STAGE QUEENSLAND

CONNECTING PERFORMING ARTS & AUDIENCES

A COVID Safe Plan for Queensland's
Live Performance Venues / Theatres

Version 5

Date completed: 01/ 07 / 2020

Contents

1.   Introduction

The performing arts are an integral part of the life of Queenslanders and an important part of the economy. Nationally, more than 26 million tickets* were sold to a live performance event in 2018 - more than the total combined attendance of all of Australia's major sporting codes. Thousands more Australians participate in the performing arts and enjoy significant health and social outcomes.

In March 2020, all performing arts centres across Queensland closed their doors to the public in response to restrictions on public gatherings due to the novel Coronavirus. This COVID Safe Plan outlines the reopening of Queensland's performing arts centres, whilst ensuring the health and safety of audiences, staff and performers.

Access to performance spaces is fundamental to communities, performers at all stages of their careers, and to performing arts companies that rely on theatres to connect their work to Queensland audiences. The performing arts contribute positively to many Queenslanders' lives, whether they are an audience member, employee or participant. Reopening performing arts centres offers Queenslanders the opportunity to return to a sense of normality and to reap the social and mental benefits.

* Live Performance Australia (2018) *LPA Ticket Attendance and Revenue Report 2018. LPA Ticket Attendance and Revenue Report 2018*

2.   To which industry does this plan apply?

This Industry COVID Safe Plan (the Plan) is applicable to Queensland's professionally-managed performing arts centres/theatres, other indoor live performance spaces and community-run performance spaces.

The Plan also covers outdoor performance spaces that are part of a precinct managed by the venues covered by this Plan e.g. Munro Martin Parklands (managed by Cairns Centre of Performing Arts), the amphitheatre at HOTA, the forecourt at Brisbane Powerhouse. The health and safety measures that are applicable to indoor venues, apply to outdoor venues such as the audience being seated (e.g. BYO picnic rug or camp chair), the total capacity to be controlled, a defined area (e.g. perimeter fence), allocated ticketing, patron contact tracing, ability to control the flow of audience movement in and out of the venue etc. This ensures that this is an Industry Plan for Performing Arts Precincts as well as standalone venues.

Queensland's theatres and performance spaces range widely in size and while each venue is different from the other, they generally include a range of fit-for-purpose spaces such as a main auditorium and stage; additional performance spaces; rehearsal rooms; backstage areas with loading access, dressing rooms and storage; foyers and "front-of-house" areas with ticketing, merchandise, cloak room and hospitality functions; meeting rooms, administration offices and outdoor amphitheatres. Venues may host a range of events annually including professional productions, local performances, conferences, citizenship ceremonies, eisteddfods, and school/university graduations, and employ 1-500 staff members.

This plan has been developed in consultation with performing arts venues and producing organisations across Queensland; Stage Queensland (the peak body for performing arts centres in Queensland) and its members and working parties; QMusic; arTour; Arts Queensland, MEAA and key industry stakeholders. The plan references the *National Safety Guidelines for Performing Arts Centres* (June 2020) developed by Performing Arts Connections Australia; Live Performance Australia's *Roadmap to Reactivation* and *Ticketing Code of Conduct*; and *A Safe Guide for Reopening Performing Arts Venues* developed by the Victorian Performing Arts Presenters Association.

3.   What is COVID-19?

COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in China and has since been declared a pandemic.

Symptoms reported in identified cases of COVID-19 novel coronavirus include:
- fever
- a cough
- sore throat
- fatigue
- shortness of breath

Anyone who has fever (or history of fever) OR acute respiratory symptoms (cough, sore throat, shortness of breath) should see a doctor immediately. There is no specific treatment for COVID-19 infection and there is currently no vaccine for COVID-19 novel coronavirus.

Transmission of COVID-19

It is currently understood that COVID-19 spreads in 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
- Current medical advice from the World Health Organisation (WHO) indicates that COVID-19 is not an airborne virus. As such, the WHO does not consider air conditioning to be a factor in spreading COVID-19 at this time.

Vulnerable groups

Based on what is known about coronaviruses, Queensland Health has identified those most at risk of serious infection are:
- people with compromised immune systems (such as people who have cancer)
- elderly people
- Aboriginal and Torres Strait Islander peoples (as they have higher rates of chronic illness)
- people with chronic medical conditions
- people in group residential settings
- people in detention facilities

There are 5 key ways we can all help stop the spread of viruses
- Stay home if you're sick. If you have COVID-19 symptoms, get tested.
- Clean your hands regularly with soap and water or alcohol-based hand rubs.
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.
- Avoid touching your face, nose and mouth. And avoid shaking hands.
- Keep 1.5 metres away from others as much as you can — think two big steps

4. Principles and general considerations

4.1. Principles

- Venues recognise that the COVID-19 pandemic is a public health emergency, that all actions in respect of COVID-19 should be founded in expert health advice.
- All decisions about resumption of live performance events should not compromise the health of individuals or the community and must take place in close consultation with Commonwealth, Queensland and/or Local Public Health Authorities, as relevant.
- Resumption of live performance events can contribute many health, economic, social and cultural benefits to Queensland society emerging from the COVID-19 environment.
- Venues recognise the importance of avoiding mass gatherings as a key COVID-19 control measure.
- All individuals who participate in, and contribute to, performing arts events will be considered in resumption plans, including audiences, performing arts producers (artists and companies), venue staff, suppliers, community groups and volunteers.
- Venues must remain Disability Access compliant when implementing mitigation measures.
- Venues must communicate to employees, suppliers, contractors and attendees clearly and effectively to ensure all parties understand the new COVID safe requirements and procedures.

4.2. General considerations

- Mitigation measures must be effective, manageable, consistent and tenable.
- Communication to staff, patrons, hirers and touring companies must be transparent, empathetic and meaningful.
- Supply chain, including PPE, disinfectant, sanitising and testing resources must be widely available and reliable.
- Robust training and support programs must be in place to empower staff with a level of confidence to return to work.
- Expectations regarding staff, patron, performer, producer and hirer responsibility for adhering to the venue's guidelines must be effectively communicated.
- Venues must be responsive and be prepared to assess and adjust their operations based on changing circumstances.

