

West Gippsland Arts Centre: COVID Safe Plan

Venue & Organisation Details: West Gippsland Arts Centre

Organisation Name	Baw Baw Shire Council
Venue/s Name	West Gippsland Arts Centre, Warragul
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COVID Safe Compliance Coordinator/COVID Marshal	Dominic Bromilow (HSR)
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Local Government Area/ Location	Baw Baw Shire Council
Chief Executive Officer	Mark Dupe
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West Gippsland Arts Centre Plan for COVID Safe Re-opening

Overview:

In planning for the COVID Safe reopening of West Gippsland Arts Centre, all its operations and uses need to be considered in a coordinated way to minimise risk.

The following **functions** of West Gippsland Arts Centre have been considered in this plan:

- Use of West Gippsland Arts Centre for public performances and concerts.
- Use of the venue for private functions/meetings and celebrations.
- Use of the venue for rehearsals and technical set up.
- Use of the venue for ticket selling and administration.
- Use of the venue as location of a leased restaurant and bar service

Any conditions for use will be predicated on the Restricted Activity Directions (Victoria) in place **at the time**.

Restricted Activity Directions (RAD) are dictated by Victorian State Government.

Specific restrictions and conditions are subject to change, so all considerations cited in this plan will need to be considered in light of the exact restrictions and conditions prevailing at the time.

Future planning for events will be done on the basis of Restricted Activity Directions prevailing **at the time of planning** and are not planned in any expectation that things 'may ease by the time of the event'.

The most up-to-date information used is that which can be found here:

[Coronavirus \(COVID-19\) Victoria | Coronavirus Victoria](#)

Information specific to entertainment venues can be found here:

[Arts and entertainment services sector guidance | Coronavirus Victoria](#)

This link provides a wide range of signage templates:

[Signs, posters and templates for your workplace | Coronavirus Victoria](#)

Master Check List

Before commencing any activities and ahead of any event, West Gippsland Arts Centre will have completed the following process:

1. Reviewed and noted all CURRENT restrictions and guidelines relating to the venue's operational functions and activities.
 2. Performed a risk assessment in relation to each identified activity
 - Capture risks on a risk register and develop control measures to reduce risks and apply the relevant aspects of the COVID Safe Plan for each activity.
 3. Developed a business COVID-Safe Response plan
 - Appointed a COVID-Safe Response Team
 - Updated our Emergency Evacuation Plans
 - Implemented our COVID Safe operating procedures and control measures as outlined in risk assessments and check lists
 - Communicated our plan to all staff and stakeholders, updated policies and practices and provided appropriate training.
 - Undertaken a deep cleaning of the venue
 - Set the venue up for appropriate number of people and physical distancing
 - Put in place advisory signage and digital (QR Code) record keeping signage (Services Victoria app)
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COVID SAFE Principles

The following 6 COVID Safe Principles are integral to the COVID Safe Plan and are legal requirements.

Six COVIDSafe Principles

All work premises must have a **COVIDSafe Plan** (see [Creating a COVIDSafe Plan](#)). A COVIDSafe Plan applies the six COVIDSafe Principles and sets out actions to help prevent the introduction of coronavirus (COVID-19) in the workplace. Display COVIDSafe signage in appropriate, high visibility locations.

1. Ensure physical distancing



All people in the workplace should be at least 1.5 metres apart and there should be no overcrowded areas. This means:

- Work from home if you can. Employers must permit their workers to work from home if their work can be done from home
- Ensure workers and customers are 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised
- Ensure the workplace abides by the relevant density quotient
- Limit the total number of workers and customers in an enclosed area
- Avoid carpooling where possible

2. Wear a face mask



Face masks must be carried at all times in Victoria. Face masks must be worn:

- in indoor spaces (other than private residences), apart from when eating and drinking
- on public transport and commercial passenger vehicles (e.g., taxis and ride share)

Face masks do not need to be worn if a [lawful reason](#) not to wear one applies. Masks are strongly recommended in outdoor settings where 1.5 metres physical distancing cannot be maintained, and when in the home if people other than your immediate household are present.

3. Practise good hygiene



Operators must regularly clean high touch-surfaces and encourage good hygiene practices by workers and customers. This means:

- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and handrails) and make gloves available for this purpose
- Encourage regular handwashing by workers and customers, and make soap and hand sanitiser available for all workers and customers throughout the workplace

4. Keep records and act quickly if workers become unwell



Have a strict policy that any workers who feels unwell must stay at home. This means:

- Support workers to stay home and get tested even if they only have mild symptoms
- Have a plan in place to immediately close down for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)
- Keep records of workers and customer details for contact tracing
- Ask workers to complete a pre-shift declaration (recommended)

5. Avoid interactions in enclosed spaces



Where possible, move activities to an outdoor area. This includes:

- Meetings
- Lunch breaks
- Customer registration

6. Create workforce bubbles



Limit the number of people that workers are in prolonged close contact with. This means:

- Keep pools of workers rostered on the same shifts
- Avoid overlap in shift changes
- Limit or decrease the number of visitors or workers attending multiple worksites where possible.

WEST GIPPSLAND ARTS CENTRE COVID SAFE PLAN

OVERALL RISK MANAGEMENT AND CRITICAL RESPONSE COORDINATION

REQUIREMENTS	OVERVIEW	ACTIONS
Risk Management Assessment re COVID-19 transmission and mitigation.	<p>Documentation and application of risk management and safety plan.</p> <p>“What is the risk associated with this activity and what will we do to mitigate that risk so that it is acceptable to us?”</p> <p>All plans will be informed by prevailing DHHS advice and restrictions.</p>	<p>ACTIONS:</p> <ul style="list-style-type: none"> • Ensure the COVID Safe plan aligns to West Gippsland Arts Centre policy and purposes and includes involvement from stakeholders. • Ensure a robust communication strategy in place to: <ul style="list-style-type: none"> ○ provide up-to-date reliable information to staff. ○ provide up-to-date reliable information to attendees and stakeholders. ○ makes clear the venue’s procedures and policies. ○ Test the venue’s COVID Safe Response Plan and its processes. Update if necessary.
West Gippsland Arts Centre COVID-19 Response Team	<p>Establish a COVID-19 Response team, who will be responsible for oversight of and communication of this plan and response in the event of an incident.</p> <p>The COVID Safe Response team for West Gippsland Arts Centre is:</p> <ul style="list-style-type: none"> • Venue Manager • Venue Operations Coordinator • Venue HSR • Venue Bookings Officer (Ticketing/CS) 	<p>Roles and Responsibilities of the Team include:</p> <ul style="list-style-type: none"> • Assessing the risk and possible impact of COVID-19, the effectiveness of the Response/Risk Mitigation Plan and assessing current priorities. • Ensuring that the organisation continues to meet its legal and regulatory responsibilities. • Directing the overall response to any incident. • Ensuring support for the role of the COVID-Safe Marshal. • Composing and communicating messages to staff, patrons, stakeholders and to the media. • The COVID Safe Response Team should meet to manage: <ul style="list-style-type: none"> ○ Emergency Response ○ Incident Management ○ Recovery ○ Resumption
COVID Safe Marshal	<p>West Gippsland Arts Centre HSR OR Duty Manager at and Event OR Tech Manager at an event.</p> <p>Reports to West Gippsland Arts Centre COVID-19 Response Team.</p>	<p>Duties Include:</p> <ul style="list-style-type: none"> • Implement, coordinate, and communicate COVID Safe health and safety guidelines. • Brief and manage staff and performers regarding compliance for all events. • Be responsible for decision making regarding risks, safety and compliance for patrons, performers, producers and the event itself. • The COVID Safe Marshal should work with the COVID Safe Response Team to adapt regulatory guidelines applicable AT THE TIME OF THE EVENT to suit the needs, physical layout and resources available within the venue.

