

Wangaratta
**Performing Arts &
Convention Centre**



COVID SAFE PLAN

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Venue and Organisation Details

Wangaratta Performing Arts & Convention Centre

33-37 Ford Street, Wangaratta VIC 3677

A Department of the Rural City of Wangaratta

Venue Manager: Tanya Camplin | 0429 939 642 | t.camplin@wangaratta.vic.gov.au

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COVID Marshall: as per roster, reports to Front of House Supervisor or Duty Technician

INTRODUCTION

Current Situation

Wangaratta Performing Arts & Convention Centre (WPACC) operates under the Government Directions (such as the Restricted Activity Directions (RAD) or Pandemic Open Premises Order) issued from time to time by the Victorian State Government.

Government and health authorities acknowledge that restrictions may come and go depending on the level of COVID cases in the community. This may create quite a difficult “stop/go” environment which WPACC will need to navigate.

Entertainment venues are currently permitted to open to the public at 100%, however the hospitality sector is subject to its own Covid safe regulations with regards to capacity limits.

WPACC

Due to the multipurpose nature of the venue there are a number of different industry guidelines and COVID safe regulations that need to be applied to hirers, performers and attendees:

- Hospitality Industry Guidelines (Café, Conference, Event, Function, Theatre food & beverage)
- Arts & Cultural Sector Guidelines (Theatre and shared space operations)
- Beauty and Personal Care Facility Guidelines (Hair and Make Up for theatre events)
- Victorian Association of Performing Arts Centre (VAPAC) Covid Safe Operating Guidelines (venue guidelines, checklists, templates, training)
- Volunteering Victoria DHHS Guidelines (Volunteer ushers)
- Department of Education Camps and Excursions Guidelines (School attendance at shows and their own productions/concerts)

Refer to DHHS restrictions and guidelines: www.dhhs.vic.gov.au

COVID-19 Transmission

Currently it is understood that the disease spreads the following ways:

- Direct contact with a person while they are infectious
- Direct or indirect contact with respiratory droplets (such as when a person coughs or sneezes)
- Direct contact with objects and surfaces which are contaminated by respiratory droplets.

For these reasons, government and health authorities have put in place various measures to slow the spread of the disease. This Covid Safe Plan set out how WPACC and its staff can apply these measures to activities at WPACC to ensure the safety and wellbeing of staff, clients and customers.

Vulnerable Groups

While every group has the same risk of contracting COVID-19, some persons are at a higher risk of more serious illness or complications if they are infected. These include:

- People aged 65 and older with chronic medical conditions
- People aged 70 years and older
- People with compromised immune systems
- Aboriginal and Torres Strait Islander people aged 50 years and older with one or more chronic medical conditions

COVID-19 Symptoms

Key COVID-19 symptoms include:

- Fever
- Dry cough
- Sore throat
- Runny nose
- Chills or sweats
- Shortness of breath

Review of Plan

This is an evolving situation, and this Plan will be amended as necessary. Update triggers may include:

- If the Victorian or Federal Government introduces, amends or revokes its COVID-19 orders, directions, regulations or public health laws.
- If the Federal or Victorian Department of Health & Human Services releases new guidance or amends its existing guidance on COVID-19.
- If Worksafe Victoria releases new guidance or amends its existing guidance on COVID-19.
- If there is a confirmed case in the Performing Arts Sector and the resultant feedback leads to changes.
- General feedback from staff, clients and patrons to improve the measures and processes in this document.

INFORMATION SOURCES

Acknowledgement

WPACC wishes to acknowledge the work carried out by the Victorian Association of Performing Arts Centres (VAPAC), PAC Australia and Creative Victoria. The valuable resources provided by these organisations have contributed greatly to this COVID Safe Plan. VAPAC has worked with Members, State and National peak bodies and agencies to develop a set of principles and guidelines mapping a safe path to welcome audiences, producers and hirers back into venues. VAPAC have sought legal advice and referenced Government guidance where appropriate.

VAPAC - COVID-19 Resources including A Safe Guide for reopening performing arts venues

www.vapac.org.au/covid-19-resources/

PAC Australia - Guidelines for COVID-Safe Theatres

www.paca.org.au/covidsafetheatres/

Creative Victoria - Arts and Culture Return to Business Guidelines

www.creative.vic.gov.au/coronavirus/return-to-business

References and important contacts

Victorian Department of Health and Human Services (DHHS) Coronavirus (COVID-19) HOTLINE: 1800 675 398

National Coronavirus HOTLINE: 1800 020 080

To seek medical help 24/7

DHHS - Coronavirus (COVID-19) Main webpage

www.dhhs.vic.gov.au/coronavirus

DHHS - Coronavirus (COVID-19) Restriction levels

www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19

Worksafe Victoria www.worksafe.vic.gov.au/coronavirus-covid-19 COVID -19 information for workplaces
www.worksafe.vic.gov.au/report-confirmed-covid-19-diagnosis To report a worker with a confirmed diagnosis

Worksafe Victoria contact number: 13 23 60 Safe Work Australia

www.safeworkaustralia.gov.au/covid-19-information-workplaces

National COVID-19 Coordination Commission

Online tool to help businesses reopen and be COVID Safe.

www.pme.gov.au/nccc/resources/planning-tool-help-businesses-reopen-and-be-covidsafe

DHHS - Restrictions for Cafes and Restaurants

www.dhhs.vic.gov.au/cafes-and-restaurants-regional-victoria-covid-19

Office of the Victorian Information Commissioner

www.ovic.vic.gov.au/

COVID SAFETY TEAM

COVID Safety Team

Comprised of WPACC Venue Manager, Box Office Team Leader, Technical Team Leader and Functions & Conventions Officer. Other staff may be added as required.

The team will meet regularly and when needed to respond to an incident or government announcement. Frequency may be reduced or adapted according to need. Meetings should be held remotely where practicable.

Roles and Responsibilities of the Team include:

- Assessing the impact of COVID-19 on WPACC, the effectiveness of the COVID Safe Plan and assess current priorities
- Review other policies and procedures, such as Emergency Evacuation and Disability Access which may need to be amended during the pandemic response to this Plan
- Ensuring that the organisation continues to meet its legal and regulatory responsibilities
- Establishing clear lines of responsibility for managing the venues COVID Safe Plan and response
- Directing the overall response to any incident
- Plan, document, brief and seek approval from the Rural City of Wangaratta Pandemic Team of proposed changes to current business activities
- Ensuring support for the role of the COVID Safe Compliance Coordinators
- Communicating messages to staff, patrons, stakeholders and the media
- The COVID Safe Team should meet as required to manage:
 - Issues generally relating to COVID-19 at the venue
 - Emergency Response
 - Incident Management
 - Recovery
 - Resumption

WPACC COVID Safe Compliance Coordinators

Compliance with measures implemented to reduce the spread of COVID19 is the responsibility of EVERY individual who works or visits our venue including management, staff, contractors, hirers and patrons. However, the COVID Safe Compliance Coordinators are responsible for overseeing the implementation of measures and reporting back to the COVID Safe Response Team the effectiveness or otherwise measures.

COVID Safe Compliance Coordinator duties are outlined at the end of this document.

COVID SAFE PRINCIPLES

The following COVID Safe Principles are integral to this COVID Safe Plan and are the legal requirements.

1. Vaccination
2. Physical Distancing
3. Wear a fitted Face Mask / Covering
4. Practice Good Hygiene and Cleaning
5. Keep Records and act quickly if someone becomes unwell
6. Avoid Enclosed Spaces
7. Workforce Bubbles

Vaccination

Entry into WPACC will only be permitted to persons 18 years+ who are fully covid-19 vaccinated and can provide proof of vaccination or exemption with ID.

Visitors must check in upon entry via the QR code through the Service Victoria app, providing proof of vaccination.

