Chief Health Officer and respond according to their advice.

COVIDSafe app

The COVIDSafe app is a tool developed by the Australian Government to assist with the contact and trace methodology. The NT Government encourages Territorians to download the app.

Event organisers are encouraged to actively promote or require attendees to download the COVIDSafe App to assist with contact tracing should this be needed following their event.

To download the app or for more details, go to <https://www.covidsafe.gov.au/>

COVID-19 Safety Plan Checklists

All organisations, clubs and businesses should now have a COVID-19 Safety Plan which explains how they will meet requirements around the key principles of physical distancing and hygiene practices.

Forms are online at <https://coronavirus.nt.gov.au/steps-to-restart/business>

You may edit your COVID-19 Safety Plan checklist after you have submitted it. To edit, email the required changes to envirohealth@nt.gov.au and include your COVID-19 Safety Plan reference number and your business name. If you have any queries regarding your checklist please call the hotline on 1800 095 646.

Tips for Venues

What measures should be in place for venues?

Venues should address the following:

Physical distancing (1.5 metres) - Plan what messaging and education will be delivered to ensure optimal physical distancing between people. Where individuals aren't known to each other, the 1.5m physical distancing principles apply.

- How will appropriate physical distancing be managed at your facility?
- How will queuing be managed?

Hygiene - Plan what education and information will be delivered to attendees to support hygiene measures.

- What cleaning and hygiene supplies will be provided, where and how frequently?
- How will rubbish/waste be managed?
- How will facilities be cleaned and how often?

Management of unwell people

- What messaging will be used to ensure unwell persons remain at home?

How should my venue manage queuing?

Where possible venues should discourage queuing. Where people do queue, provide markings on the floor 1.5m apart to show people where they should stand. Markings should be bright colours or of a pattern that stands out.

What are the physical distancing rules for dining within a venue?

Venue layout should be adjusted to accommodate different sized groups so physical distancing principles can be followed. There should be 1.5m between each table of different groups of people who aren't known to each other. You should arrange seating so dining groups are not seated face to face when not part of the same group.

What signage do I need displayed?

Signage should be easily visible and encourage people within a group to practise physical distancing from other groups who aren't known to them.

Preparing your venue configuration

Businesses, clubs and organisations will need to manage the number of players, participants and workers as well as spectators, guests, patrons or visitors within their venue to allow sufficient space for physical distancing.

Before reopening you should review all aspects of your operation and apply practical measures to reduce the risk of infection between staff and the general public.

It is not always possible to physically distance during activities such as contact sports and dance performances, or limit these to people known to each other. Organisations are asked to apply the principles using practical approaches. Audience and spectator seating configurations are a practical way that physical distancing facilitated during any event or activity.

Your proposed configuration should form part of your COVID-19 Safety Plan, taking into account the following:

- Arrange the venue layout to maintain 1.5 metres between spectators/audience.
- Provide bright coloured markings on the floor 1.5 metres apart to show people where they should stand when queuing.
- Ensure seating arrangements allow for 1.5 metres between groups and between rows of seats
- Arrange placement of spectator seating so that that different groups of people are not seated face to face.
- Manage the entry and exit points of the venue so that people are not entering or exiting in a close crowded mass, but are able to maintain physical distancing.
- Place signage around the venue to remind players and the spectators to maintain hygiene practices and to go home if the staff member or spectator is feeling unwell.

- Place signage around the venue to discourage people crowding together in any one area of the facility.
- Encourage players and spectators to remain 1.5 metres apart when moving through the venue.
- Encourage players and spectators to minimise time spent in close contact with a particular focus on minimising face-to-face contact. Face to face contact should be 15 minutes or less.

Food and Beverage

Indoor and outdoor clubhouses where food and beverage is consumed, sold or shared can reopen, provided these activities are addressed in your NT COVID-19 safety plan checklist. It can be found at: <https://coronavirus.nt.gov.au/steps-to-restart/business>

The below principles should be followed:

- Place markings on the floor to indicate 1.5m spacing in areas where the public may queue
- Provide hand sanitiser for staff and customers, unless handwashing facilities are available.
- Arrange seating so that different groups of people can maintain physical distancing
- Mobile food and drink vans that offer seating must abide by the same seating principles, unless they are offering take away.
- If offering take away, mobile food and drink vans should provide bright coloured markings on the ground 1.5 metres apart to show people where they should stand when queuing.