<p>COVID Response Plan – Staff & Patrons</p>	<p>Confirmed Cases Response Plan Developed by Response Team.</p> <p>“What will we do if someone tells us they were at our venue and they are now a confirmed case?”</p> <p>Incident Management Process documented</p> <p>Checklists including notifying public health authorities, essential contacts, cleaning process, isolation process</p> <p>Communication Plan documented. Pre-agreed statements.</p> <p>Isolation area and other procedures in place</p>	<ul style="list-style-type: none"> • COVID-19 Impact Assessment developed. • COVID Safe Response Plan developed by Response Team. • COVID- Safe Marshall appointed and resourced. • Emergency contact lists up to date including all staff, local Public Health Authority and out of hours contacts for your cleaning company and facility maintenance. • Public Health Authority / Local Government has the most relevant contact information for the venue. <p>Confirmed Cases Response Plans developed.</p> <p>“What to do if someone advises you they are now a confirmed case and they have attended the venue in the last 14 days”.</p> <p>Items to consider:</p> <ul style="list-style-type: none"> • A checklist of questions to ask the infected individual including: <ul style="list-style-type: none"> o Have they notified the local Public Health Authority? Provide contact information. o Confirm what date they were in the venue, and which event they attended. o Did they attend other local establishments before or after attendance at your venue? o Ask them to trace their movement through the venue. Where did they enter, where did they sit, did they use the restrooms? • Confirm how you will notify relevant Health Authorities, patrons, producers/hirers and other stakeholders, • Draft a notification. • Ensure cleaning contractor has the capacity to respond immediately if needed.
<p>Sharing COVID Safe Plans: Third-Party Venue Users: Hirers, Visiting artists</p>	<p>Document process for mutual sign-off on the COVID Safe Plans of West Gippsland Arts Centre AND third party users</p> <p>Third Parties to sign-off on West Gippsland Arts Centre’s COVID Safe Plan.</p> <p>West Gippsland Arts Centre to sign-off on Third Party’s COVID Safe Plan.</p> <p>Induction process for artists, other crew/ touring parties coming into the venue.</p>	<ul style="list-style-type: none"> • Inform all users, visiting artists and hirers of West Gippsland Arts Centre regarding the expectations of its COVID Safe plan, venue health and safety requirements and protocols before they arrive at the venue. • Ensure visiting artists, attending companies and hirers sign-off that they have read and agree to abide by West Gippsland Arts Centre’s COVID-Safe plan and updated protocols. • Require visiting artists, attending companies and hirers provide West Gippsland Arts Centre with their own COVID Safe plan before arriving. <p>COVID Marshal should review such third-party plans and ensure consistency with the venue’s own practices and compliance.</p> <ul style="list-style-type: none"> • Plans should take into consideration distancing requirements for performers, their touring party, and from your audience both on and off stage. • This information should be made available and be reviewed by both parties in a timely manner in the

		<p>pre-event meeting process and allow for finalisation before the event.</p>
<p>Emergency Evacuation Procedures updated</p>	<p>Take into account entrance / exit process.</p>	<p>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 while maintaining distancing between unrelated groups. NB: The goal of maintaining distancing between people becomes a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Emergency exit plans should reflect that moving patrons away from the most urgent hazard is the priority.</p>
<p>Record Keeping – Contact Tracing</p>	<p>Establish a process to collection records of staff, contractors, patron, performers, and all other attendees at the venue.</p> <p>USE SERVICES Victoria QR Code app for check in.</p> <p>Go to Victorian Government QR Code Service Coronavirus Victoria</p> <p>To register the venue and get the venue QR Code</p> <p>Provide information on protocols for collecting and storing information.</p> <p>Direct patrons to COVID-19 Check-in help Service Victoria</p> <p>For them to download the app they will need to check in.</p> <p>Use pen/paper registration as a last resort</p>	<p>Contact tracing capability for all venue attendees is essential to risk mitigation and regulatory compliance. In the case of any suspected COVID-19 infection the venue must be able to immediately and accurately contact all attendees and advise them to undertake the appropriate measures.</p> <ul style="list-style-type: none"> • DHHS mandate that Venues record name and contact details for all persons coming into the venue for 15 minutes or more, including those under 18 years of age. Wherever possible, the use of scannable ticket or QR Codes (Services Victoria Check-In app) will enable patrons to register using mobile devices. • All ticket holders should be able to be traced to their allocated seat, including for ‘free’ events via event registration and ticketing. • All non-ticket holding venue attendees (meetings, rehearsals, celebrations, functions attendees,) should immediately sign-in to Services Victoria Check-in. • On Site registers for each event must be kept for 28 Days, and then destroyed as per Privacy legislation. <ul style="list-style-type: none"> ○ Privacy laws related to the collection, storage, access, and transfer of personal data must be observed. ○ Avoid paper-based lists placed in public places which display the contact details of other patrons. • Patrons cannot be compelled to provide contact details, but they can be refused entry if they do not.

COVID SAFE PLAN – SIX PRINCIPLES

1. ENSURE PHYSICAL DISTANCING

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Ensure workers and visitors are 1.5 metres apart as much as possible.</p>	<p>Ensure venue or event capacity plan complies with latest Government regulations for LGA and State. DHHS is the single source of authoritative advice on regulations and compliance.</p> <p>Document Venue and/or Event Capacity for each SEPARATE area based on square metre density regulation and 1.5m physical distancing.</p> <p>Document total venue capacity</p> <p>Review capacity limits as and when Government regulations change.</p> <p>Plan for controlled points of entry.</p>	<ul style="list-style-type: none"> • Events occurring in separate areas at the same time will each be controlled by their own capacity restrictions. • People entering an area to go to another separate area should do so in a way that does not cause the regulated capacity of an area to be exceeded. Where possible, use alternative pathways or manage schedules to avoid this. • DHHS advises that temporary walls or structures should <i>not</i> be created to separate single spaces into multiple spaces that might accommodate a greater capacity. • Unless advised otherwise, the capacity limits exclude staff. They are in workspaces separate to public spaces. Workers are excluded from the calculation because employers have a duty to provide a safe workplace. The limit does not include other staff members throughout the building.
<p>Apply density quotient to configure publicly accessible spaces to maintain specified capacity limits.</p> <p>Auditoria</p>	<p>Reconfigure seating plans.</p> <p>Develop strategies to achieve distancing, such as ticketing arrangements or blocked seating .</p> <p>Limit door sales.</p> <p>For non-ticketed areas like foyers, have strategies in place to manage physical distancing between non-household groups.</p> <p>Manage egress from auditorium</p>	<ul style="list-style-type: none"> • Depending on the Restrictions applying at the time of sale, West Gippsland Arts Centre will need to separately calculate the best way to achieve required distancing for each performance space and the foyers, and will need to take into account access, egress, and ticketing management of patron numbers. • WGAC will utilise ticketed and allocated Seating for all events and performances. • Seat allocations should be completed, as far as possible, in advance to allow for pre-show management of seating and social distancing. • Use marketing and communications to discourage ‘walk ups’ and ‘door sales’, to help manage any required distancing for seat allocations.
<p>Apply density quotient to configure publicly accessible spaces to maintain specified capacity limits.</p> <p>Foyers & Common Areas, Booking</p>	<p>Plan to reduce crowding and promote physical distancing</p> <p>Strategies to reduce crowding during</p> <ul style="list-style-type: none"> • pre-show • interval • post-show <p>e.g. extended interval, altered foyer bar arrangements,</p>	<p>Foyers</p> <p>Like the auditorium, WGAC will need to calculate the maximum capacity of its Event spaces and Foyer areas and manage those spaces according to current physical distancing guidelines. Patrons seated in the restaurant space will be counted into the capacity of the foyer and that total will determine the capacity for the theatre itself.</p> <ul style="list-style-type: none"> • Where they are available WGAC (and to mitigate the problem of capacity above) will open external