There may be limited public entries to the venue, which will be staffed by Covid Marshalls to ensure that all persons entering the venue are fully vaccinated and able to provide the accepted form of evidence

Physical Distancing

Current requirement is 1.5m distance between people unless they are from the same household. If this is not possible for any reason control measures should be put in place:

- Minimise the number of person-to-person interactions that need to be completed within 1.5 metres
- Minimise the number of individuals involved in activities that need to occur within 1.5 meters of each other eg. Essential work in bio box, wings, box office
- Limit close contact between workers/other people to no longer than 15 minutes face-to-face or more than 2 hours cumulative over the course of a week in a shared close space. If this is not possible utilize PPE
- Arrange furniture in a layout that is consistent with physical distancing and the square meter rule or remove entirely
- Provide personal protective equipment (PPE) where necessary (eg gloves, masks, glasses). It should be noted that the primary purpose of masks is to prevent the wearer from spreading infection to other people. This may occur if the person is infected but unaware or asymptomatic.

Density Quotient

The density rule does not apply to workplaces that do not have public access. All workplaces should abide by the 1.5-meter physical distancing rule where possible.

Density quotients elsewhere in the venue follow the requirements of the current Open Premise Directions.

Venue Capacities

The capacity of various spaces within WPACC will vary according to the level of restrictions in place at any given time. These are:

- Mass gathering limit
- Density quotient
- Physical distancing requirements

The capacity of each space will be posted via signage at the entrance to the space.

In the event that Entertainment venues are permitted to operate and dependent on mass gathering limits, the capacity of spaces within WPACC facilities (based purely on maximum using density quotient and not including restriction limits (eg. 50% maximum up to 75 people) and without setup logic applied) are:

Alpine MDF Theatre

	Room Size ^{m2}	Regular Capacity	2m ² per person	4m ² per person	25% Capacity	50% Capacity	75% Capacity
Theatre Stalls	266.9	358	66	133	89	179	267
Theatre Balcony	114.6	156	28	56	39	78	117
Theatre TOTAL	-	514	94	189	128	257	384
Stage	198.6	100	49	99	25	50	75
*dependent on set up							
Green Room	43.2	40	10	21	10	20	30
Dressing Room 1	20.4	20	5	10	5	10	15
Dressing Room 2	20.4	20	5	10	5	10	15
Dressing Room 3	9.8	10	2	4	2.5	5	7
Dressing Room 4	10.1	10	2	5	2.5	5	7
Dressing Room 5	8.4	8	2	4	2	4	6
Dressing Room 6	8.4	8	2	4	2	4	6

Venue Foyer

	Room Size ^{m2}	Regular Capacity	2m ² per person	4m ² per person	25% Capacity	50% Capacity	75% Capacity
Public Foyer	368.4	500	92	184	125	250	375
Female Amenities	25.7	15	6	12	3.75	7.5	11
Male Amenities	20.3	12	5	10	3	6	9
Disabled/Baby Change	4.5	3	1	2	1	1.5	2
Grassed Area between WPACC & Gallery	300	150	75	150	75	150	112

Conferencing

	Room Size m ²	Regular Capacity	2m ² per person	4m ² per person	25% Capacity	50% Capacity	75% Capacity
Conference Room	79.2	70	19	39	17.5	35	52
Memorial Hall	354.7	350	88	177	87.5	175	262
Memorial Hall A	136	100	34	68	25	50	75
Memorial Hall B	216	200	54	108	50	100	150
Public Foyer	368.4	500	92	184	125	250	375

Back of House

	Room Size m ²	Regular Capacity	2m ² per person	4m ² per person	25% Capacity	50% Capacity	75% Capacity
Piano Store	7.01		1	3			
Tech Store	16.9		4	8			
Bio Box	30		7	15			
Tech Workshop	30		7	15			
Orchestra Pit	31		7	15			
Laundry	10.53		2	5			
Mem Hall Kitchen	31.6		7	15			
Mem Hall Kitchen Store	35.8		8	17			
Loading Dock Stage Entry	7.88		1	3			
Loading Dock Outdoor Space	208		52	104			
Carpark behind Mem Hall	410		102	205			

Signage

Signs, floor decals and other notices are in use throughout the venue, with mandated COVID information including floor distancing, stay home if unwell notices and information on COVID symptoms.

Wear a Fitted Face Mask / Covering

- Fitted Facemasks must be carried by all persons outside their home. Scarves, bandanas and other loose face shields are not acceptable
- Facemasks are mandatory to be worn indoors by persons aged 8 years+

- Guidelines on wearing facemasks are available from the DHHS website - <https://www.dhhs.vic.gov.au/face-coverings-work-covid-19>
- First aiders may need N-95 or equivalent face coverings when dealing with potentially sick workers or patrons. These will be supplied by WPACC
- Cleaning staff will be required to wear surgical disposable masks
- Training and guidance in the correct use of masks is provided to staff as part of the return to the workplace induction.
- Compliant masks are available for workers/ patrons if needed and are located in the Box Office
- There are a number of lawful reasons for not wearing a face mask:
<https://www.dhhs.vic.gov.au/face-masks-vic-covid-19#:~:exceptions-for-not-wearing-a-face-covering>

This includes the case of someone working on their own in an enclosed space such as an office who does not need to wear a face mask unless another person enters the room.

Practice Good Hygiene and Cleaning

Hand Washing & Personal Hygiene

Good hygiene is critical for slowing the spread of coronavirus (COVID-19). **Everyone** should be taking the following hygiene actions:

Wash your hands

- Wash your hands regularly with for at least 20 seconds, using soap and water or use a hand sanitiser that contains at least 60 percent alcohol.
- Wash your hands when you get home, arrive at other people's homes, at venues or at work.
- Wash your hands after blowing your nose, coughing, sneezing, or using the toilet.

Cough and Sneeze Etiquette

- Cover your nose or mouth with a tissue, then throw it away and wash your hands thoroughly.
- If you don't have a tissue, cough or sneeze into your elbow or upper sleeve.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- If you are wearing a face mask, leave it on.
- Do not share drink bottles, glasses, crockery or cutlery other than with people you live with.

Return to Work Induction will include training in effective, frequent hand washing with soap and use of sanitiser.

Cleaning Regime & Hygiene

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). Cleaning and disinfecting procedures are based on the Department of Health and Human Services' (DHHS) and Safe Work Australia guidelines.

- All WPACC staff must as a minimum complete the Infection Control Training - COVID 19 training as provided by the federal government.
- All 'high-touch areas' of the venue where there is regular human contact with surfaces will be cleaned and sanitised after each public event/ performance. Both steps are essential.
- In some cases, additional cleaning may be required during the event.
- If "hot desking" cannot be avoided, the equipment and desk space must be thoroughly cleaned and sanitised between users. Separate keyboards and mice should be used as a minimum.
- "Desk sharing" is considered to be when staff use the same desk equipment on different days although this should also be avoided where possible; the equipment must be thoroughly cleaned and sanitised after use.
- The cleaning must be documented by those performing the clean, utilising a venue Cleaning

Check List which will be signed off by the Team Leader of that area:

- The check list will itemise all venue areas and its key surfaces for quick reference and cross- checking by cleaners/contractors/staff.
- The check list will include a clear identification of both Cleaning and Disinfecting techniques and products to be used.
- Disposable cleaning products and items will be disposed of safely after use.
- Cleaning and sanitising will focus on frequently touched surfaces
- Regular inspections of venue seating and spot cleaning undertaken as and when required.
- For fabric chairs, clean the touch surfaces of the item that can be wiped with a damp cloth. Not all surfaces are amenable to frequent cleaning.
- For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.
- If using a general disinfectant spray for porous fabric seats after each use/ performance - check the time that it would need to be in contact with the surface to be effective, otherwise it may not be practical. Also check with manufacturer re material safety.

Response Plan – Record Keeping

Response Plan

This plan is key to managing a local coronavirus incident when any person who has tested positive for covid-19 has been at our venue. The infected person may be a patron, a staff member or a visiting hirer, performer, crew or contractor.

For the person who tests positive

The person who has tested positive must inform management and quarantine at home for 7 days. For full information and advice, refer to the Victorian Governments website: www.coronavirus.vic.gov.au/checklist-cases

Close contacts of a positive case

There are different types of contacts and different rules apply. For full information and advice, refer to the Victorian Governments Coronavirus website: www.coronavirus.vic.gov.au/checklist-contacts

Incident Management

Refer to Council's OHS Guidelines.