5. Framework, compliance and how to use this plan

This Plan sets out a checklist of COVID safe priorities that must be met to comply with this Industry Plan and ensure the safe operation of venue services. Included in Section 11 of this document is a Risk Management Framework which provides procedures and example control measures that venues may utilise to achieve these priorities. Implementing the COVID-19 control measures outlined in this document must not cause other unsafe working conditions for staff, patrons or visitors. For example, if equipment requires multiple people to lift it safely, this should still be the case, while taking whatever steps possible to minimise physical contact or close proximity.

Venues should appoint a COVID-19 Risk Mitigation Coordinator to oversee the implementation of the control measures outlined in this Framework and respond to additional decision-making requirements regarding risk, safety and compliance. If any procedures outlined in this document introduce new health and safety risks or impede existing protocols in place, you must manage these risks accordingly and it should be noted in your existing risk assessment plans.

The Risk Management Framework should be read in conjunction with any specific advice from your local public health authority. It is not a substitute for independent legal advice, and it is recommended that organisations obtain appropriate advice relevant to their particular circumstances.

6.   Policy alignment

In addition to the measures outlined in this document, venues should review other policies, including seeking independent, legal advice prior to amending these policies. This includes, but is not limited to:

- Privacy policy – how you intend to use patron data in relation to contact tracing.
- Risk assessment and WHS policy.
- Ticketing terms and conditions including your refunds policy – updated to include information on restrictions that will be in place for ticket sales and new refund provisions.
- Communications policy – when and how to manage contact with the media.
- Emergency response policy – when social distancing is not required in the event of evacuation. How to manage providing First Aid.

6.1.   Interaction between approved industry COVID-Safe Plans

If there are multiple industries/activities undertaken at your venue (e.g. restaurant, gallery) several approved industry plans may apply. If this is the case, apply the following:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area. You will need to display the COVID Safe Statement of Compliance for the appropriate plan in each area.
- Where the activities are ancillary to the main business of performing arts venue service delivery, such as concessions, venue hire or catering services these will be addressed within this industry plan.
- Where an event that is outside of the scope of the Live Performance Venues / Theatres COVID Industry Plan (that is, a non-arts based event) is proposed at a venue, the event must be operated under a site specific plan, or event plan or checklist as outlined in the Industry Framework for Safe Events in Queensland.

7.   Duty of care (WHS)

The risk of exposure to COVID-19 by arts workers and audiences comes under Work Health and Safety (WHS) laws that require you to "take care of the health, safety and welfare of your workers, including yourself and other staff, contractors and volunteers, and others (clients, customers, visitors) at your workplace". This is your duty of care.

Key points:

- All Queensland businesses are required to have a [Work Health and Safety Plan to manage COVID-19](#) and it should be made available when requested. See also the [Framework for COVID Safe Businesses.](#)
- Your duties under WHS Laws are enforceable and failure to comply may result in enforcement by Worksafe QLD.
- Safe Work Australia strongly recommends undertaking a risk assessment of your workplace as part of creating an overall 'COVID Safe' plan for your venue.

To comply with your duty of care, organisations must, so far as is reasonably practicable:
- Provide and maintain safe systems of work (see also [staff practices](#) and [PPE](#));
- Ensure that the handling and storage of plant, structures and substances does not pose risks to health and safety;
- Provide the necessary training, information, and supervision for staff, patrons and other visitors to protect against risks to health and safety;
- Provide adequate facilities for the welfare of workers, patrons and other visitors;
- Ensure that the health of workers and the conditions at the workplace are monitored for the purposes of preventing the transmission of COVID-19.

Venue staff are empowered - within the extent of their usual authorities - to monitor the behaviour of any person within the building, however are not required to enforce physical distancing if the appropriate measures have been put in place for individuals to observe. Indeed, it may be impossible to distinguish which patrons are required to observe physical distancing and which are not (e.g. families from the same household).

8. Disability access

Venues must continue to provide full accessibility for all of their patrons including those with disabilities. This includes:

- • wayfinding and accessing new entries, egress points and emergency exits;
- • communicating new programs and procedures;
- • ticket purchases and collection;
- • food and beverage access;
- • sitting in different parts of the theatre, sometimes with companions;
- • sightlines, captioning, Auslan interpretation, audio-description;
- • access to backstage as artists and workers with disabilities.

9. Conducting business as a live performance venue

The Queensland Government's Roadmap to Easing COVID-19 Restrictions identifies that live performance venues are able to reopen under Stage 2 and 3 but are currently considered a restricted activity under the Public Health Direction referred to as the [Restrictions on Businesses, Activities and Undertakings Direction](#). This Plan has been developed to apply from Stage 3 onwards due to the time required by venues to implement applicable COVID Safe measures prior to public reactivation and the fact that it is unviable for venues to reopen for 20 people. In Stage 3, the Public Health Direction effective 3 July 2020, specifies that concert venues, theatres and auditoriums can open and have up to 50% of seated capacity or one person per 4 square metres (whichever is the greater), with a COVID Safe Plan.

Performing arts venues are places of public assembly with large, well ventilated spaces. The facilities are purpose-built and able to manage the flow of patrons as they enter and exit the auditorium to avoid congestion and queueing. Additionally, venues are staffed with highly-skilled personnel who are trained to implement and action robust risk mitigation processes on a daily basis to ensure public safety such as amending ticketing processes to ensure physical distancing. As an industry, the live performance venue sector is confident in its ability to adapt its hard and soft infrastructure to support COVID Safe practices, particularly with significantly lower than usual audience capacities. See Risk Management Framework for full details on recommended risk mitigation practices and procedures.

9.1. Exemptions sought

With the measures outlined in this COVID Safe Plan, the following exemptions are requested for the live performance venue industry:

Exemptions requested for Stage 3 (no exemptions required in Stage 2)
1. Members of the same social group* may sit together in a defined area** distanced from other social groups by 1.5m.   2. A venue can provide service up to 50% of seated capacity or to the maximum number of patrons as determined by the one person per 4 square metre rule (whichever is greater) and the 1.5m physical distancing rule in each defined indoor or outdoor area.   3. Venues may operate multiple separate defined areas simultaneously, in line with the maximum occupancy calculations detailed above.   Definitions in this Plan: *social group = a group of friends who purchased their tickets together and may include family members who do not reside in the same household.   **defined area = the public viewing area associated with a performance space, theatre, function room, or other area that can be controlled individually and treated as a separate part of a facility or premises. Defined areas are 1.5m apart and separated from each other through physical means.   ***outdoor venue = outdoor performance spaces that are part of a precinct managed by the venues covered by this Plan e.g. Munro Martin Parklands (managed by Cairns Centre of Performing Arts), the amphitheatre at HOTA, the forecourt at Brisbane Powerhouse).