<p>Office, Customer Service Desk</p>	<p>merchandise strategies, contactless payment, eliminate performer meet n' greet, use and capacity of lifts. Manage restrooms. Document capacity.</p>	<p>areas, ancillary venues, function rooms or break out spaces to serve as additional 'foyer areas' that provide better distancing options for patrons.</p> <ul style="list-style-type: none"> • In the first instance, running concurrent events should be avoided until single events can be managed successfully. • Provide signage, floor decals and bollards to indicate distancing requirements in the foyers where queuing takes place, including the box office, bars, auditorium doors, washrooms, and merchandise stands. • Foyer furniture should be arranged in a format that is consistent with social distancing. <p>Toilets/ Restrooms</p> <ul style="list-style-type: none"> • WGAC will calculate the allowable capacity of each restroom amenity according to current physical distancing requirements and limit occupancy accordingly. • In addition to signage, during high demand times – pre-show, interval, post-show – venues will need to actively monitor and control occupancy with front of house staff. <p>Booking Office & BBSC Customer Service Desk</p> <ul style="list-style-type: none"> • Patron distancing should be preserved by opening limited service points and providing floor marking for appropriate queuing distances. • Use marketing and communications to discourage 'walk ups' and 'door sales', to help reduce queues and congestion at service points. • Create a 'minimum distance' from service desk barrier so patrons do not 'crowd the desk'. • Contactless pay-and-go is recommended. • POS terminals should be assigned to one worker where possible, and they should be sanitized between each user and before and after each shift. Workers who handle money should wear gloves. • Contact with patrons' belongings or items handed over should be minimised as much as possible but may be unavoidable.
<p>Apply density quotient to configure publicly accessible spaces to maintain specified capacity limits.</p> <p>Food & Beverage. Third Party suppliers</p>	<p>Review and comply with Hospitality Industry Guidelines</p> <p>Review COVID Safe plans for any 3rd Party contractor/ suppliers/ operators</p> <p>Consider queuing, PPE, contactless, pre-packaged and etc.</p>	<p>WGAC Foyer/Restaurant/Theatre Bar</p> <ul style="list-style-type: none"> • Maximum capacities will be restricted to the current regulated numbers and distances available in any common areas where all patrons and visitors from multiple venues might congregate at any one time – e.g. Foyers. This space will dictate the baseline capacity. • If common area congregation can be avoided either through physical separation within the space or staggered event / opening times, then each venue in the facility could operate to the maximum numbers allowed.

		<ul style="list-style-type: none"> • If the facility has multiple entrances to different venues, then each must be managed according to the <i>Ingress/Egress guidelines</i>. To facilitate: <ul style="list-style-type: none"> o Actively monitor patrons and visitors using designated entrances, including patron tracking requirements and screening. <p>Food & Beverage</p> <p>Third-Party Contractors</p> <p>Albert and Smith Restaurant (Restaurant and function operator, external caterer, foyer bar operator and third-party provider) must provide the venue manager with a COVID Safe Plan which is compliant with the relevant industry body / code of practice.</p> <p>They must be provided with and acknowledge receipt of the venue’s own COVID Safe plan and provide written acceptance of the health and safety measures in place on site.</p> <p>Foyer Bars</p> <ul style="list-style-type: none"> • Queuing. Provide a safe distance barrier in front of the bar counter. <ul style="list-style-type: none"> o Create a one way in / one way out circular patron flow. o Provide safe distancing floor markers. • PPE / Hygiene. Wearing of Fitted face masks by service staff will be governed by the current rules and restrictions. • Pre-Packaged Beverages. Consider replacing all pouring of wine and other beverages into open glasses with service of piccolo and other similar bottled beverages where the patron may then fill their own glass. This eliminates several touch points. • Bottled Water should replace open drinking fountains or ‘pour your own’ water stations. <ul style="list-style-type: none"> o Availability of water is part of our liquor licence requirement. • Pre-Ordering. While pre-ordering reduces congestion at interval, consider the use of pre-packaged and unopened beverages, for example piccolo bottles of wine, or bottled beer. Glasses of wine should not be pre-poured. • Point of Sale Terminals. Contactless pay-and-go is recommended. Consider non-acceptance of cash. <p>Refreshments in Auditoria</p> <ul style="list-style-type: none"> • Enable/encourage patrons to take refreshments into the auditorium to help reduce crowding in foyers at interval.
<p>Apply density quotient to configure publicly accessible spaces to maintain</p>	<p>Plan process for patron arrival points</p> <p>Plan to reduce crowding and promote physical distancing.</p> <p>Facilitate circulation of patrons in public areas.</p>	<p>Ingress / Egress</p> <p>Arrival Points: manage patrons at these early points before they move into the foyer to ensure health and safety social distancing guidelines are understood and will be observed.</p>