As soon as staff are made aware of an incident or a suspected incident:

Internal Communication

- Venue Manager to be informed immediately
- Venue Manager to inform Manager Arts, Culture & Events, Councils OH&S Officer and COVID-Safe Compliance Coordinators.
- Venue Manager / Covid Safe Compliance Officers to inform close contacts. Close contacts should follow current advice from government www.coronavirus.vic.gov.au/checklist-contacts
- Venue Manager / Team Leaders with support from People & Culture Manager to inform directly impacted WPACC and Intermezzo staff.

Managing the Incident

- If a staff member tests positive using a Rapid Antigen Test they must report the result online www.coronavirus.vic.gov.au/report or call 1800 675 398. They do not need to report the result if it came through a PCR test.
- The Venue Manager / Covid Safe Compliance Officer may be delegated the following tasks:
 - Identify which team members may have had contact with the infected person(s)
 - Identify which members of the public must have had contact with the infected person(s)
 - Request deep cleaning and sanitizing of the impacted area(s) as per the covid cleaning checklist in accordance with DHHS guidance
 - The Tracing Unit at Northeast Health Wangaratta, under overall management from the DHHS, is responsible for contacting impacted persons unless it advises otherwise.

Contact Tracing

Contact tracing is carried out via the Services Victoria Check-In app (QR Code). These records are held by the Victorian Government for up to 28 days.

Media Strategy

- Marketing & Communications will draft a media statement (liaising with Venue Manager if needed for details).
- CEO approves media statement.
- Marketing and Communications issues media statement.
- Media enquiries co-ordinated by Communications Officer.
- CEO is organisation's spokesperson for this matter.

What to do if someone displays symptoms of coronavirus

For the latest advice on what to do if someone is displaying symptoms, visit: www.coronavirus.vic.gov.au/getting-tested

If any customer, visitor, contractor or staff member displays symptoms (fever, coughing, sore throat, fatigue and shortness of breath) consistent with COVID-19 infection, staff should report this to their supervisor. The supervisor will request the person to leave the premises.

If emergency, such as a person having difficulty to breathe, 000 must be called to summon urgent medical help.

Staff should not report for work if they have any symptoms.

The National Coronavirus Helpline phone number 1800 020 080, which operates 24 hours a day, seven days a week can be called to seek any medical help related to COVID-19.

If a staff member develops symptoms while at work, they should notify their supervisor and leave the workplace. After reaching home they must contact the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

Getting Tested for COVID-19

The current DHHS advice is that if a person has symptoms of coronavirus they should get tested and remain in isolation until test results are confirmed.

Persons should contact the Wangaratta **COVID-19 SCREENING CLINIC**.

No appointments required 9am - 3pm (Open 7 Days)

Entry to the Wangaratta Drive-thru Screening Clinic is via Vincent Road. Please remain in your vehicle at all times and follow staff instructions upon arrival.

Pre-register online for COVID-19 Testing

Complete an online COVID-19 Testing Registration form at <https://testtracker.covid19.dhhs.vic.gov.au/citizen-prefill> to receive a unique registration number that is valid for 90 days and can be used for multiple tests.

Pre-registering will help you to save time at the testing site.

First Aid Room – Old Tech Office (next to Volunteers Room)

Only the minimum amount of furniture should be placed in the room to facilitate easier cleaning and disinfecting when the room has been used and it should contain the following:

- Hand sanitizer
- PPE including gloves and surgical facemask
- Detergent and/or wipes and Tissues.
- Waste bags or waste bin with lid (pedal bin or non-touch mechanism).

Avoid Enclosed Spaces

- Work areas have been rearranged where possible to enable staff to maintain physical distancing whilst at work.
- This is not always possible in areas such as the Control Room, Box Office and Storerooms. People in these areas should minimise the time spent working together. Additional cleaning and sanitising of surfaces are carried out.
- Ventilation and the introduction of fresh air is increased where possible including to the Function Rooms and Auditorium
- Activities should be held outside where practical (eg. Meetings that cannot be done remotely)

Workforce Bubbles

- Where possible, "work teams" are formed in which people routinely work together but keep their distance from everyone else. It is recognised that there may not be sufficient staff to create a complete Team A and Team B, however the amount of "crossover" is kept to a minimum both in terms of time and physical space.

Technical Area

- In circumstances where only 1 or 2 staff are required for an event, the concept of Team A / Team B may be possible – depending on different staff being available for the next day / shift and what level of supervision is required
- All efforts will be made to aim to separate into teams so that staff are not in direct contact however due to the nature of the work this may be impossible to achieve. Whilst onsite all staff will be appropriately separate, and contact will be limited to the bare minimum required to get tasks done.

Operations Area

- This mostly concerns casual staff. In circumstances where only a few staff are required for an event the concept of Team A / Team B may be possible – dependant on different staff being available for the next day / shift and what level of supervision is required
- Daily clean teams are broken into morning and afternoon with no crossover

Box Office and Administration

- Due to insufficient staff, separate teams are not possible in these areas. However, staff should maintain distance from the other staff in the building where possible as an alternative method of reducing infection risk

Minimise Interaction Times

- On occasions when staff must interact with each other, short interactions less than 15 minutes are okay under the bubble concept. In practice, interactions should be less than this, reducing risk of transmission further. All efforts will be made to separate teams so that staff are not in direct contact however due to the nature of the work this may be impossible to achieve.

STAFF

Working from Home

Refer to Councils Return to Work Policy / Flexible Working Arrangements Document

Return to Workplace

All staff will be required to complete online training before returning to the workplace. Customer facing staff and volunteers will need to complete induction and familiarisation with health and safety protocols before they recommence work with members of the public.

Guidelines should be displayed in appropriate work areas.

Volunteers over the age of 70 or over 65 and with medical conditions are classified as Vulnerable Workers and should not be rostered for work.

Emergency Evacuation Procedures will be amended, and training will be provided to relevant staff.

Each staff member will need to sign in via QR code before starting each shift.

WPACC will be prepared for possible staff absences by ensuring tasks can be carried out by other staff members.

Sick Workers

- The simple message is that if you are unwell, you must stay at home, get tested and follow DHHS advice
- Staff must notify their Supervisor and stay at home from work if they have symptoms consistent with COVID19 such as fever, cough, chills, muscle pain, headache, sore throat or shortness of breath. The Venue Manager or Team Leader should be informed of all such cases
- If staff record a temperature of 37.5 degrees or above whilst they are at home, they are considered to have a fever and should not come to work.
- If a worker exhibits any symptoms of covid-19 at any time while at work, they will be sent home
- Staff members who have a suspected or diagnosed case of covid-19 must provide medical clearance before returning to work.

PPE for Staff

In general, government advice is that control measures such as good hygiene and physical distancing are more effective than PPE

Gloves

- Gloves must be worn when cleaning/sanitising is being completed
- Gloves will be supplied by WPACC and stored in the Box Office, Volunteers Room and Tech Store
- Staff should also wear gloves in some instances eg. Fitting radio mics to performers

Training in the use of masks and PPE is included in the Return-to-Work Training modules. Additional training regarding cleaning will also be provided to relevant staff.

Wellbeing and Support

The health and wellbeing of all staff is of utmost importance, particularly during these difficult times. Staff are encouraged to seek information from The Arts Wellbeing Collective regarding a range of mental health issues and taking care of yourself during the pandemic.

www.artswellbeingcollective.com.au

The Support Act Wellbeing Helpline is 1800 959 500

The Arts Wellbeing Collective Webskite lists other organisation that provide help including Lifeline 13 11 14 and Beyond Blue 1300 224 636

Help is also available for staff and their families from Councils Employee Assistance Program. It is free and completely confidential; you can call the providers directly.

Paddi Roberts-Jacobson	0419 303 742
Petrina Williams	0490 173 729
Nicole Royal	0448 898 278
Neil Barassi	0478 605 729

CUSTOMERS AND TICKETING

Warnings, Advice, Terms & Conditions and Consent on Tickets

Patrons will be provided with essential information and updated terms and conditions about their attendance. This will take the form of advice notices regarding COVID Safe operational health and safety processes the Venue has put in place.

Patrons will be asked when purchasing tickets only to attend the venue if they are in good health. This will be done via public messaging, on ticket confirmation emails and by both Box Office staff.

Tickets, Refunds and Exchanges

Tickets will be sold according to current density quotient / physical distancing / mass gathering restrictions in place in the State of Victoria.