The below hygiene principles should be followed:

- Regularly clean and disinfect surfaces that are touched by more than one person – e.g. tables, door handles, benches, equipment, chairs etc.
- Avoid sharing cups and utensils.

Cleaning

Information on cleaning is available in the current guidelines on the coronavirus website:

- [Hygienic office PDF \(856.2 KB\)](#)
- [Hygienic kitchen PDF \(941.4 KB\)](#)
- [Hygienic toilet PDF \(1.1 MB\)](#)
- [High touch surfaces PDF \(935.8 KB\)](#)
- [Home hygiene: floors PDF \(1.2 MB\)](#)

Gatherings and Events

Gatherings over 500 and major events

The recommencement of major events is not aligned with Stage 3. Major events will be assessed on a case by case basis and must be approved by the Northern Territory Government.

All gatherings over 500 must have a management plan approved through the NT Department of Health public health directorate.

The Chief Health Officer will issue directions and guidelines for gatherings of more than 500 people and major events in the coming weeks.

For all questions regarding events or mass gatherings, call the general enquiries hotline on [1800 518 055](tel:1800518055)

Border controls

Strict border controls apply for all access points to the Northern Territory to protect our community against the spread of COVID-19.

Interstate arrivals

- For anyone arriving prior to 17 July 2020, who is not from a hotspot, quarantine ends at 12.01am on 17 July 2020, unless you meet strict [exemption criteria](#) <https://coronavirus.nt.gov.au/community-advice/exemptions/exemption-people> Exemptions are not available to travellers from hotspots. Anyone arriving prior to 17 July 2020, who has been in a hotspot within 14 days of travelling to the Territory, must continue to comply with their existing self-quarantine requirements.
- Check if you meet the exemption criteria and complete your [exemption application PDF \(317.9 KB\)](#) https://coronavirus.nt.gov.au/_data/assets/pdf_file/0009/806931/exemption-application.pdf as soon as possible to avoid processing delays
- Everyone – whether you are required to self-quarantine or not – must complete an [arrival border crossing application](#) <https://forms.nt.gov.au/Produce/Form/COVID19/Northern%20Territory%20pre-arrival%20border%20crossing%20application/>

Interstate Hotspots - requirements for travellers

If you are intending to travel to the NT from an identified coronavirus hot spot you are strongly urged to reconsider your plans; likewise if you a Territorian intending to travel to a hotspot you are advised not to.

From 17 July anyone arriving into the NT from a hotspot must do 14 days mandatory supervised quarantine at their own cost.

To find current hotspot advice click here <https://coronavirus.nt.gov.au/stay-safe/quarantine/hotspots-covid-19>

For more information <https://coronavirus.nt.gov.au/stay-safe/quarantine>

Health information

I have a question relating to COVID-19

Call the national hotline on [1800 020 080](tel:1800020080)

What should people do if they have symptoms of coronavirus?

- If you are sick and think you have [symptoms of coronavirus](#) (COVID-19), seek medical attention.
- You should call ahead to your doctor or emergency department so they can prepare appropriate infection control measures. Testing and treatment for coronavirus (COVID-19) is free for everyone including those who are ineligible for Medicare.
- If your symptoms are serious, such as difficulty breathing, call 000 for urgent medical help. You can check your symptoms on the [Australian Government's health direct website](#).
- Depending on where you are, you may be directed to a special testing facility. Contact your GP via phone for advice on whether you require testing.
- If you can't contact your GP, call 1800 008 002 to talk to a clinician. This is a dedicated NT wide coronavirus (COVID-19) number for people who need to arrange testing only. Further protocols for community track and tracing will follow from NT medical staff, in the event of a confirmed infection.

What should organisations /businesses /operators do if there is a suspected case of coronavirus within their organisation?

- Notify health authorities.

Mental Health

It is important to take care of your mental and emotional health.

You can find out more about [self-care on the coronavirus website](#).

Mental Health support services

There are a variety of mental health support services available.

View a listing of [support services for mental health](#) on the NT Government website.

You can call the below organisations for 24-hour support:

- Northern Territory Mental Health Line - [1800 682 288](#)
- Lifeline - [13 11 14](#)
- Beyond Blue - [1300 224 636](#)