<p>specified capacity limits.</p> <p>Venue Ingress/Egress</p>	<p>Manage queueing and utilise signage for distance compliance.</p>	<p>It is critical that people are moved THROUGH this space so density requirements for this area are not exceeded at any time. If necessary, hold people out in the open and get people through the foyer and into the main seating area quickly. Directing customers to the various theatre doors as shown on their ticket will help reduce queues and congestion.</p> <p>Sanitising Stations. Stations with sanitiser containing at least 60% ethanol or 70% isopropanol must be provided at all points of entry. Supervisors must check adequate supplies. Avoid creating congestion areas with sanitising stations. Ensure numerous locations throughout the facility.</p> <p>Check In QR Code signage at several spots in the lead up to the entry will enable people to complete digital sign in before they enter. They should be able to show they have registered by showing their checked in page. Attendants with the code on a clip board will assist anyone having difficulty signing in. Again, ideally this happens before the patron enters the building.</p> <p>Entrance Queues. Space may be required outside to accommodate patrons waiting to enter the venue. If needed, the line waiting to enter should be managed using common methods such as lines marked on the ground, rope and stanchions in combination with staff who provide information about anticipated wait time and entrance procedure and also enforce social distancing. The area where patrons wait will have signage showing the event's health rules, including social distancing guidelines. To avoid queuing open auditorium doors as soon as possible once the venue is ready, and at least 30 minutes prior to the performance, placing patrons within the controlled allocated seating environment.</p> <p>Scheduled Egress from Nearest Exit to Last. West Gippsland Arts Centre will aim to reduce crowding on exit from a performance by managing egress from auditorium in the same way passengers unload from an airplane. Patrons nearest the exits should leave first, by row or section. This will require Ushers to ensure that patrons understand the procedure <i>before the performance commences</i>.</p> <p>Exit / Entrance During Show. If a patron needs to exit the auditorium during a performance for any reason, they can move past other patrons seated in their aisle as long as there is no sustained contact. The same applies to re-entering.</p> <p>Patron Compliance. It is the responsibility of the individual patron to ensure they observe physical distancing protocols as directed by the Australian, State and Territory Governments. Individuals are</p>
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		<p>liable for fines if they do not comply with restrictions placed by the appropriate Chief Health Officer.</p> <p>Venues do have the right to refuse entry or ask a patron to leave if they are not complying with CHO advice or with the published terms and conditions of venue entry including safety regulations.</p> <p>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.</p> <p>NB: The goal of maintaining distancing between people becomes a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Emergency exit plans should reflect that moving patrons away from the most urgent hazard is the priority.</p>
<p>Provide training to staff on physical distancing expectations while working and socialising</p>	<p>Ensure understanding and consistency across all areas of operation.</p>	<p>Training and updating staff in all current public health COVID SAFE directions</p>

1.1 ENSURING PHYSICAL DISTANCING TECHNICAL, STAGE AND BACK OF HOUSE

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Provide training to staff on physical distancing expectations while working and socialising</p> <p>Physical Distancing</p>	<p>Document what is required/ regulated for the venue.</p>	<p>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.</p> <p>The generally applied (at the time of the event) density quotient ‘Square Metre Rule’ may 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. As the Stage, for example, is a workspace without public access, the density ruling may not apply.</p>
<p>Apply density quotient to configure back-stage spaces to maintain specified capacity limits.</p> <p>Control Measures</p>	<p>Document and implement venue control measures and work practices re distancing, hygiene, workspaces, access, signage,</p>	<ul style="list-style-type: none"> • Where it is not possible to undertake necessary work tasks and maintain physical distancing, other control measures should be implemented. • Where crew and staff must work in close proximity, minimise the time that they are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing. • Where there is unavoidable close contact between workers/ other people for longer than 15mins face-

		to-face cumulative over the course of a week or more than 2 hours in a shared closed space utilise PPE.
1.2 ENSURE PHYSICAL DISTANCING: TICKETING & USHERING		
REQUIREMENTS	OVERVIEW	ACTIONS
<p>Apply density quotient to configure publicly accessible spaces to maintain specified capacity limits.</p> <p>Seating Allocation</p>	<p>Manage ticketing to allow for allocation of physically distanced seating and groups where possible.</p>	<p>Managing West Gippsland Arts Centre event ticketing and seating allocation will assist the venue to effectively manage physical distancing in the auditorium.</p> <p>The following principles will be implemented:</p> <ul style="list-style-type: none"> • Sell all events as ‘allocated seating’. • Lay out seating map to meet the current capacity limits and distribute resulting spaces to allow for as much physical distancing as is manageable. • Eliminate ‘non ticketed’ events. <ul style="list-style-type: none"> ○ Free events should still be ‘put on sale’ and pre-booked to create an accurate registration door list including contact details of attendees.
<p>Warnings, Advice, Terms & Conditions</p>	<p>Provide patrons with essential venue information including updated health and hygiene controls and conditions of venue entry at point of ticket purchase.</p> <p>Exchanges & Refunds: Update policies so unwell patrons do not attend.</p>	<p>Warnings, Advice, T&C and Consent on Tickets</p> <p>Patrons will be provided with essential information and updated terms and conditions about their attendance at the venue. This should take the form of both ‘consent’ to entry and advice regarding COVID Safe operational health and safety processes West Gippsland Arts Centre has put in place. Updated Terms and Conditions should comply with the <i>Ticketing Code of Practice – Live Performance Australia</i>.</p> <p>The following are example terms and conditions for addressing COVID-19 risks and responsibilities.</p> <ul style="list-style-type: none"> • Information relating to COVID-19 is available at: https://www.dhhs.vic.gov.au/coronavirus and https://www.australia.gov.au/ • They have familiarised themselves with the symptoms of COVID-19 (including via government published health information and guidelines) and that they will not attend at the venue if they have any of the symptoms of COVID-19. • During the period of 14 days prior to the event they have: <ul style="list-style-type: none"> ○ been free of all symptoms of COVID-19. ○ not been outside of Australia; and ○ not come into contact with anyone displaying the symptoms of, awaiting the results of testing for, or diagnosed with, COVID-19. • They may have their temperature taken and may be asked COVID-19 health screening questions on arrival at the venue. They agree to submit to having their temperature taken and will answer all such questions fully and truthfully.

- To provide all reasonable information requested of them for the purposes of contact tracing for COVID-19, that such information may be provided to health and other authorities and that such information may be retained by the venue for up to 28 days after the event. Such information may include, without limitation, personal contact details, seating location and the names and contact details of accompanying ticket holders.
- For clarity, save as otherwise provided in the venue's privacy policy and the other terms and conditions of sale, the venue undertakes not to share this information with any third party other than authorised Government health or other authorities, and only as required in the event of a suspected or confirmed COVID-19 contact at the event.
- They will notify the venue immediately if they develop any symptoms of, or are diagnosed with, COVID-19 within 14 days of attending the venue.
- They will comply with all social distancing and other health and safety protocols in place at the venue, with all directions of venue staff and with all laws applicable to them relating to COVID-19. For clarity, such compliance includes complying with any directions or instructions contained in signage or markings at the venue.
- They will not sit in any seat within the venue other than the seat allocated to them.
- If they fail to comply with these terms and conditions, they may be directed to leave the venue and must comply with any such direction immediately and without protest. In such circumstances, the Ticket Holder agrees that they will not be entitled to any refund and will have no other claim against the venue.
- If booking more than one ticket, the ticket purchaser:
 - must bring these terms and conditions to the attention of each other ticket holder.
- The Ticket Holder must take all other reasonable steps, having regard to generally available information relating COVID-19, to reduce the risk of exposure or transmission of COVID-19 on the part of the Ticket Holder and other persons at the venue. The Ticket Holder must make their own assessment of their health or vulnerability in respect of COVID - 19 before attending the event and accepts all risk in that regard.
- The venue may cancel the event at any time and without notice if it determines (in its unfettered discretion) that the event should not proceed for

reasons of public safety including, without limitation, due to risks associated with COVID-19.

- The venue has a refund policy in place for any ticket holder unable to attend as a result of complying with these terms and conditions.
- **Disclaimer and exclusion:** The Ticket Holder enters the venue and attends the event at their own risk and will not make any claim or take any action against the venue in respect of any injury or damage they may suffer arising out of the Ticket Holder contracting COVID-19 or the consequences of any actual or suspected contact with a person with COVID-19.
- **Warning:** adhering to social distancing guidelines is the responsibility of each individual. Patrons not adhering to the guidelines, including providing false information are breaching the directions issued by the Chief Health Officer for which penalties may apply.