Ticket sales may be suspended if shows sell up to the current capacity limit or if it is unclear how many seats can be sold and what distancing is required.

If the show has already sold above current capacity limits, it may be impossible to reduce audience numbers in a fair and practical manner. These shows should be rescheduled at least six weeks prior to the date of the Event if restrictions are still in place, however this will not always be possible.

WPACC will extend our refund policy so that a full refund may be given anytime up to 1 hour prior on the day of the performance to a patron who cancels their attendance because they are feeling unwell and have any COVID19 signs or symptoms, have had contact with a COVID19 case, have contact coronavirus or are self-quarantining. This is to encourage patrons to put the safety of other patrons and staff ahead of financial considerations. This will be communicated to all Venue Hirers/Users.

Patrons will be advised when they purchase tickets that in the case of an Event not proceeding for reasons related to COVID-19, they will be offered a full refund. Existing Patrons may be asked to move to different seats to ensure appropriate physical distancing; if those new seats are not acceptable to the Patron, the Patron will be offered a full refund.

If an Event is postponed and rescheduled to another date for reasons relating to COVID-19, ticket holders will have their bookings transferred to the new date. If the new date does not suit the ticket holder, they are entitled to a full refund provided they inform the Venue within a period of 14 days of being notified of the change.

Children over the age of 18 months on the day of the performance must have a ticket and their own seat. If a child was under the age on the original performance date and will be over 18 months on the new performance date, they will require a ticket. Parents must contact the Box Office to make necessary arrangements. Some performances

have a lower age requirement of 12 months, these will be managed on a show-by-show basis with the promoter. This will be communicated in any reschedule notifications.

WPACC will follow current government advice that patrons must be provided with allocated seats to make the job of contact tracing easier.

Current regulations on the square metre rule in Victoria stipulate one person per two square metres. The distance between people not of the same household is 1.5m. For this reason, bookings for some shows may need to be taken by Box Office staff only as online sales do not have the functionality that enacts the correct physical distancing for each booking.

An announcement will be made before the start of each show to remind patrons to leave their phones on, but turned to silent, to ensure the COVID-Safe app is effective for anyone using it.

All patrons must register via Service Victoria QR Code app as a condition of entry.

Patron Compliance

It is the responsibility of each individual patron to ensure they observe physical distancing protocols as directed by the Australian, State and Territory Governments. Individuals are liable for fines if they do not comply with restrictions placed by the appropriate Chief Health Officer.

WPACC has the right to refuse entry or ask a patron to leave if they are not complying with Chief Health Officer advice or with the published terms and conditions of venue entry. However, WPACC staff cannot enforce the regulations. Police or Security may be called to assist.

Note: It may be difficult to distinguish which patrons are required to observe social distancing and which are not (eg. Families from the same household). Unless there is clear, objective evidence to the contrary, we must take the customer at their word.

It is not a condition of entry that patrons download and use the COVID-Safe app although they will be encouraged to do so in order to assist health authorities with contact tracing if needed.

Patron Screening

Patron screening measures are not mandatory by the Government or Health Authorities at this time.

WPACC are currently not carrying out temperature screening. Other measures such as signage, cleaning, sanitisation and contract tracing are being implemented instead.

COMMUNICATION

Disability Access

We will continue to provide full accessibility for all patrons including those with disabilities.

Messaging to Customers / Patrons

Recent audience surveys indicate that a key component of attracting patrons and customer back to the venue is reassurance that appropriate safety measures are in place. Messaging to the public will include signage in the venue as well as via social media, website, direct emails and printed material:

- Reassurance regarding availability of full ticket refund up until the 'last minute' in case a patron develops any of the recognised COVID symptoms, has come in contact with someone displaying those symptoms or is a confirmed case of COVID19 and is therefore required to stay home
- Messaging about thorough cleaning regime to ensure visitor safety
- Messaging about good hygiene practices, physical distancing, face masks, seating arrangements and other related COVID advice and requirements relevant to the performance, function or event they are attending
- Need for registering attendance via the Service Victoria QR Code App as a condition of entry
- Seating arrangements in the venue to allow for physical distancing
- Brief description of what layout or venue changes might be expected

Consulting, Communicating and Informing Staff

Staff members and volunteers will be consulted about impacts and implications of these measures to ensure that proposed guidelines or procedures are suitable and workable.

WORK AREAS

ADMINISTRATION AREA / BOX OFFICE

The 'Four Square Meter Rule' does not apply to workplaces/spaces that do not have public access although all workplaces are encouraged to apply the rule whenever possible and encourage staff to remain 1.5 meters apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It may also increase the time taken to perform some duties.

WPACC will:

- Identify the appropriate capacity per office/meeting space based on 1.5m distancing and provide this through signage at each entrance.
- Remove 'hot desk' options or carry out appropriate sanitising/cleaning of all equipment such as keyboards and phones if not possible between uses. As a minimum we will source a keyboard and mouse for each user of the hot desk which would be clearly labelled with that staff member's name and placed into a plastic bag and left onsite between uses. Each staff member would be responsible for installing and removing said devices each time they worked and for sanitising/cleaning the items afterwards.
- Provide appropriate signage about good hygiene practices
- Provide hand sanitiser at the entry of administration.
- Minimise face to face meetings where possible (utilise online meeting facilities) - this applies both to staff and external stakeholders.
- Staff /attendees that do need to attend meetings in person should be seated a minimum
- 1.5m apart and avoid sitting face to face. Sitting side by side (1.5m apart) or offset seating is preferred.
- Request contactless delivery for any goods arriving at the venue.
- Staff mental wellbeing will be managed through appropriate consultation, making signage and printed/online materials available and communicating information about Employee Assistance within the organisation.
- No shared food e.g. birthday cakes, 'family-style' staff meals, etc.
- Manage hygiene, sharing of utensils and crowding in common areas.

1.5-meter distance lines, floor decals and post/ropes are deployed at the BoX Office Counter along with sneeze guards to reduce the risk of infection

TECHNICAL AND BACK OF HOUSE

As with all workplaces, the technical, production, performance and back of house/ administration areas of venues must also comply with the current physical distancing regulations.

The 'Four Square Metre Rule' does not apply to workplaces/ spaces that do not have public access, although all workplaces are encouraged to apply the rule wherever possible and encourage staff to remain 1.5m apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It will also increase the time taken to perform most technical duties, from bump in to rigging and staging.

Appropriate operating procedures will be established that are suitable for this area.

Where it is not possible to undertake necessary work tasks and maintain physical distancing, or staff need to work in confined areas such as the Bio Box, other control measures will be implemented.

- Where crew and staff must work in close proximity, they should minimise the time that they are in close contact.
- Where there is unavoidable close contact between workers/ other people for longer than 15 minutes face-to-face cumulative over the course of a week or more than 2 hours in a shared closed space utilise PPE.

WPACC has taken the following measures to facilitate safe operations in the Technical and Back of House:

- Touring companies and Hirers will be informed of our COVID-Safe Plan and will be requested to submit their own plan to us. Hirers and users of the venues must sign off and acknowledge that they have read and agree to our COVID Safe measures.
- Touring companies and Hirers must provide WPACC with a copy of their COVID Safe Plan at least three weeks prior to the date of their event.
- Producer plans will be expected to take into consideration distancing requirements for their performers, their touring party, and from our audience both on and off stage.
- Single entry where feasible for all staff/contractors/performers/volunteers/deliveries.
- Compulsory sign-in register using Service Victoria QR code app for all people entering through stage door for each day to allow Contact Tracing.
- Contactless delivery of goods where possible.
- Hand sanitiser stations provided at key points including Stage Door, and other areas as required.
- Signage at all entrances regarding venue/ back of house protocols for staff and visiting production crew to observe.
- Supervisor to brief all personnel regarding venue policy and process on arrival.
- Sound operation for performances will be in the Auditorium allowing for safer operations from staff. This may affect the number of seats available for sale as these areas will impose a 1.5m rule from the operator's location to reduce unnecessary contact. Sound operation for other events at WPACC will need to be determined on a case-by-case need.
- All new ingress/ egress and emergency exits will remain accessible for people with disabilities.