Modelling of capacity at venues based on 1.5m apart and one person per 4m2

Venues can adapt the seating configuration across their performance spaces to suit a range of modes and ticket buyers. Depending upon the venue this might:

- Require 2-3 vacant seats or 1 row between patrons (not in a social group);
- be "bubbles" of social groups (circular or linear) with 2-3 seats or 1 row between patron groups; or
- be groups of cabaret seating with spacing between tables; or
- for outdoor venues, be numbered sections or allotments similar to those at camp sites.

- **Venue A: (average sized regional proscenium arch venue, usual full capacity = 797)**
  - Capacity @ 1 pax per 4sqm and 1.5m apart = 144 pax (18% of full capacity)

- **Venue B: (large regional proscenium arch venue, usual full capacity =1561)**
  - Capacity @ 1 pax per 4sqm and 1.5m apart = 253 pax (16% of full capacity)

- **Venue C: (flat floor auditorium, cabaret seating at 41 tables, usual full capacity = 497)**
  - Capacity @ 1 pax per 4sqm and 1.5m apart = 152 pax (30% of full capacity)

10.   COVID Safe checklists

1. Check your venue can operate	
If your venue has been closed, check the condition of equipment and facilities are fully functioning, such as gas, electricity, toilets, and hand-washing facilities. Ensure food and beverages stored at your business have not been contaminated or are now out of date.	❏ YES ❏ N/A
Appoint a COVID-19 Risk Mitigation Coordinator and a COVID-19 response Team	❏ YES ❏ N/A
Develop an Outbreak Plan	❏ YES ❏ N/A
Develop processes to ensure contact tracing data is collected for all workers, members, participants, attendees and visitors.	❏ YES ❏ N/A
Ensure all collected contact tracing data is stored for 56 days and disposed securely in line with government advice and is made available to public health officers on request. See collecting and storing customer data.	❏ YES ❏ N/A
2. Wellbeing of workers	
Communicate, consult, provide instruction, training and supervision of workers and their safety representatives (e.g. Health and Safety/union representatives) at each stage of the COVID-19 risk management process.	❏ YES ❏ N/A
Direct workers and visitors to stay at home if they are sick, and to go home immediately if they become unwell. Require workers to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home till they get a negative result for COVID-19.	❏ YES ❏ N/A
Consider safety risks and manage these according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation, administrative controls then personal protective equipment where required.	❏ YES ❏ N/A
Ensure you have adequate supplies of required PPE such as masks, gloves and aprons, suitable for staff needs. Use where necessary and in accordance with the relevant State and National guidelines.	❏ YES ❏ N/A
Update your Work Health and Safety risk assessment and Emergency Evacuation Plans.	❏ YES ❏ N/A
Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers 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 social distancing between workers.	❏ YES ❏ N/A

● Introduce work from home arrangements where workers are able to work from home, such as administrative work where no face to face contact is required.	
Modify processes (including in break rooms) to limit workers having to be in close contact, as much as possible. Assign workers to specific workstations to minimise the need to go into other spaces and time breaks to ensure social distancing.	❏ YES ❏ N/A
Where possible postpone, cancel or use electronic communications such as video conferencing for non-essential face-to-face meetings and training.	❏ YES ❏ N/A
Put signs and posters up to remind workers and others of the risk of COVID-19.	❏ YES ❏ N/A
3. Social distancing	
Place signs at entry points to instruct customers not to enter the venue if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.	❏ YES ❏ N/A
If practicable set up separate exit and entry points to minimise contact.	❏ YES ❏ N/A
Place signage to communicate that the venue's maximum capacity is up to 50% of seated capacity or 1 person per 4 square metres	❏ YES ❏ N/A
Consider placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.	❏ YES ❏ N/A
Consider using physical barriers where practical, such as plexiglass around serving counters.	❏ YES ❏ N/A
Rearrange furnishings or equipment to support social distancing	❏ YES ❏ N/A
Limit walk-in appointments, counter interactions, and the use of cash transactions by encouraging customers to use online purchasing, phone bookings, tap and go, direct deposit or other contactless payment options.	❏ YES ❏ N/A
4. Hygiene and cleaning	
Ensure staff and customers are provided with hand washing facilities or appropriate alcohol-based hand sanitiser throughout the business including at staff entry/exits, workstations, customer entry/exits, entrances to auditoriums, counters and waiting areas. Alcohol-based hand sanitisers containing at least 60% ethanol or 70% iso-propanol are recommended.	❏ YES ❏ N/A
Where customers and staff were previously required to use masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures), they must continue to do so. For controlling the risk of COVID-19 infection, masks and gloves may be considered as part of a range of controls.	❏ YES ❏ N/A

Instruct staff to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.	❑ YES ❑ N/A
Reduce the sharing of equipment and tools, remove shared books/ magazines from common areas.	❑ YES ❑ N/A
Refrain from offering communal refreshments or water stations.	❑ YES ❑ N/A
Implement additional cleaning processes including cleaning frequently touched areas and surfaces regularly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, countertops and sinks). Follow protocols and checklist provided by Safe Work Australia: How to Clean and Disinfect Your Workplace. Checklist: cleaning checklist	❑ YES ❑ N/A
5. Deliveries, contractors and visitors attending the premises	
Where practical, minimise physical interaction with delivery drivers or other contractors visiting the premises with workers. Ensure persons visiting the site are informed of specific control measures in place (COVID Safe procedures).	❑ YES ❑ N/A
Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.	❑ YES ❑ N/A
Implement processes to ensure contractor / visitor collection of data (e.g. Contractor Register) for contact tracing purposes. Ensure compliance with government advice about collecting and storing customer data.	❑ YES ❑ N/A
6. Food and Beverage	
Complete the *COVID Safe Checklist for seated dining and drinking in venues such as Restaurants, Cafes, Pubs, Clubs and Hotels* and implement the applicable controls.	❑ YES ❑ N/A
Or, opt-in to the *Retail Food Services Industry COVID Safe Plan* and implement the applicable controls.	❑ YES ❑ N/A
7. Front of House	
Review venue procedures for managing the flow of patrons, seating patrons, interval, social distancing and contact points (doors, handrails etc.) to limit interactions between patron groups. Consider options such as bollards, floor markers, signage, staggering event times and patron arrivals, and management/omission of intermissions.	❑ YES ❑ N/A
Ensure there are minimum distances maintained between performers and patrons. i.e. stage to front row. A 4m minimum is required.	❑ YES ❑ N/A