Ticketing Exchanges & Refunds: COVID-19

West Gippsland Arts Centre will do all we can to encourage anyone showing symptoms or who has had possible contact with a COVID-19 case to cancel their attendance for the safety of all other patrons and staff.

This will include the offer of full refunds.

We will clearly articulate our refund policy with both audience members and the producer/ hirer and ensure we have producer / hirer agreement to these refund policies in our hire and performance contracts.

Refund policies:

- The Venue offers a full refund or exchange to any ticket purchaser who, since their ticket purchase, has developed any of the recognised symptoms of COVID-19.
- The Venue offers a full refund or exchange to any ticket purchaser who, since their ticket purchase, has come into contact with anyone displaying COVID-19 symptoms or a confirmed case of Coronavirus.
- The Venue offers a full refund or exchange to any ticket purchaser who determines not to attend the event in order to comply with the terms and conditions of sale or directions or instructions given at the venue.
- Refund or exchange in these circumstances should be available up until 'last minute'.
- The Venue offers a full refund or exchange for any tickets to shows Cancelled due to COVID-19 related instances.

2. WEAR A FACE COVERING

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Ensure all staff and visitors entering WGAC follow the most current public health advice regarding wearing a fitted face covering.</p> <p>Ensure correct Personal Protective Equipment (PPE) is provided for Staff / Visitors where required.</p>	<p>Identify when, where and what is necessary, mandated or recommended.</p> <p>Protocols, PPE resources and correct use training in place</p> <p>Process to update PPE protocols when Government advice changes</p> <p>Sanitiser and cleaning supplies for staff where required.</p> <p>Monitoring of face coverings for all staff/visitors</p> <p>Ensure PPE available to staff.</p>	<ul style="list-style-type: none"> • Face masks are worn by supervising staff and staff interacting with patrons and visiting artists, at all times. • Signage installed prominently advising current situation regarding mask wearing. (e.g. mandatory or recommended/advised?) • Where it is mandatory, ensure all staff and visitors wear a fitted face covering/Mask unless a lawful exemption applies. • Where there are no physical barriers between staff and patrons, a clear protective 'sneeze shield' will be installed.
<p>Training in correct use and disposal of PPE, and on good hygiene practices</p>		<p>Educate staff/volunteers on hand & cough hygiene</p> <p>Reinforce 'do not attend if unwell' message.</p> <p>Train in correct washing of cloth masks and safe disposal of PPE.</p>

3. PRACTISE GOOD HYGIENE

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Frequently and regularly clean and disinfect shared spaces including high-touch items.</p> <p>Maintain audit record of cleaning schedules.</p> <p>Document & Adopt good Hygiene practices – Staff & Patrons</p>	<p>Put in place signage at all entrances advising patrons and visitors that disclosure of COVID-19 symptoms or risk of exposure is a requirement of entry.</p> <p>Encourage and ensure compliance with current social distancing requirements. Encourage and ensure good hygiene rules are being observed.</p>	<ul style="list-style-type: none"> • Provide appropriate signage about good hygiene practices. Signage templates available here: Signs, posters, and templates for your workplace Coronavirus Victoria • Provide hand sanitiser at the entry points • Hand Washing & Personal Hygiene. Induction to include training in effective, frequent hand washing with soap or use of sanitiser. • Cough and Sneeze Etiquette. Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing. • Consider locking 'open' all doors that are not required to be closed to limit surface contact. • Physical Distancing. Where practical staff and attendees must comply with 1.5m physical distancing. • Where it is not possible to maintain physical distancing, other control measures need to be implemented (such as fitted masks).
<p>All 'high-touch areas' of the venue should be cleaned and sanitised.</p>	<p>Frequently touched surfaces need more regular cleaning</p> <p>Create venue-specific check list to itemise all venue areas - Front and Back of House - and its key surfaces for quick</p>	<p>Cleaning & Sanitising</p> <p>Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus.</p> <ul style="list-style-type: none"> • All 'high-touch areas' of the venue where there is regular human contact with surfaces should be

	<p>reference by cleaners/contractors and staff.</p> <p>Every venue clean must be documented by those performing the clean, utilising a venue Cleaning Check List</p> <p>Dispose of disposable cleaning products and items safely</p> <p>Document PPE for Cleaning.</p>	<p>cleaned <i>and</i> sanitised after each public event / performance/dining sitting.</p> <ul style="list-style-type: none"> • Both steps are essential. • In some instances, high touch surfaces may need to be cleaned during events, such as after interval. • Every venue clean must be documented by those performing the clean, utilising a venue Cleaning Check List which will be signed off by the COVID Marshal. • The check list will itemise all venue areas and its key surfaces for quick reference and cross-checking by cleaners/contractors and managers. • The Check List includes a clear identification of both Cleaning and Disinfecting techniques and products to be used. • Disposable cleaning products and items should be disposed of safely after use. • Disposable gloves worn when staff cleaning and disinfecting, and when emptying bins. Staff trained in proper use, safe removal, and frequency of disposal.
<p>Sanitiser stations and bathroom supplies</p>	<p>Provide and promote sanitiser stations at key points of facility including all entrances and exits.</p> <p>Bathrooms well stocked with supplies of hand soap and paper towels.</p>	<ul style="list-style-type: none"> • Check regularly to ensure adequate supplies of: <ul style="list-style-type: none"> o Products necessary for good hand hygiene including hand soap and sanitiser. o Cleaning products including detergents, disinfectants, disposable cleaning cloths o PPE • Check hand hygiene products are refilled on regular basis.
<p>Air Flow and Air conditioning</p>	<p>Where possible enhance air flow by opening windows and adjusting air conditioning.</p>	<p>Maximise fresh air flow where possible</p>
<p>Cleaning and sanitising Theatre Seats</p>	<p>Focus on frequently touched surfaces such as arm rests.</p> <p>Note: disinfectant sprays may not be effective. DHHS does not endorse general area disinfectant ‘fogging’ or ‘misting’.</p> <p>Consider disinfectant wipes available for patrons to use.</p>	<ul style="list-style-type: none"> • Focus cleaning on frequently touched surfaces and conduct regular inspections of venue seating and undertake spot cleaning as and when required. • For any 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. • If considering 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.
<p>Contactless Ticketing</p>	<p>Put in place process, procedure, equipment to facilitate</p>	<p>E-ticketing – Contactless Scanning</p> <ul style="list-style-type: none"> • Patrons should be encouraged to use scannable e-tix / mobile device tix wherever possible, reducing physical contact between ushers checking tickets and patrons. • Patrons may use ‘print at home’ ticket options, which may be scanned or ‘sighted’ by the usher, but not physically collected or handled.