Dressing Rooms and Green Room

- Display room capacity limits set according to distancing guidelines at entrance to each room.
- Provide hand sanitizer stations.
- Provide distancing floor decals in high traffic areas such as backstage corridors, crossovers and dressing room mirror/ sink areas.
- Establish restroom occupancy limits and entry controls for toilets within dressing rooms and backstage.
- Only one set of occupants per hire.

Loading Dock

- Control occupancy to enable distancing within area limits.
- Ensure crew levels do not exceed spatial limits.
- Provide hand sanitizer/ wipes to all appropriate areas

Closed Bio Box / Control Room

- Reduce number of personnel where possible.
- Where possible do not allow touring company personnel access.
- Disinfect touch surfaces and high use equipment after each use.
- Routinely disinfect common touch points in control and production areas.
- Provide hand sanitizer/ wipes to all appropriate areas/ crew.

Orchestra Pit

- Orchestra Pit use should be avoided where possible.
- If possible increase air flow by opening up parts/all of the pit lid. This will come with its own risk assessment and may not be achievable dependant on the type/nature of the show.
- Number of musicians will be reduced to enable physical distancing of 1.5m between players. Installation of sneeze guards/ mute shields between musicians is highly recommended.
- Provide hand sanitizer to the entrance/exit of the pit.
- No instruments should be used by separate musicians unless a complete clean has been done on the instrument. This is particularly important for items like keyboards/pianos. During rehearsals and performances, performers should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of instruments that are played with a mouthpiece must be avoided.
- Orchestra Pit should also be cleaned with increased frequency.

On Stage - Personnel / Performers

- The 'Stage' area is considered a 'workplace'. Therefore, the four-square metre density rule does not apply, but where possible physical distancing of currently 1.5m should be maintained.
- Indicate clear limits to the number of personnel allowed on stage at any one time, including performers and production staff. Technical Supervisor to monitor.
- Limits large ensembles such as Choirs and Orchestras. The Technical Team Leader will work with them and their own COVID-Safe plan to manage close contact performer numbers safely both on stage and in back of house.
- Acknowledge that touring companies pose a high risk due to the possibility of the touring party unknowingly spreading the disease as they travel around the country. Higher safety measures will therefore be required of touring parties.
- During rehearsals and performances, performers should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of microphones or of instruments that are played with a mouthpiece must be avoided. Rehearsal and performance areas should also be cleaned with increased frequency.
- Informed Consent - Close Proximity: producers/ touring party/ hirers will be required to have appropriate controls and strategies in place regarding close proximity performers, and if appropriate have written informed consent from performers to work in scenes that require close contact, and what control measures are in place.
- The stage, wings and surrounding back of house is included in daily/ each event cleaning schedules, including all touch surfaces and equipment.
- Minimise use of communal areas including Green Room.

Equipment & Props

- A risk management/ hygiene strategy has been established for all high touch/ high risk and 'shared' staging, performance and technical equipment.
- This may include headsets, microphones, headphones, props and sets as well as audio and LX desks and equipment.
- Practical, safe equipment protocols and training.
- Sanitise all high-risk equipment before/ after each use with an alcohol-based disinfectant.
- Consider a system of colour-coded tape on all equipment to quickly identify when equipment has been cleaned and is ready for next use.
- Restrict items like headsets and microphones to single allocated use by individuals only. Colour coded identification method will be used for each item/person allocated.
- Where possible, artists should provide their own microphone/ headsets for hand-held or close use.
- If body-worn radio mics are required (i.e., lapel mics) artists will be instructed by the venue technicians to fit their own microphone and should ensure that their clothing has a fixed collar/lapel position and a waistband/belt.
- The venue will provide appropriate PPE for crew when fitting equipment such as radio microphones to performers if this is necessary.
- Require cast/crew to handle hand-held props out of a sanitised bag and return them to the same bag when finished.
- Quarantine of Microphones & related high-risk equipment: until further evidence and advice is received, precautionary quarantine should be placed on such equipment up to 72 hours

Box Office

- The Box Office is considered a 'workplace'. When density quotient rules are in force they do not apply in this area however where possible physical distancing of 1.5m should be maintained.
- If necessary, screens will be placed between workstations.
- No shared food e.g., birthday cakes, 'family-style' staff meals, etc.
- 1.5-meter distance lines, floor decals and post/ropes are deployed at the Box Office Counter along with sneeze guards to reduce the risk of infection

Merchandise

The following arrangements will be in place:

- Suitable queuing measure to ensure physical distancing including bollards, ropes, floor decals and line markings
- Only sellers to touch merchandise items until sale is complete
- Contactless payment options
- No refunds or exchanges
- Merchandise table to be placed where it will not impede movement of other patrons and create crowding

FRONT OF HOUSE – PERFORMANCES, CONFERENCES & EVENTS

These guidelines apply to all patrons, function guests and delegates.

COVID Check In Marshall

Sufficient numbers of Covid Check In Marshalls will be provided at all events and at the Café to ensure all attendees check in via the Service Victoria QR Code app on arrival. These staff can undertake other roles at the event. Where the patron does not have a mobile device to sign in, staff will use the Services Victoria Kiosk on the venue device to sign in on their behalf.

COVID Safe Marshal

A COVID Safe Marshal will be present at Events to ensure all patrons and visitors have provided Contact details, observe appropriate physical distancing, capacity limits and other Covid infection control measures are carried out. These staff can undertake other roles at the event.

The COVID Safe Compliance Coordinator will delegate appropriate duties to the COVID Safe Marshal.

WPACC is responsible for deciding the maximum number of people allowed in all spaces, including the auditorium and function rooms in their different layouts. This will be based on current mass gathering rules, density quotient or physical distancing protocols as stipulated in the current Restricted Activity Directions from the State Government.

Front of House and Venue Staff are not included in capacity limits.

Event and function organisers are included in capacity limits as are any conference or dinner speakers who are seated guests.

Unless advised otherwise performers are not included in capacity limits unless they cross over into the audience area. The stage will have its own capacity limit as this is a separate area to the public space.

WPACC will:

- Ensure there are clear notice, line marking, floor decal etc to ensure physical distancing as customers arrive collect tickets visit toilet, make their way to the Auditorium, Function Rooms etc.
- Provide hand sanitiser at key points in the Venue and ensure adequate supplies of soap and paper towels are available in the public toilets
- Provide appropriate advice and information notices at entrances
- Provide appropriate foyer and auditorium message to patrons and guests during the event.
- Adapt auditorium messaging at start of event to advise patrons and guests that phones should be turned to silent but left on to ensure the COVID Safe app is effective for anyone using it.
- Designate some doors as exit only at the end of the event.
- Open the house doors earlier to enable patrons to filter into the auditorium without crowding at the entrance
- Consider ways of staggering entrance times (similar to plane boarding) and exit times.
- Instruct patrons to leave the auditorium at the end of the show in an orderly, row by row fashion without crowding the exits.
- Meet and greet events will not occur until further notice unless otherwise arranged.
- Government Directions may require us to check ID of people entering the venues to determine their Primary Place of Residence (PPR) and to refuse entry if their PPR is in a current Lockdown area.

Ushers

Take instruction from Venue Supervisor or Front of House Manager regarding movement of patrons and guests to ensure physical distancing is maintained. They will be assisted in this task by the COVID Safe Marshal.

Ushers are not included in the capacity limits of the space as they are considered essential workers, however, they should maintain 1.5m distancing where possible.

All Ushers must carry a two way radio to enable them to be in contact with the Front of House Supervisor

Conferences & Functions

All functions, conferences and conventions held at the venue will comply with the venues overarching Covid Safe plan. Additional specific details for these activities will be based on current mass gathering rules, density quotient or physical distancing protocols as stipulated in the current Restricted Activity Directions from the State Government.

- All delegates attending conferences or functions will be required to electronically sign into the venue.
- Physical distancing will be maintained based on room size and capacity.
- Staggered meeting times are recommended to avoid crowds in foyers and bathrooms.
- Event and function organisers are included in capacity limits as are any conference or dinner speakers who are seated guests.
- Provide hand sanitiser at key points in the Venue and ensure adequate supplies of soap and paper towels are available in the public toilets
- Provide appropriate advice and information notices at entrances
- Additional cleaning will take place between sessions
- Follow government advice relating to food buffets because of the risk of close physical contact with others, shared serving implements and multiple people touching the surfaces on the buffet.
- To avoid people congregating, catering will be served individually.
- Food may need to be served in individual disposable packaging or plated and served to the table, then cleared
- Eating areas will be spread out in the venue to avoid crowding or queueing
- Patrons can sit or stand to eat and drink.
- Free drinking water should be provided via table service rather than at self-serve stations.