Ensure specific plans are in place to prevent or limit patrons from different defined areas interacting or crossing over in shared spaces. Consider allocating specific restroom facilities to each defined space, scheduling event times and using specific travel paths for each venue.	❏ YES ❏ N/A
Ensure adequate ushering staff are available to monitor seating arrangements for all defined areas (theatres/venues).	❏ YES ❏ N/A
Establish processes and policies for providing communications, announcements or instructions to audiences about control measures and audience behaviour expectations.	❏ YES ❏ N/A
Put signs and posters up to remind patrons and guests of the risk of COVID-19 and control measures in place at the facility.	❏ YES ❏ N/A
Develop measures to encourage and support the use of the COVID Safe app.	❏ YES ❏ N/A
Develop procedures for ongoing staff/contractor cleaning of public areas and high touch surfaces during and between events. Consider measures such as publicly-located cleaning records.	❏ YES ❏ N/A
Review sales processes for concessions (kiosk) and alcohol sales. Implement measures to ensure patrons maintain social distancing at point of sale e.g. multiple distributed points-of-sale, scheduled access to sales counters, online or pre-purchasing measures.	❏ YES ❏ N/A
8. Ticketing & Box Office	
Update Terms and Conditions of Sale (see examples) and implement communication measures to ensure patrons are made aware of the changes.	❏ YES ❏ N/A
Implement processes to ensure secure collection of patron data for contact tracing purposes. Wherever possible record patron venue and seating allocations. Ensure compliance with government advice about collecting and storing customer data for at least 56 days.	❏ YES ❏ N/A
Implement measures to ensure patrons maintain social distancing at point of sale e.g. online sales, e-tickets, guidance on distancing requirements.	❏ YES ❏ N/A
Review ticketing systems to implement distanced seating layouts and modify ticket sales processes. Ensure staff/patron and patron/patron interactions are limited as much as practicable.	❏ YES ❏ N/A
Ensure refund processes accommodate patrons who become ill after purchasing their tickets, or who have been in contact with a symptomatic person or a positive diagnosis after purchasing tickets.	❏ YES ❏ N/A
Implement communication procedures to confirm patrons agree to follow venue controls and attend the event/performance only if they are in good health. Ensure patrons are aware of new venue procedures/requirements including what to expect on arrival.	❏ YES ❏ N/A

9. Technical and Back of House	
Ensure pre-production processes identify tasks that may not allow for social distancing. Modify processes where possible or implement additional controls to protect workers. Consider truck loading/unloading, team lifting and operation of equipment in confined spaces. Any identified risks or hazards need to be discussed with workers and appropriate measures put in place to control those risks.	❑ YES ❑ N/A
Ensure touring companies/ external suppliers are aware of site-specific control measures and are able to comply. Consider processes to exchange COVID-19 safety plans and discuss specific requirements/plans prior to arrival.	❑ YES ❑ N/A
Review event schedules to minimise crossover of work groups and support social distancing.	❑ YES ❑ N/A
Revise site induction procedures to include COVID-19 requirements for your venue.	❑ YES ❑ N/A
Review tasks/procedures to identify shared equipment that may require sanitation/cleaning between users/uses e.g. follow spots, paging mic, battery packs, microphones, consoles etc. Provide appropriate cleaning resources and procedures to ensure equipment and staff hygiene is maintained.	❑ YES ❑ N/A
Post signage which supports social distancing requirements and encourages hygiene practices on individual spaces e.g. dressing rooms, rehearsal and warm up rooms, green room, stage door, loading dock, bio box/control room.	❑ YES ❑ N/A
10. Review	
Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.	❑ YES ❑ N/A
Implement procedures to keep records of risk management processes undertaken.	❑ YES ❑ N/A
Keep up to date and find additional guidance at www.covid19.qld.gov.au & www.worksafe.qld.gov.au.	❑ YES ❑ N/A

11.   Risk Management Framework

Venues wishing to operate under this COVID Safe Plan must achieve the health and safety priorities identified in the Checklists above.

At each stage of the risk management process, venues must communicate, consult, provide instruction, training and supervision of workers and their safety representatives. Records of the risk management process should be kept including:

- The identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process);
- How and when the control measures were implemented, monitored and reviewed;

- Who was consulted;
- Relevant training records; and
- Any plans for changes.

The Risk Management Framework detailed below represents a variety of applicable controls/processes that venues can consider adopting to meet the priorities. It has been developed in consultation with Performing Arts Centres across Queensland and references the National Guidelines for COVID-Safe Theatres, prepared by Performing Arts Connections Australia. They provide a best-practice framework for venues seeking practical and effective means of controlling risks associated with resuming activities in a COVID-19 environment.

Individual venues must review their specific operating environment and determine the most effective controls that are practical for them to implement. Where a more effective control is available, it should be utilised wherever practicable to the venue's operations.

These guidelines outline specific customer interaction and operational measures that venues should consider putting in place for the day-to-day activities across the different areas of venue operations e.g. Front of House, Ticketing, Backstage, General/Office administration.

11.1. Staff practices

(aligns with Checklists 1 & 2)

In line with WHS obligations, venues should undertake a formal risk assessment process and apply a hierarchy of appropriate controls to take steps to minimise the spread of COVID-19 in the workplace and protect staff.

Employers must consult and communicate with workers and their health and safety representatives (HSRs) on workplace measures to address COVID-19. Consultation involves sharing of information, including about possible sources of exposure to COVID-19 and associated health risks, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters. A safe workplace is achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about health and safety concerns and works together to find solutions. Workers must be consulted on health and safety matters relating to COVID-19 in the workplace, including (but not limited to):

- Identifying the tasks and processes that could result in the spread of COVID-19
- Developing a plan in response to COVID-19
- Making changes to processes or procedures that could result in the spread of COVID-19
- Making changes to controls to protect workers from the spread of COVID-19
- Providing information and training for workers.