<p>Contactless Payments Options</p>	<p>Across all areas of operation</p>	<ul style="list-style-type: none"> • Contactless pay-and-go is recommended. • Where additional purchases such as beverages are required, consider including them in the up-front ticket payment to reduce need for further transaction.
<p>Replace high-touch shared or communal items with alternatives</p>	<p>Shared drinking water stations replaced with individual serves of bottled water. Shared items in kitchen replaced with BYO cups etc or disposable.</p>	<ul style="list-style-type: none"> • Use individual disposable packaging for food and beverages. • Remove shared items in the kitchen and replace.
<p>Equipment and Props (including shared keyboards/pianos)</p>	<p>Establish practical, safe equipment protocols and training.</p>	<p>Equipment & Props (including shared keyboards and pianos)</p> <ul style="list-style-type: none"> • Identify, list and create a risk management / hygiene strategy 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. • This will include shared keyboards and piano. Where more than one person will be using a keyboard or piano, require each user to hand sanitise before use AND to wipe down keys, music stand etc with an alcohol-based disinfectant before playing. • Sanitise all high-risk equipment before / after each use with an alcohol-based disinfectant. • Restrict items like headsets and microphones to single allocated use by individuals only. Consider colour coded or other tape identification method for each item/ person allocated. • Where possible, artists should provide their own microphone / headsets for hand-held or close use. • Instruct artists to fit their own body-worn equipment such as radio mics. • If crew must fit equipment to performers provide PPE.

4. KEEP RECORDS AND ACT QUICKLY IF SOMONE BECOMES UNWELL

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Support staff to get tested and stay home even if they only have mild symptoms</p>		<p>Communicate to staff the financial support and leave arrangements available if they cannot work while awaiting a test result</p>
<p>Keep records of all staff who enter the workplace and gain confirmation they do not have</p>		<p>All staff must register at commencement of each shift or rostered period by signing on to BBSC DoneSafe register and declaration and must sign out at the end of each shift.</p>

<p>coronavirus when entering the workplace.</p>		
<p>Develop a business contingency plan to manage any outbreaks.</p> <p>Contact Tracing: Visitors, Performance and Event attendees</p>	<p>Be able to trace people who have entered the venue – INCLUDES, Patrons, staff, rehearsal participants, performers, touring crew, third party contractors, meeting attendees, restaurant and function attendees.</p> <p>QR Code/Electronic registration and recording preferred. Name and contact phone and time/date of attendance is all that is required.</p> <p>Services Vic app links directly to DHHS and is privacy compliant.</p> <p>Use of COVIDSafe App encouraged.</p>	<p>Records will be kept of all attendees to events, meetings and performances using electronic sign in.</p> <p>Controlled point of entry and exit to ensure recording.</p> <p>Where electronic registration/recording not possible, pen and paper will be used, but ideally these details should subsequently be uploaded to the Services Vic app at the soonest time after the event.</p> <p>Paper copies should only be kept for 28 days after the event and then destroyed.</p> <p>Keeping paper records will mean that reduced venue capacity will apply. Digital recording is mandatory to achieve higher capacity.</p>
<p>Develop a business contingency plan to manage any outbreaks</p> <p>Contact tracing, back of House access & spaces</p>	<p>Contact tracing and health check sign ins – Staff and Touring parties including Performers.</p> <p>Room capacity limits – dressing rooms and etc</p> <p>Distancing measures including decals and signage.</p>	<ul style="list-style-type: none"> • Compulsory staff / crew / performer sign-in to the building register (Services Victoria app) for each event to allow Contact Tracing. • By signing in staff and crew agree to venue health and safety protocols and work practices. • Hand sanitiser stations provided at all entrance points including Stage Door and dressing room/green room area, and other areas as appropriate. • Provide signage at all entrances regarding venue / back of house protocols for staff and visiting production crew to observe. • Supervisor to brief all touring production personnel regarding venue policy and process on arrival.
<p>Develop a business contingency plan to manage any outbreaks</p> <p>Prepare to immediately notify DHHS if you have a confirmed COVID-19 case at your venue.</p>	<p>DHHS notification is compulsory</p> <p>A written report within 48 hours is mandatory</p>	<p>Venues must immediately notify DHHS of a confirmed case relating to an attendance at the venue or illness of a volunteer, immediately calling the mandatory incident notification hotline and providing formal written notification within 48 hours.</p>

<p>Prepare how to manage a suspected or confirmed case.</p>	<p>Identify an appropriate area to isolate patron.</p> <p>Outline responsibility and process for entering details into relevant OHS system</p>	<p>Patron or Staff member Infection</p> <p>If a patron or staff member is confirmed to be infected with COVID-19 either during or after their attendance at your venue, the Venue Manager must immediately notify the relevant, documented public health authorities.</p> <p>If the Patron is still on site when they identify as showing symptoms:</p> <ul style="list-style-type: none"> • The first aider, or other pre-designated responder should escort the individual to an isolation area, remaining at least 2m away from the patient and ensuring that all other individuals on the premises maintain a 2m distance as well. • The patient should be given a facemask if available whilst walking to the isolation area and when exiting the building and be advised not to touch any surfaces, objects, or people. • Once in the isolation area the first aider can assess the individual to see if they well enough to return home, contact their GP by phone from home and isolate there. <p>Communication Plans – Response</p> <ul style="list-style-type: none"> • Establish an internal incident management process. • Identify and list all stakeholders who need to be told and by whom. <ul style="list-style-type: none"> ○ This may include attendees at a meeting or function, restaurant diners, performers, musicians, production teams, touring parties and contractors who have visited your venue in the 14 days prior to the confirmed case being reported. <ul style="list-style-type: none"> ○ This will include cleaning contractors. • Ensure all stakeholders can be notified immediately and effectively. Identify the how and by who. • Ensure ready access to patron tracking data, staff venue visitor contact sheets. • The venue should develop a set of pre-agreed statements for possible scenarios which may include: <ul style="list-style-type: none"> ○ Confirming that a patron / staff member who has been at the venue is suspected to have / has COVID-19. ○ Cancellation of an event or series of events. ○ Closure of the venue. ○ What the venue is doing to ensure the safety of all who attended. ○ What the venue is doing to ensure the venue can be re-opened safely / future events. • Keep all stakeholders regularly updated as the situation unfolds.
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<p>Confirm that the workplace can safely re-open and workers can return to work.</p>	<p>Establish a process for confirming that venue is safe to reopen, in line with advice from DHHS</p> <p>Establish a process for notifying DHHS and Worksafe that the site is reopening</p>	<p>The governing committee may reopen the venue once they have assessed that all required measures within the directions have been completed.</p> <p>DHHS and WorkSafe must be notified that the workplace is reopening.</p>
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5. AVOID INTERACTIONS IN ENCLOSED SPACES

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Reduce the amount of time staff spend in enclosed and confined Spaces</p>	<p>Routinely disinfect and clean – manage hygiene</p> <p>Increase fresh air flow where possible</p> <p>Move an activity out of doors where possible</p>	<p>Dressing rooms, Green Room and Rehearsal Rooms</p> <ul style="list-style-type: none"> • Display room capacity limits set according to distancing guidelines at entrance to each room. • Provide hand sanitizer stations inside each space. • Establish restroom occupancy limits and entry controls for toilets within dressing rooms and backstage. • Provide appropriate signage about good hygiene practices • Provide hand sanitiser at the entry of administration and box offices. <p>Loading dock.</p> <ul style="list-style-type: none"> • Control occupancy to enable distancing within area limits. • Ensure crew levels do not exceed spatial limits. • Provide hand sanitizer / wipes to all appropriate areas <p>Fly Floor / Grid:</p> <ul style="list-style-type: none"> • Disinfect touchable surfaces, weight stacks and ropes, control panels after each production. • Hand sanitizer stations and regular handwashing. • Provide hand sanitizer / wipes to all appropriate areas. <p>Closed Bio Box / Control Room</p> <ul style="list-style-type: none"> • Investigate ways to increase air flow and reduce number of personnel. • 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. <p>Orchestra / Pit</p> <ul style="list-style-type: none"> • Investigate ways to increase air flow and reduce number of personnel in Pit or On Stage. • Consider installing sneeze guards/ mute shields between musicians.