Business event requirements

- Venues are required to have a COVID Safe Plan, but it is the event organiser's responsibility to submit specific COVID Safe Event Plans if required under the Public Events Framework.
- Staggered meeting times are recommended to avoid crowds in foyers and bathrooms.
- Events held in a non-food and drink facility that is providing catering need to abide by hospitality guidelines.
- Signage, record-keeping and cleaning requirements apply for both venues and facilities.

Emergency Evacuation

The need for physical distancing creates significant challenges when planning to evacuate a crowd during an emergency. External emergency evacuation assembly points will need to be able to accommodate the patrons/performers while maintaining distancing between unrelated groups. While attendance numbers remain low, this should not be a problem.

Note: The goal of maintaining distancing between people becomes a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Moving patrons away from imminent danger is the top priority.

Foyers

Capacity limits for foyers and function rooms are indicated via signage at the entrance to each space. We may need to separate audiences or groups of people to ensure they do not exceed the capacity in each area, dependant on the total number of patrons in the building. This will be the responsibility of the COVID Safe Compliance Coordinator although the task may be delegated to other staff such as the COVID Safe Marshal to ensure that visitors move smoothly through each space whilst maintain physical distancing. Each event may require its own planning to make this happen.

Toilets

Capacity limits for toilets will be indicated via signage at the entrance to toilets. Intervals will be a challenge. The COVID Safe Marshal will oversee appropriate use of toilets. Intervals may need to be longer or not occur at all.

Intermezzo Cafe Catering

The catering and cafe are operated under contract by SK AHONEN GROUP PTY LTD who have their own COVID Safe Plan. However, the following are some items that are to be considered for the purpose of WPACC COVID Safe plan.

Grassed Area between WPACC and Gallery

The grassed area is considered a "separate space" under the government restriction orders. Depending on the capacity limits at the time, this means the capacity of the area will be calculated separately to the interior Cafe and deck areas. Patrons heading to the grassed area will be able to move through the interior of the venue without impacting on the capacity of the interior, however, physical distancing must be always maintained.

Staff are not included in the capacity limits.

Physical distancing applies except to those from the same household. All tables should be a minimum of 1.5m distance apart.

Contact Tracing at Cafe

All visitors to Intermezzo Cafe, including Cafe customers, must register via the Services Victoria QR Code App as they enter the building. Cafe staff are responsible for ensuring that their customers have done this before being served. If details need to be taken in hard copy, Cafe staff must maintain a log with Contact Details under the Cafe front counter.

Cleaning

Daily Clean

Daily cleaning of the flooring, doors, windows, entrance and exits will remain the responsibility of Councils cleaning contractor as per fortnightly schedule provided by WPACC. Management of the cleaning contractor is the responsibility of Councils Facilities Management department.

Cafe area cleaning during open times

Cleaning items used by Cafe Catering Staff and/or after patrons have left, including tables, chairs, benches, menus, sneeze screens and any other equipment as required, is the sole responsibility of Intermezzo Café staff.

FRONT OF HOUSE CHECKLIST

During a performance, rehearsal or an event.

<input type="checkbox"/> COVID Safe Compliance Coordinator has reviewed the event. Policy, processes, logistics, resources in place.
<input type="checkbox"/> All staff have completed a health screening questionnaire and signed in.
<input type="checkbox"/> Staff briefed on the event and any specifics re health and safety / operations.
<input type="checkbox"/> Any hirer, producer, third party personnel briefed on the venue COVID-Safe plan.
<input type="checkbox"/> Patron / Venue signage in place re health and safety, conditions of entry, floor decals, occupancy limits and so forth.
<input type="checkbox"/> Venue Clean Checklist sighted and complete.
<input type="checkbox"/> Sanitising stations: separate egress/exit & other COVID-Safe Plan measures in place and checked.
<input type="checkbox"/> Contact Tracing process / record sheets / register in place. These must be staffed & monitored.
<input type="checkbox"/> Patron Arrival: controlled external areas managed, signage.
<input type="checkbox"/> Ingress / Egress managed. Patron tracing process in place. Patron agreements to terms of entry on display.
<input type="checkbox"/> Pre-Show: Foyer protocols and logistics in place. Auditorium opening early. Patrons from multiple venues managed in common areas. Stairs managed and F&B.
<input type="checkbox"/> Toilets / restrooms. Signage, management, staffed or monitored if necessary, to ensure number limits.
<input type="checkbox"/> Box Office: Venue seating allocated with distancing. Contactless payment, distancing logistics, signage.
<input type="checkbox"/> Ticketing: e-tix and scanning in place – contactless if possible.
<input type="checkbox"/> Intermezzo staff briefed. COVID-Safe Plan discussed and both parties agreed. Hygiene and distancing in place as per Hospitality Guidelines. Type of service on offer managed for health and safety.
<input type="checkbox"/> Auditorium – Seating allocated for distancing. Patrons informed of exit and interval procedures and during show protocols prior to event.
<input type="checkbox"/> Interval. Confirmed any alterations to timing and length of interval with producers, hirers and audience. Foyer logistics in place.
<input type="checkbox"/> Post Show. Exit from auditorium and venue managed with distancing. Staged unloading of auditorium. Any foyer activities including Merch managed for distancing. Direct exits.

BACK OF HOUSE CHECKLIST

During a performance, rehearsal, bump in or an event.

<input type="checkbox"/> Back of House work practices and protocols updated with COVID Response Team and Technical staff. COVID- Safe Plan compliance.
<input type="checkbox"/> Control measures developed for all confined workspaces including bio box, wings, dressing rooms and orchestra pit.
<input type="checkbox"/> Control measures developed for work requiring teams in close proximity.
<input type="checkbox"/> PPE, sanitizer and other equipment made available as per updated protocols.
<input type="checkbox"/> Back of house venue signage in place re health and safety, conditions of entry, floor decals and occupancy limits for all separate spaces
<input type="checkbox"/> Venue Clean Checklist sighted and complete.
<input type="checkbox"/> Sanitising stations in place and checked.
<input type="checkbox"/> Contact Tracing process / QR coding in place. Staff, crew, performers, producers, hirers. Process monitored.
<input type="checkbox"/> Staff daily health screening questionnaire in place, completed and monitored.
<input type="checkbox"/> Third-party personnel health screening questionnaire completed and monitored.
<input type="checkbox"/> Back of house plans and drawings up to date for touring companies / hirers.
<input type="checkbox"/> Hirer, producer, third party personnel briefed on venue COVID-Safe plan and agreed.
<input type="checkbox"/> Hirer, producer, third party COVID-Safe plans sighted and reviewed. Pre-production process.
<input type="checkbox"/> Excess gear and clutter removed from all workspaces.
<input type="checkbox"/> High touch surfaces identified and cleaned regularly – between uses.
<input type="checkbox"/> On stage protocols and limitations documented and monitored. Personnel numbers, performers in close proximity, musicians, technical equipment processes.
<input type="checkbox"/> Administration area protocols, work practices, hygiene and wellbeing measures established.
<input type="checkbox"/> Equipment & Props risk management process created, tested, in place.

CLEANING & SANITISING CHECKLIST

Surfaces such as listed below need to be cleaned and disinfected regularly using approved & applicable products.