Controls that venues could consider include:

- Developing policies, procedures and technology to support employees to work from home, if possible;

- Supporting vulnerable employees who may be at increased risk of a serious infection, to work from home where possible. If working from home is not feasible, a risk assessment should be undertaken for the vulnerable employee/s;
- Supporting social distancing i.e. by changing staff numbers, staggering working hours, or having staff work from home;
- Ensuring the capacity does not exceed 50% of seated capacity or the 4m2 per person rule (and 1.5 metres between people wherever possible) including in recreational areas such as tea rooms;
- Discouraging car-pooling between employees to and from work;
- Promoting good hand hygiene by providing hand washing facilities and/or alcohol-based hand sanitiser and appropriate waste receptacles;
- Undertaking frequent cleaning and disinfection of workspaces, particularly objects and surfaces that are frequently touched;
- Holding only essential meetings, and doing so via video conferencing, phone, or outside in the open air if possible;
- Modifying rosters or staffing to reduce staff interactions i.e. smaller groups, staggered rosters;
- Avoiding non-essential travel;
- Training staff on hand and respiratory hygiene and social distancing;
- Educating your staff about the early signs and symptoms of COVID-19 and the need to stay home if unwell;
- Developing a policy that requires staff to stay home if unwell;
- Supporting employees to adhere to official advice about how to help reduce the spread of COVID-19;
- Ensuring venues stay up to date with the latest advice and review risk assessments regularly.

Links:
Information for employers
Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy

11.2. Social distancing

(aligns with Checklist 3)

Social distancing is a way to stop or slow down the spread of infection by reducing contact between people. Social distancing also helps to minimise the number of patrons or workers who might be categorised as close contacts should someone test positive for COVID-19 infection.

11.2.1. The 1.5m rule

The 1.5m rule requires a minimum of 1.5m space between individuals where possible, noting that currently persons from the same household do not need to observe these limits. Please note, this Plan seeks an exemption that allows

members of the same social group to sit together in defined areas (but not foyers) distanced from other social groups by 1.5m (see Exemptions).

Seating arrangements must be spaced to ensure appropriate social distancing (members of the same household or social group may sit together). Venues can adapt the exact seating configuration for their performance spaces to suit a range of modes and ticket buyers. In some venues this might require the removal of every second row of seating. In other venues this might be clusters of social groups or cabaret seating with spacing between tables.

11.2.2. The 4m2 rule

The 4m2 rule indicates that the maximum capacity permissible in any space will be defined by allowing a specified number of square metres per person. At the time of writing, Queensland requires 4sqm per person or up to 50% of seated capacity (whichever is greater). The capacity of a room can be calculated by measuring the length of the room by the width of the room, multiplying the length and the width to calculate the square meterage, then dividing the area by 4 to determine the maximum number of people allowed.

11.3. Cleaning of venue and communal facilities

(aligns with Checklist 4)

This section outlines general cleaning guidelines applicable for all areas of a venue including Front of House, Back of House and Administration. Where additional cleaning protocols apply (e.g. toilets) they are included in the relevant section.

The length of time the virus that causes COVID-19 can survive on inanimate surfaces varies depending on factors such as the amount of contaminated body fluid or soiling present, and environmental temperature and humidity. Coronaviruses can survive on surfaces for many hours or more but are readily inactivated by cleaning and disinfection.

Venues must ensure that there are adequate cleaning protocols in place. Cleaning reduces the amount of dirt and grime and allows disinfectants to work. Removal of germs, such as the virus that causes COVID-19, requires thorough cleaning followed by disinfection.

General requirements and suggestions on cleaning and disinfecting procedures can be found at Work Health and Safety Queensland.

Key points include:
- Regularly clean frequently touched surfaces including door handles, benchtops, kitchens, tabletops and desks, bathroom fixtures, toilets, water taps, lunchrooms, photocopiers, reception desks, sign-in stations and desktop equipment including keyboards and telephones.

- Queensland Health have advised that during operational hours, key touch points should be cleaned hourly with detergent or disinfectant. In some instances, high touch surfaces may need to be cleaned during events, such as after interval.
- Routine workplace cleaning should be undertaken at least daily and possibly more often in larger, busier venues. Carrying out a risk assessment will help determine how often cleaning should be done.
- Cleaning should be carried out in all areas where work is undertaken so far as is reasonably practicable including fixed and mobile work areas such as offices, lunchrooms, mobile plant, and motor vehicles. Where plant, equipment or tools are shared, touch surfaces should be cleaned between users.
- Every venue clean must be documented by those performing the clean, utilising a venue Cleaning Checklist which will be signed off by the Manager/ Duty Manager.
- The checklist will itemise all venue areas and its key surfaces for quick reference and cross-checking by cleaners/contractors and managers.
- The checklist should include a clear identification of both Cleaning and Disinfecting techniques and products to be used. This may include electrostatic cleaning where available.
- Disposable cleaning products and items should be disposed of safely after use.
- See also Outbreak Plan for details on PPE for cleaning in the event of a suspected or confirmed infection.

Auditorium
- Venues should focus on frequently touched surfaces and should consider regular inspections of venue seating and undertake spot cleaning as and when required.
- Hard surfaces such as timber armrests should be cleaned using detergent and disinfectant after every performance/patron.
- For fabric chairs, clean the touch surfaces of the item with a HEPA vacuum and damp cloth.
- 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 you are 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. Also check with manufacturer re material safety.
- If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces.

Venues should also refer to the cleaning and disinfection requirements in the COVID-19 context as outlined by Safe Work Australia and follow the checklist.
Links:
Safe Work Australia: How to Clean and Disinfect Your Workplace.
Follow the Safe Work Australia cleaning checklist

11.4. Hygiene

(aligns with Checklist 4)

11.4.1. Hand Washing & Personal Hygiene

Frequent hand washing with soap is vital to help combat the spread of any virus. Workers should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, workers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available. Workers should be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the worker's specific duties, to avoid spreading the virus in high-touch areas.

11.4.2. 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.

Links:
Safe Work Australia How to Keep Workers Safe Guide
Safe Work Australia Health, Hygiene & Facilities Checklist

11.5. Personal Protective Equipment (PPE)

(aligns with Checklists 2 & 4)

PPE should be provided to workers and volunteers in accordance with the relevant State and National Guidelines, or as identified by risk assessment activities and worker consultation. Wherever possible risks should be reduced through the use of higher level control such as eliminating sources of transmission, or isolating workers from risks.

11.5.1. Masks

Health authorities advise that surgical masks in the community are only helpful in preventing people who have COVID-19 infection from spreading it to others. There is little evidence to support their use in healthy people to prevent transmission of viruses. If wearing a face mask, avoid touching it while wearing, and if you do, wash your hands. Single-use masks should not be re-used and should be replaced regularly, including if it has been coughed or sneezed into. Hands should always be washed immediately after removing and disposing of the mask. Some staff may feel more comfortable in their workplace tasks if they are wearing a mask. If so, they should be allowed this option, with training.