		<ul style="list-style-type: none"> • Limit number of musicians/ personnel to enable social distancing of 1.5m. • Provide hand sanitizer / wipes to all appropriate areas • Colour code equipment to identify when it has been used and needs to be cleaned for re-use. <p>Administration</p> <ul style="list-style-type: none"> • Identify the appropriate capacity per office/meeting space based on 1.5m distancing. • Remove ‘hot desk’ options if appropriate sanitising/cleaning is not possible between uses. • Stagger employee start/finish times, or working from home days, or alter business hours to effectively manage arrival/departure times and the capacity of workspaces. • Provide appropriate signage about good hygiene practices • Provide hand sanitiser at the entry of administration and box offices. • 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. • Manage staff mental wellbeing through appropriate consultation, making signage and printed/online materials available and designate an appropriate contact within your organisation or department for staff contact or assistance.
<p>Avoid interactions in enclosed spaces:</p> <p>On-Stage</p>	<p>Develop, communicate and manage clear limits to the number of personnel allowed on stage at any one time, including performers and production staff.</p> <p>Be up to date about and comply with performer limits and any relevant restrictions artists/performers/hirers, and particularly for ensembles such as Choirs and Orchestras.</p> <p>Practice physical distancing for rehearsals and performances.</p>	<ul style="list-style-type: none"> • 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. • Take note of any current special requirements that will govern specific activities such as singing or playing wind instruments, which MAY entail additional distancing. • Develop, communicate and manage clear limits to the number of personnel allowed on stage at any one time, including performers and production staff. Technical Supervisor/COVID Marshal to monitor and enforce compliance. • Apply all current and relevant performer limits to large ensembles such as Choirs and Orchestras. Work with them and their own COVID-Safe plan to manage close contact performer numbers safely both on stage and in back of house.

	<p>Increase frequency of cleaning of rehearsal and performance areas</p>	<ul style="list-style-type: none"> • When rehearsals recording and performances are conducted, performers should aim to maintain 1.5 metres distance from others and hand hygiene practices should be strictly followed. • Consider and advise when performers will be required to wear masks when rehearsing or performing. Look at current mandatory restrictions and also consider recommended practice to mitigate risk of airborne transmission of the virus. • The sharing of microphones or of instruments that are played with a mouthpiece should be avoided. • Informed Consent – Close Proximity: Ensure artists/ touring party / hirers have appropriate controls and strategies in place regarding close proximity between participants and performers, and if appropriate have written, informed consent from performers to work in situations that require close contact, and what control measures are in place. • Ensure the stage, wings and surrounding back of house is included in event cleaning schedules, including all touch surfaces and equipment. • Rehearsal and performance areas should also be cleaned with increased frequency. • Minimise use of communal areas including Green Room.
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6. CREATE WORKFORCE BUBBLES

REQUIREMENTS	OVERVIEW	ACTIONS
<p>Return to Work Plan</p>	<p>Consultation with team Documentation of process including transition</p>	<ul style="list-style-type: none"> • What are the staffing levels required to open for business with COVID-19 protocols in place? • Plan rotating workplace attendance to reduce numbers in workspaces on any day • Ensure appropriate training, upskilling, and briefing of staff in new or changed COVID-19 related roles and responsibilities. • Consider employee well-being including their mental health: consider how staff may feel coming back into the building and the strong staff social network that exists around many arts centres. • Assess how increased levels of absenteeism could affect critical activities and how this could be prevented, cross-training to ensure cover on roles. • A support plan for workers should be put in place by: <ul style="list-style-type: none"> ○ Providing ongoing communication to ensure workers are kept up to date on all the necessary information, including any changes to their working environment and to provide reassurance that all necessary safety and hygiene measures are being introduced and monitored.

		<ul style="list-style-type: none"> ○ Open door policy for workers to be able to discuss any concerns they may have. ○ Provide information on available sources of support and advice.
<p>Staff Induction and Training.</p>	<p>Identify and provide training in new protocols and work practices</p> <p>Include information about COVID-19 symptoms, hygiene, health</p> <p>Provide training to staff on physical distancing requirements and expectations</p> <p>Provide training in emergency management</p>	<p>Induction & Safety Training</p> <ul style="list-style-type: none"> • All staff will require induction into new health and safety protocols before they recommence work in your venue. • Audience facing and other front of house staff may require additional training and updated duties. • Emergency Evacuation Procedures will need to be reviewed, updated, and implemented. <p>Online Training / Induction Resource</p> <ul style="list-style-type: none"> • It is preferable to provide standardised online training for staff in basic COVID-19 health and safety protocols before they return to work. • Return to Work – Online Training: The Victorian Government has made a general Coronavirus training module available to all businesses. SEE https://rtw.educationapps.vic.gov.au/login/custom/index.php
<p>Best Work Practices Documented & Implemented</p>	<p>Duty of Care to workers documented</p> <p>Daily Health Screening process and policy in place</p> <p>Stay home if unwell policy and practices documented</p> <p>Establish physical distancing for staff protocols</p> <p>Work practices and controls in confined areas documented</p> <p>Staff hygiene practices and etiquette</p> <p>Ensure awareness by everyone of responsibility to protect themselves, other workers and patrons.</p> <p>Psychosocial/ mental health and wellbeing strategies / support resources documented and provided</p>	<ul style="list-style-type: none"> • Provide staff with information and training on COVID-19, including when to get tested, physical distancing, hygiene, and cleaning • Make staff aware of their leave entitlements if they are sick or required to self-isolate. • Physical Distancing. Where practical workers must comply with 1.5m physical distancing. Where it is not possible to undertake work tasks and maintain physical distancing, other control measures need to be implemented. • Staff Screening: It is recommended by Business Victoria to check the ongoing health of all staff on each day they work at the venue. This is to protect the health and safety of staff and public. • Sick Workers and Volunteers. <ul style="list-style-type: none"> ○ Workers must notify their supervisor and stay home from work if they have symptoms consistent with COVID-19 – such as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath. As per the advice for all Victorians, even if your workers have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location ○ Advise staff that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work. ○ Symptomatic Workers. If a team member exhibits any symptoms of COVID-19 at any time their

		supervisor must send them to a designated isolation area and activate the Response Plan - Confirmed Cases of COVID-19 protocols immediately.
Ensure that all staff that must work from home, do work from home	Identify roles required that can be performed at home Adapt working arrangements	Plan staff rosters to rotate those who need to work from the venue and to minimise numbers attending as well as cross infection risks. ('Team Bubbles')
Ensure staff are not working across multiple sites or settings		Communicate the requirement to all workers Develop a form for workers to declare that they have not worked across multiple worksites.