CLEANING TIPS:

- Surfaces must air dry, the time the surface is wet with the disinfectant is the time when the germs are being killed

FRONT OF HOUSE / PUBLIC AREAS
<input type="checkbox"/> Door handles, handrails, door push plates
<input type="checkbox"/> External door handles (both inside & out) and handrails leading the venue entrances
<input type="checkbox"/> Internal handrails for stairs, ramps, auditorium raked seating
<input type="checkbox"/> Box Office Counter & Café Counters
<input type="checkbox"/> Telephones, Point of Sale terminals, shared computer keypads
<input type="checkbox"/> Tables and chairs, including highchairs and booster seats, foyer lounges
<input type="checkbox"/> Beverage stations, water fountains, vending and ice machines
<input type="checkbox"/> Rubbish receptacle touch points
RESTROOMS
<input type="checkbox"/> Door handles
<input type="checkbox"/> Sink taps, counters and toilet buttons
<input type="checkbox"/> Handle on women's sanitary products dispenser
<input type="checkbox"/> Soap dispensers and towel dispenser handles
<input type="checkbox"/> Baby changing stations
<input type="checkbox"/> Rubbish receptacle touch points
BACK OF HOUSE
<input type="checkbox"/> Individual office and other room furniture
<input type="checkbox"/> Door handles, doorways, railings
<input type="checkbox"/> Light switches and thermostats
<input type="checkbox"/> Cabinet handles

<input type="checkbox"/> Telephones, computers, other keypads, mouse, two-way radios
<input type="checkbox"/> Backstage and technical equipment including all microphones, lapel and headsets
<input type="checkbox"/> Rubbish receptacle touch points
THEATRE (if used)
<input type="checkbox"/> Fabric chairs <i>Must be steam cleaned at 70 degrees minimum, unless chair covers are used</i>
<input type="checkbox"/> Chair covers to be washed and dried after every use
<input type="checkbox"/> Airlock doors
<input type="checkbox"/> Balcony railing (if used)
<input type="checkbox"/>
CONFERENCE ROOM (if used)
<input type="checkbox"/> Main door
<input type="checkbox"/> Door to deck
<input type="checkbox"/> Door to storeroom
<input type="checkbox"/> Remote clicker
<input type="checkbox"/> Light switches and power points
<input type="checkbox"/>

COVID SAFE COMPLIANCE COORDINATOR ROLE

The responsibilities of the COVID Safe Compliance Coordinator can be divided into two areas:

1. Preparations and Planning
2. Day to Day Tasks

Actioning of the tasks listed below are not the sole responsibility of the COVID Safe Compliance Coordinator. Manager, supervisors, staff, contractors and patrons must all take responsibility to ensure guidelines are being followed. The following is a suggested outline of the role only to be adapted by each venue to their needs.

PREPARATION & PLANNING

ADMINISTRATION
<input type="checkbox"/> Update organisational Health & Safety and Risk Assessments to reflect changes.
<input type="checkbox"/> Update Human Resource policies to reflect changing work practises and procedures.
<input type="checkbox"/> System in place to identify/report any areas of non-compliance with new working policies.
STAFF COMMUNICATION
<input type="checkbox"/> Return to Work process managed and implemented
<input type="checkbox"/> All staff receive induction training
<input type="checkbox"/> Communication plan identified to be able to circulate key information and any relevant updates to workers.
<input type="checkbox"/> Ensure staff on shift are using their Staff Whereabouts Sheet to track their movements in the venue
EXTERNAL COMMUNICATION
<ul style="list-style-type: none"> • Plan is in place to ensure up to date information is communicated to all external stakeholders including: • Producers, hirers, groups and artists • Suppliers, contractors, visitors and audience members • General public
VENUE – PUBLIC SPACES
<ul style="list-style-type: none"> • Analyse the customer journey through the premises to allow for physical distancing to be maintained, including: • Points of entry and exit, • Queuing systems both internally and externally, • Ticket purchasing and scanning, • How patrons are expected to move through the venue, • How and where patrons are expected to wait until Theatre doors open • Using toilet facilities, • Hand sanitiser stations, • Café and Bar, • Emergency procedures, • Assistance facilities including first air, customer service and disability access.

CLEANING/HYGIENE

- Identify person with responsibility for ensuring new cleaning schedules are being adhered to
- Update cleaning schedules to allow for more regular cleaning/disinfecting, concentrating particularly on high contact areas/surfaces
- Order supplies, ensure there are sufficient stock levels before the venue is allowed to open:
 - Products necessary for good hand hygiene
 - Cleaning products including detergents, disinfectants, disposable cleaning cloths
 - PPE

SIGNAGE

- Signage to be erected in all appropriate locations to encourage new working practices including:
- Social/physical distancing
 - Good hand hygiene
 - Respiratory etiquette
 - Symptoms of COVID19
- Room capacity signage

DAY TO DAY TASKS

- Encourage and ensure compliance with social distancing requirements.
- Encourage and ensure good hygiene rules are being observed.
- Oversee daily checks to ensure adequate supplies of:
 - Products necessary for good hand hygiene including hand soap and sanitiser
 - Cleaning products including detergents, disinfectants, disposable cleaning cloths
 - PPE
- Check hand hygiene products are refilled on regular basis.
- Check signage and floor markings are in place and undamaged.
- Ensure isolation area is ready for use.
- Be available to assist with any contact tracing requests should a case of COVID-19 be confirmed.
- Ensure contact details of all those visiting the venue are being recorded to aid contact tracing if necessary.
- Be the point of contact for issues or queries arising around COVID-19 and new procedures.
- Communicate any changes in working guidelines/practices to all relevant parties.

EQUIPMENT CONDITIONS

All equipment used by staff, volunteers, contractors, hirers and patrons must be cleaned appropriately in line with advice on reducing the spread of COVID-19.

CONDITIONS OF USE FOR HIGH TOUCH ITEMS

For the safety of all involved, several general conditions have been implemented:

High touch items are to be cleaned before and after use.

Where adequate cleaning is not possible, and multiple people are required to use an item, gloves should be worn.

Performers are asked to fit their own body-worn equipment. Technical Staff can assist if necessary, however appropriate PPE must be worn and disposed of between fittings.

HIGH TOUCH ITEMS

ITEM	RISK LEVEL	CLEANING REQUIREMENTS	CONSIDERATIONS
Technical item	High / Medium / Low	Sanitize / quarantine / gloves	Avoid using where possible / Tech to set up and adjust so client does not need to touch item
Lectern	Medium	Sanitize metal frame with alcohol-based disinfectant – use spray. Quarantine for 24hrs.	
Hand Held Microphone	High	Sanitize with alcohol-based disinfectant – use either wipes or spray. Quarantine for 72hrs when possible.	Restrict to single allocated use. Where possible artist should bring own mic.
Lapel Microphone	High	Sanitize with alcohol-based disinfectant – use spray.	Restrict to single allocated use. Where possible artist should bring own mic.
Headset Mic	High	Sanitize with alcohol-based disinfectant – use spray.	Restrict to single allocated use. Where possible artist should bring own mic.
Remote Clicker	High	Sanitize with alcohol-based disinfectant – use wipes or spray.	
Banquet Chairs	High	Sanitize metal frame with alcohol-based disinfectant – use spray. Quarantine for 24hrs.	Set aside used chairs in stacks of 10 to be quarantined for 24hrs. Label with date of quarantine date of use next available use.
Conference Chairs	High	Sanitize metal frame with alcohol-based disinfectant – use spray. Quarantine for 24hrs.	Consider swapping out for banquet chairs during this time.
Tables	High	Sanitize with alcohol-based disinfectant – use spray.	
Stage Risers	Low	Use gloves when moving around and setting up. Quarantine for 24hrs when possible.	
Steinway	Low	Sanitize with alcohol-based disinfectant – use spray.	

		Quarantine for 72hrs when possible.	
Hand Winches and Motor Controls	Medium	Sanitize with alcohol-based disinfectant - use wipes or spray	
Light switches on stage	High	Sanitize with alcohol-based disinfectant – use wipes or spray	
Lighting and Audio Consoles, iPads	High	Sanitize with alcohol-based disinfectant - use wipes. Quarantine for 72hrs when possible.	
Props	High	Sanitize with alcohol-based disinfectant - use wipes or spray	Maintain a record of props used for the purposes of contact tracing if there is an infection. Require cast to handle hand-held props and return the prop to the props table when finished.

Creating a COVIDSafe workplace: Theatres

All work premises **must** ensure they apply the six COVIDSafe Principles to help prevent the introduction of COVID-19 in the workplace.

Display [signage](#) at each public entry to each indoor and outdoor space that meets current signage requirements (see [Current Restrictions page at the start of this document](#))

Air conditioner set to optimum air flow at the start of each work day

Face mask requirements

Adhere to current face mask restrictions (see [Current Restrictions page at the start of this document](#)). You must also adhere to specific face mask or other PPE guidelines for your industry

Provide hand sanitiser at entrance to seated areas

Distance from audience

Performers are recommended to be at least five metres from the audience where practical.