11.5.2. Gloves

Gloves made of non-absorbent material that allow fine motor function without possibility of contaminating the wearer's hands should be worn in the following situations:

- Emptying foyer bins/ other front of house clean up duties;
- General cleaning duties or when using cleaning or disinfecting products.

Workers should be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the worker's specific duties, to avoid spreading the virus in high-touch areas. When wearing gloves, the face should not be touched, gloves should be changed regularly and hands should be washed after removing and disposing of the gloves. Disposable gloves may also cause irritant or allergic contact dermatitis in some workers.

11.5.3. Sneeze Guards/ Screens

Perspex screens for box office stations, foyer bars or similar are not mandated. Venues should consult with staff regarding their comfort level regarding such screens and implement if considered appropriate.

PPE should always be worn by those who clean areas that have been used by people with suspected or confirmed infection, or when interacting with a person who has a suspected or confirmed infection.

Links:

[Work health and safety during COVID-19 - Guide to keeping your workplace safe, clean and healthy](#)

11.6. Front of House

(aligns with Checklist 7)

11.6.1. Audience movement, managing egress and emergency evacuation

Careful management of patron entry and exit is vital to avoid congregation. A range of appropriate measures that venues could consider include:

11.6.1.1. Entering and exiting the building

- Allocating staggered arrival times.
- Asking audiences to arrive and depart in their social groups.
- Installing social distancing infrastructure at entry and exit points e.g. signage, ground decals, bollards.
- Re-purposing alternative spaces as "over-flow" or waiting areas.
- Utilising additional entry/exit doors into the venue where available and safe to do so (e.g. using emergency exit doors for general entry/exit).
- Opening building and auditorium entrances early.
- Providing hand sanitiser stations at entry and exit points, throughout foyers and at counters etc.
- If bag searches are a standard security protocol at your venue, utilise an inspection protocol whereby patrons open their own bags and follow the direction of security staff. If security staff need to touch the patrons' belongings, they should wear latex gloves which are regularly changed.
- Establishing processes and policies for providing communications, announcements or instructions to audiences about control measures and audience behaviour expectations and training staff in appropriate "refusal of service/entry" procedures.

11.6.1.2.   Moving through public spaces

- Arranging foyer furnishings in a format that is consistent with social distancing.
- Providing signage, floor decals or bollards to indicate distancing requirements.
- Providing touch free bins throughout the venue.
- Posting signage about good public hygiene practices.
- Leaving doors open where possible (to minimise contact points).
- Using foyer paging to reinforce audience queuing and movement requirements.
- Making arrangements to limit patron use of lifts wherever possible. Clear signage should be displayed in lifts requesting patrons to observe social distancing. Priority should be given to patrons with accessibility requirements and other patrons requiring assistance.
- Ensuring the venue is well ventilated.

11.6.1.3.   Entering, exiting and seating in the auditorium

- Opening and closing auditorium doors by FOH staff only to minimise contact points.
- Eliminating ticket ripping – utilise scanners or sight tickets upon entry.
- Using a phased/staggered plan for seating patrons in the auditorium (similar to plane boarding) based on the specific configuration of the venue e.g. Rows A-G, centre seats first.
- Monitoring of seat arrangements by ushers to ensure patrons sit in allocated seating.
- Keeping seats aside for late audience arrivals.
- Asking audiences to exit the venue row by row, closest to the exit leaving first.
- Scheduling performance times, venues and intervals to avoid co-mingling of audiences, congregation in foyers and queues for restrooms;
- Limiting, extending or removing intermissions as appropriate.
- Encouraging patrons to stay in the auditorium during intermission if practicable.
- Providing signage at exits requesting patrons disperse swiftly to avoid crowding near exits.
- Encouraging use of the COVID Safe App.

11.6.1.4.   Emergency Evacuation

The goal of maintaining social 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. External emergency evacuation assembly points should be able to

accommodate the patrons / performers while maintaining social distancing between unrelated groups.

11.6.2. Toilets/ Restrooms

- Establishing restroom occupancy limits and entry controls.
- Considering the allocation of specific restroom facilities to each defined space or sections of the auditorium.
- Considering allocating staff to manage restrooms when necessary.
- Monitoring social distancing and providing visible floor decals to guide patrons.
- Considering hiring additional portable toilet facilities when required.
- Regularly cleaning restrooms and monitoring stock levels throughout the event.
- During hours of operation (and events) clean frequently touched areas and surfaces hourly with detergent or disinfectant (including surfaces, taps, toilet buttons, cubicle door locks, hand dryer buttons, sanitary disposal units, sinks etc.).
- Maintain a Cleaning Checklist for restrooms and publicly visible cleaning roster to be signed by cleaners.

11.6.3. Counters – sales, merchandise, ticketing and cloaking

- Closing cloaking services while restrictions are in place.
- Equipping staff with their own alcohol-based hand sanitiser or ensuring a touch free hand sanitiser station is available at points of sale.
- Providing signage, floor decals and bollards to indicate distancing requirements.
- Utilising mobile or online contact-free payments (e.g. Tap and Go) for all sales.
- Installing Perspex screens at appropriate points of sale.
- Implementing alternative contact-free service methods such as ordering online (app or www) or by text message for seated or table service, including for merchandise.
- Updating online merchandise terms of sale to advise that all sales are final, and goods purchased cannot be returned (unless faulty).
- Using entry & exit signage for one directional traffic flow.

11.6.4. Signage

- Posting signage at entry point to instruct patrons not to enter if they are unwell or have COVID-19 symptoms stating that the venue has the right to refuse entry and must insist anyone with these symptoms leave the premises.
- Posting space specific signage indicating maximum number of patrons permitted inside simultaneously.
- Posting signage in washrooms about good public hygiene practices.
- Using foyer announcements and visual signage to reinforce social distancing, mobile phone protocol (i.e. COVID-safe app use), cashless transactions, process for water provision, pick up area, one-way patron flow etc.

11.6.5. Cleaning - FOH

- Implementing additional processes with individual checklists to be made for each theatre space and all common areas.
- Identifying categories of materials to be cleaned (i.e. leather, material, metals) and identifying the government recommended cleaning method for each.
- Instructing staff to wear gloves when cleaning and wash their hands thoroughly with soap or alcohol-based hand sanitiser before and after wearing gloves.
- Providing cleaners with a daily run sheet of shows to know when bathrooms or theatres are to be cleaned/available for cleaning.
- Briefing cleaners and staff daily on the performances in the venue and if areas require more attention.
- Ensuring sufficient waste disposal facilities are available in the venue and are emptied regularly.