Approval of COVID Safe Plan (Version number: 4.1)

Approved by	Rob Robson, Manger Arts Culture and Events
Signature	
Date	26/02/2021

Appendix# 1 Extracts from Industry Restart Guidelines - Indoor Entertainment Venues (including cinemas, performing arts and music venues)

Creating a COVIDSafe workplace: Theatres

All work premises **must** ensure they apply the six COVIDSafe Principles to help prevent the introduction of coronavirus (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 (see p 3). Limit walk-in or door sales.

Cleaning guidelines – building owners and managers

All building owners and managers should ensure their workers follow the below COVIDSafe cleaning guidance to help prevent the introduction of coronavirus (COVID-19) in the workplace.

Documentation

Consider maintaining a cleaning log and schedule that set out dates, times and frequency each area has been cleaned. If you outsource your cleaning services, the documentation should clearly specify the cleaning activities and standards expected of the service provider.

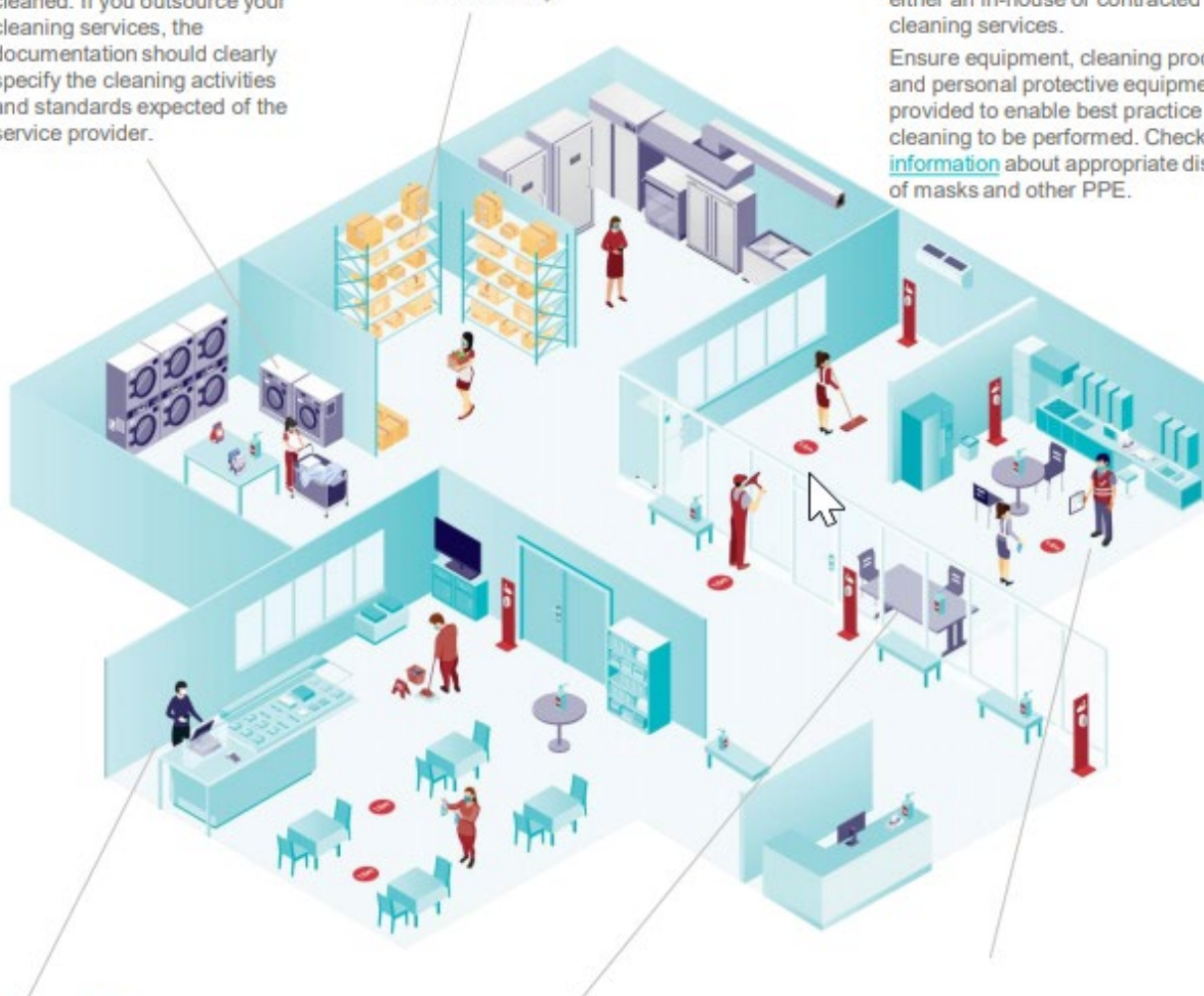
Storage

Ensure your buildings' cleaning and laundry supply rooms are clean and workers can come in and out easily.

Clean and safe environment

It is the responsibility of the building owner or business owners to ensure cleaning is performed to the expected standard. This can be achieved by either an in-house or contracted cleaning services.

Ensure equipment, cleaning products and personal protective equipment is provided to enable best practice cleaning to be performed. Check [information](#) about appropriate disposal of masks and other PPE.



Communication

Clear lines of communication need to be set up between all parties i.e. building occupier/manager and its occupants (workers, tenants, visitors, customers) the cleaning service provider and the cleaning staff.

Risk-based cleaning

Target high use communal areas like chilled areas, kitchens and toilets that may require higher frequency cleaning with appropriate cleaning products.

Have ability to increase cleaning services in the event of a confirmed or suspected COVID-19 case.

Roles and responsibilities

Define the responsibility for each role that has a cleaning duty.

Agree who will be responsible for monitoring cleaning quality and that it meets the expected standard.

Provide workplace cleaning training for workers who have site specific cleaning duties and to support any changes in cleaning schedules.

Appendix #2

COVID Safe Marshal – ROLE DESCRIPTION

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

1. Preparation and Planning
2. Day to Day Tasks

Actioning of the tasks listed below are not the sole responsibility of the COVID Safe Marshal. Committee members and event organisers, FOH and tech crew, artists and patrons must all take responsibility to ensure guidelines are being followed.

Preparation and Planning

External Communication

- Plan is in place to ensure up to date information is communicated to all external stakeholders including:
 - o Producers, hirers, groups and artists
 - o Suppliers, Contractors, visitors and audience members
 - o General Public

Venue - Public Area

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,
- using toilet facilities,
- hand sanitiser stations
- Any wine or beverage service
- emergency procedures
- assistance facilities including first aid, 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:
 - o Products necessary for good hand hygiene
 - o Cleaning products including detergents, disinfectants, disposable cleaning cloths
 - o PPE

Signage

- Signage to be erected in all appropriate locations to encourage practices including:
 - o Social/Physical Distancing
 - o Good Hand Hygiene
 - o Respiratory Etiquette
 - o Symptoms of COVID-19
 - o Room capacity signage.

Day to Day/Event Tasks

- Encourage and ensure compliance with social distancing requirements.
- Ensure current requirements for wearing masks are complied with.
- Encourage and ensure good hygiene rules are being observed.

- Oversee daily checks to ensure adequate supplies of:
 - o Products necessary for good hand hygiene including hand soap and sanitiser
 - o Cleaning products including detergents, disinfectants, disposable cleaning cloths
 - o PPE
- Check hand hygiene products are refilled on regular basis.
- Check signage and floor markings are in place and undamaged.
- Ensure an 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.