Group bookings

Physical distancing is recommended. Consider group bookings and seat accordingly.

Cleaning and disinfecting schedule

Implement and display a cleaning schedule so it is easily accessible to workers.

Floor markings to reinforce physical distancing

Cleaning fabric chairs

Ensure all chairs are cleaned after each patron use. See [practise good hygiene](#) for more information.

Hair and makeup

Recommended to maintain at least 1.5 metres between hair and makeup stations. For further information see the [hair and makeup checklist](#).

Food and drink

Food and drink facilities must operate under the restrictions outlined in the [Hospitality Guidelines](#).

Performance timings

A minimum interval of 30 mins between performances is recommended, to minimise crowds in waiting areas, lobbies and restrooms.

Limit tickets sold

Ensure the number of tickets sold for each theatre performance aligns with the relevant density quotient or capacity limit. Limit walk-in or door sales.

For the latest information on restrictions in Victoria, visit:
<https://www.coronavirus.vic.gov.au/>

Additional guidance for performance venues



If you are working in the entertainment and performing arts industry, consider using the checklists below:

❑ Cast/performers, support crew and technicians

- ❑ Recommend cast/performers to perform own set checks and to dress themselves, where possible.
- ❑ Recommend performers to handle hand-held props out of a sanitised bag and return them to the same bag when finished, and clean after each use.
- ❑ The stage/performers should be at least five metres from the audience, where practical.
- ❑ Performers should maintain 1.5 metres distance from each other and from others.
- ❑ Support crew and technicians should maintain at least 1.5 metres distance from each other, where possible.
- ❑ Consider reduced numbers of performers/musicians and/or staggered arrival and departure.

❑ Musicians and singers

Singing or playing wind instruments may involve the forceful exhalation of air which can allow fluids from the mouth and nose to be expelled into the air. This increases the risk of COVID-19 transmission. It is vital that singers and musicians do not attend rehearsals or performances if they are unwell. When rehearsals and performances are conducted:

- ❑ It is recommended that singers and musicians playing wind instruments maintain two metres distance from each other and from others in the band/ensemble/orchestra.
- ❑ All other musicians should maintain a physical distance of 1.5 metres (recommendation).
- ❑ Consider the use of absorbent pads to manage droplets from instruments.
- ❑ Consider the use of sneeze screens or mute shields between musicians.
- ❑ Adhere to requirements for rehearsals, performances and [equipment sharing](#).

❑ Rehearsals

- ❑ Ensure rehearsal spaces are set up to facilitate physical distancing and avoid direct contact where possible.
- ❑ Consider minimising attendances at on site rehearsals to essential personnel only and seek opportunities to rehearse separately or via digital means.
- ❑ Where cast cannot adhere to physical distancing requirements, try to limit the duration of close contact and ensure good hygiene practices, such as handwashing.
- ❑ Hand hygiene practices should be strictly followed and promoted throughout and between rehearsals.
- ❑ Rehearsal and performance areas should be cleaned with increased frequency.
- ❑ Minimise the length of rehearsals and performances where possible.
- ❑ Ensure during any breaks appropriate separation is maintained.
- ❑ Consider rehearsing in large, well-ventilated areas or even outdoors if practicable.
- ❑ Consider reduced numbers of performers/musicians and/or staggered arrival and departure.
- ❑ Adhere to physical distancing requirements during rehearsals where possible.
- ❑ Limit direct person-to-person contact.

Additional guidance for performance venues



If you are working in the entertainment and performing arts industry, consider using the checklists below:

❑ Equipment

- ❑ Consider colour code equipment (with tape/stickers) to identify when equipment has been used and needs to be cleaned before next use.
- ❑ Consider providing additional time at the end of the day to ensure the cleaning and sanitisation of equipment used.
- ❑ Sharing of microphones, equipment or instruments should be avoided, even between asymptomatic individuals.
- ❑ Consider sneeze screens or mute shields between musicians and maintain physical distancing.
- ❑ Prevent swapping of radio microphone belts and pouches between performers.
- ❑ Clean radio microphone transmitters with disinfectant wipes.
- ❑ Consider requiring performers to apply and remove their own lapel microphones, where their use is unavoidable.
- ❑ Consider requiring individuals to supply their own headphones.
- ❑ Instrument players should avoid sharing music stands where possible (as it will make physical distancing difficult).

❑ Hair and makeup

Guidelines are available for the [hair and beauty services industry](#), with sections that are relevant to hair and makeup in the creative sector. Please refer to these for more detailed guidance, in conjunction with the following:

- ❑ Consider providing performers with the option to do their own hair and makeup (including touch-ups and removal), including through virtual tutorials with hair and makeup personnel.
- ❑ Wash hands prior to beginning any work on a cast member or performer, during as needed, and immediately after.
- ❑ Sanitise and bag hair and makeup kits (tagging kits as such).
- ❑ Ensure makeup applicators and removal supplies are single use and disposed of.
- ❑ Consider purchasing separate makeup kits for each cast member.
- ❑ Prevent makeup supplies from being handled by anyone outside of the makeup department.
- ❑ Consider requiring wigs and hair extensions to be deep cleaned before being applied.
- ❑ Maintain at least 1.5 metres distance between hair and makeup stations.
- ❑ Wipe down makeup chairs with disinfectant wipes between uses by different performers.
- ❑ Place a hygiene station near the entrance of the makeup area.

❑ Costume

- ❑ Consider providing additional time after casting to allow for online purchases, delivery and separate individual fittings.
- ❑ Conduct costume fittings online where possible or with only one stylist/designer.
- ❑ Clean and sanitise high-touch surfaces between fittings.
- ❑ Ensure costume fitters and cast members wash hands before and after fitting or dressing cast.
- ❑ Consider equipping each individual with their own supply of alcohol-based disinfectant and hand sanitiser.
- ❑ Prevent costume pieces from being shared.
- ❑ Consider colour coding costume pieces (with tape/stickers) to identify when a costume/piece has been used and needs to be cleaned before its next use.

Additional guidance for performance venues



If you are working in the entertainment and performing arts industry, consider using the checklists below:

Art department

- Consider minimising the number of crew who will work in groups or pairs to install or move items (where safe to do so).
- Consider implementing permanent separate teams to minimise cross-contamination.
- Consider planning purchases to minimise trips needed to physical stores and facilitate use of credit cards and online payment.
- Minimise the use of shared props and wipe down shared props between rehearsals.
- Consider colour coding props/equipment (with tape/stickers) to identify when they have been used and need to be cleaned before its next use.
- Wipe down and disinfect goods in the prop store.
- Maintain an inventory trail of props for the purposes of contact tracing if there is a confirmed case.

Theatre/performance spaces

- Consider limiting the number of tickets sold for each cinema screening or theatre performance to allow for requisite physical distancing and limit or refuse walk-in or door sales.
- Consider airline-type loading and unloading by row numbers.
- Consider utilising timed ticketing to stagger arrivals if practicable.
- Encourage ticket purchases in groups, like household/family blocks and seat accordingly.
- Where practical, people who are not from the same group should be seated at least 1.5 metres from other people in the venue.
- Consider allocating spaced seating and staggering that between rows. Other seats could be clearly marked that they are not to be used.
- Consider utilising a seating system where individual seat numbers are called up to minimise people needing to pass each other within the row.
- If there is an intermission, consider requiring the entire audience to leave their rows to reduce need for people to pass other seats with patrons who would normally remain seated.
- If there is an intermission, consider extending its length to reduce the need for people to feel the need to hurry and impose on physical distancing requirements.
- Consider reducing the number of sessions and allow time between sessions to minimise interactions between patrons arriving and leaving and allow for additional cleaning/sanitisation.
- Implement separate entrances and exits for patrons where possible, as well as separate walkways (with one-way flow) in lobby areas, including consideration of seat removal to facilitate additional pathways.
- Performers are recommended to be at least five metres from the audience where practical.

Hirers and touring companies

- Ensure all hirers, contractors and touring companies are aware of and comply with these guidelines.