11.6.6. Managing psychosocial risks for workers and volunteers

A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged and/or severe can cause both psychological and physical injury. Stress itself does not constitute an injury. To manage stress from COVID-19 employers should:

- Regularly ask workers how they are going and if there are any work-related stressors that need to be addressed;
- Be well informed with information from official sources, regularly communicate with workers and share relevant information as it comes to hand;
- Consult your workers on any risks to their psychological health and how these can be managed;
- Provide workers with a point of contact to discuss their concerns and to find workplace information in a central place;
- Inform workers about their entitlements if they become unfit for work or have caring responsibilities;
- Proactively support workers who you identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home);
- Refer workers to appropriate channels to support mental health and wellbeing.

11.7. Ticketing and Box Office

(aligns with Checklist 8)

11.7.1. Data collection

Businesses complying with this industry plan are to implement the following measures:

- Ensuring access to accurate event patron data from ticketing to enable patron tracking for all events.
- Refusing service where a customer will not provide this information.
- Collecting and storing information in a way which complies with applicable state and federal privacy laws:
  - Information Privacy Act 2009 (Queensland)
  - Australian Privacy Act
- Carrying out daily checks to ensure that all required contact information is accurately captured for each booking.
- If the ticketing system is unable to collect this information at point of sale, the ticketing agency/box office is to follow up with the booking contact to collect this information prior to the event.
- Storing names and contact details of all event attendees securely for a minimum period of 56 days.
- Providing event attendee's contact information to public health officers on request.
- Advising ticket purchasers that the contact details provided to the ticketing agency/box office may be passed on to public health officers.
- A disclaimer should be added to every web page, and be given by phone when tickets are being sold through this channel, such as:
  - "Terms and conditions of sale have recently changed, please familiarise yourself with these terms and conditions, available on our website, prior to purchasing your tickets".
  - "By purchasing tickets for this performance, we [the venue] may be required by law to pass on your contact details and the contact details of the people in your booking to relevant health authorities".

- For private events (e.g. functions or meetings) a list of attendees with contact information should be provided by event organisers in advance. Organisations should include a brief privacy statement to the event organisers, advising how the contact information collected will be used, stored and destroyed.

Links:
Fact Sheet: Collecting and storing customer information during COVID-19
Restrictions on Businesses, Activities and Undertakings Direction

11.7.2. Point of Sale information and conditions of entry

- Making provision in seating plans to accommodate various groupings, taking into account the social distancing restrictions that are in place.
- Updating Terms and Conditions of Sale to include information on the conditions that are in place when purchasing tickets, restrictions that will be in place at the event, and adding a disclaimer to the Terms and Conditions of Sale. Sample wording:

- *When purchasing tickets, patrons agree to provide their contact details, including mobile phone number, email or residential address; and the contact phone number and residential address of accompanying ticket holders.*
- *These contact details, along with seating allocations, will be kept at the venue for 56 days from the day of the performance.*
- *Patrons acknowledge the venue may be required by law to provide contact information to public health officers on request.*
- *The Venue will not share this contact information with any third party other than the relevant health authority, and will not use the information for promotional purposes.*
- *Patrons must not attend if they have COVID-19 related symptoms, have been in close contact with a person who is COVID-19 positive, have travelled overseas or to a COVID-19 hotspot in the past 14 days or are COVID-19 positive.*
- *Patrons must not attend if they are required to self-isolate and the event falls within the isolation period.*
- *Patrons agree to abide by all social distancing and health protocols.*
- *Patrons agree to follow the instructions of venue staff at all times.*
- *If patrons do not comply with protocols or authorised requests when on the venue premises they may be asked to leave immediately without refund or further recourse.*
- *Refunds or exchange of tickets will be available to any customer who is required to self-isolate (due to being a confirmed case or is a close contact of a confirmed case) and the event falls within the isolation period.*
- *Seating will be allocated by the venue based on the size of the group, time of booking and venue configuration, to allow compliance with current social distancing requirements.*
- *Disclaimer: Patrons acknowledge that while the venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the venue at their own risk without recourse to claim against the venue regarding health outcomes.*

- Provide a contact number for patrons to use if they suspect an infection after the event – likely to be the local public health authority.

11.7.3. Ticket sales

The way in which a venue's box office is able to manage their ticketing system and seating allocation will be critical to how they can most effectively manage social distancing in the auditorium. The systems put in place to manage restricted seating will depend greatly on the back-end capability of each venue's ticketing system, their venue maps and their box office resources and may include:

- Ensuring all events, including free events, have a managed entry and seating process to ensure social distancing is supported and customer contact details captured for all attendees.

- o Providing training for box office staff to make them aware of new requirements.
- o Ensuring changes to Terms and Conditions of Sale for the purchase of tickets and event entry are prominently displayed on the website or communicated to telephone or in-person customers prior to purchase.
- o Including safety information and venue procedures on tickets.
- o Promoting the use of ticket purchasing online or via phone to limit the number of patrons presenting at the box office.
- o Limiting the use of physical ticket stock or tokens.
- o Utilising print at home or e-tickets wherever possible.
- o Avoiding handling of PDF/ printed tickets and customers' mobile phones.
- o Using contactless (e.g. Tap and Go) payments for counter sales.
- o Making hand sanitiser and disinfectant wipes available at the Box Office.
- o Providing floor markings at the Box Office to maintain appropriate social distancing.
- o Implementing a refund policy to provide for customers who have become unwell after purchasing tickets; or for those customers who have been in contact with another person with COVID symptoms or a positive diagnosis after purchase of tickets.

11.8. Food and beverage

(aligns with Checklist 6)

Venues with cafes, restaurants or other dining options can only provide these services after either completing the COVID Safe Checklist for dining in such as at Restaurants, Cafes, Pubs, Clubs, RSL clubs and Hotels (The Checklist), or opting-in to the Retail Food Services Industry Covid Safe Plan (Industry Plan) to follow in conjunction with this plan.

Also refer to the section on Cleaning Guidelines contained in this document.

Venues should request caterers and other third-party providers to supply their COVID-19 Safety Plan and acknowledge receipt of the venue's own plan, along with acceptance of the safety measure in place on site.

Review sales processes for concessions (kiosk) and food and beverage sales. Implement measures to ensure patrons maintain social distancing at points of sale and ensure hygienic practices such as:

- Opening multiple sales terminals or maintaining normal sales staff numbers for reduced patron numbers;
- Provide hand sanitiser at point-of-sale positions and at the entry and exit points of the dining area.
- Allowing beverages in the auditorium for seated consumption;
- Providing a safe distance barrier in front of sales counters;
- Creating a one way in / one way out circular patron flow;
- Providing safe distancing floor markers and relevant signage;
- Scheduling access to sales counters;

- Food/drink cannot be consumed at the bar/counter and must be provided for seated/table consumption only;
- Implementing and promoting pre-ordering to avoid patron congestion pre-show and at interval;
- Promoting and implementing online or pre-purchased offerings such as unopened beverages e.g. piccolo bottles of wine, or bottled beer;
- Limiting stock lines to simplify and increase transaction speed;
- Replacing fresh food with pre-packaged options;
- Ceasing buffet food service;
- Replacing open drinking fountains or 'pour your own' water stations with bottled water. Availability of water may be part of your liquor licence requirement (check compliance);
- Promoting contactless pay-and-go. Consider non-acceptance of cash;
- Using voucher or token systems in place of over the counter transactions;
- Providing patrons with individually served plates, cutlery and other such items, rather than allowing them to access these items from a shared stack/container. Likewise, shared condiments should be avoided;
- Limiting the use of straws – if they're needed, use pre-wrapped straws;
- Applying appropriate distancing of tables and chairs in communal dining/drinking spaces. If operating under The Checklist, at the time of writing, this is currently 20 patrons at any one time with 1.5m between tables of patrons from different households. If operating under The Industry Plan, at the time of writing, this is currently 20 patrons per defined area with a minimum of 1.5m between defined areas, 1.5m between households should also be followed so far as reasonably practicable. Please refer to these plans as updates are made.
- Avoiding reusable, plastic menus using boards or monitors instead. Single-use paper menus may be acceptable;
- Assigning one point-of-sale position per staff member, and clean/sanitise the equipment between shifts;
- Avoiding staff needing to handle the patron's ID when required to verify a patron's age;
- PPE/Hygiene - there is no need for serving staff to wear face masks or gloves, unless required for other safety or food handling purposes;
- Equipping each staff member with their own supply of an alcohol-based hand sanitiser or ensuring there are touch-free hand sanitising stations available within easy reach.

11.9. Stage, Back of House and technical production
(aligns with Checklist 9)

The Back of House of the Theatre may include, but is not limited to the stage, fly tower, dressing rooms, technical store, orchestra pit, wardrobe, greenroom and technical/production offices. These areas are utilised by the cast and crew to develop a production in order to stage a performance for the general public to attend. The back of house areas are not accessible to the general public and access to these areas is generally

restricted. As with all workplaces, the technical, production, performance and back of house / administration areas of venues should comply with the current physical distancing regulations, where possible.

Due to the nature of theatre these areas often work in a similar capacity to a construction or worksite. The "magic" of theatre often utilises machinery/plant, rigging, tools and construction equipment, and other mechanisms to build a production or event. Similarly, as these productions and theatres are designed to minimise the time requirements in order to stage a production, often this requires teams of workers to work together to safely complete a task.

In order to become COVID Safe it must first be acknowledged that the theatre contains many risks which must continue to be controlled. Additional measures must be taken to ensure the risk of transmission of COVID-19 is as low as possible, whilst retaining the same level of control for the tasks that are required to operate the theatre/performance. Below is a list of controls that can be used to minimise the risks of transmission whilst working in the back of house areas of the theatre.

Businesses complying with this industry plan are to implement measures such as:

11.9.1. Cleaning and hygiene - BOH
- Increasing cleaning schedules for dressings rooms, green rooms, rehearsal rooms, stage door, control rooms, etc.
- Key touch points should be cleaned hourly and any shared equipment should be cleaned between users.
- Applying cleaning and sanitising protocols for specialist theatre items including props, sets, production equipment, fly systems, control desks, follow spots etc.
- Installing sanitiser stations at key locations through the back of house area.
- Ensuring dressing rooms, bathrooms and other washing locations are stocked with soap for handwashing.
- Ensuring adequate signage describing the correct hygiene methods are on display in key locations through the back of house area.
- Supplying staff with their own PPE to remove the need for sharing i.e. leather gloves for flying etc.

11.9.2. Cast/performers
- Taking into account the suitability of the performance given the COVID-19 social distancing and health procedures:
    - Venues should consider presenting productions of a scale appropriate to the size of the stage; and
    - Ensure the on-stage performers' proximity to the first row of the audience is a minimum of 4 metres to minimise heat and air transmission from the stage to the audience;
- Implementing procedures and communications that inform the touring cast and crew of the venue's COVID Safe procedures and encourage them to adhere to physical distancing requirements at all times, where possible.

- Being aware that performers may fall under another Industry COVID-19 plan which does not require them to physically distance (e.g. acrobats).
- All other performers and groups should follow the 1.5m physical distancing rule during rehearsal, performance, and pre and post show, where possible. Social distancing measures can be altered if not reasonably practical or affects the artistic integrity of the work. In this instance, alternative measures should be put in place to minimise the risk of transmission.
- Limiting direct person-to-person contact.
- Limiting block-throughs and rehearsals to essential personnel only.
- Requiring cast to store hand-held props in a secure location where other staff and crew can't contaminate.
- Minimising the requirements for cast/performers to share items.

11.9.3.   Crew/stage hands
- Following physical distancing guidelines wherever possible.
- When staff need to perform a task that requires closer than 1.5m contact (for example fitting a radio microphone to a performer), alternative measures should be put in place to minimise the risk of transmission.
- Ensuring standard WHS rules and guidelines are still applied.
- Minimising attendances at on-site rehearsals to essential personnel only.

11.9.4.   Hair and makeup
- Avoiding sharing of makeup.
- Sanitising hair and makeup kits (tagging kits as such).
- Requiring cast and performers to touch up and remove their own makeup.
- Maintaining appropriate social distancing between hair and makeup stations.
- If your venue requires performers to have hair and or makeup completed by someone other than themselves, considering if they are required to complete the COVID Safe Checklist for Beauty Services [COVID Safe Checklist for Beauty Services, Nail Salons, Tanning, Tattoo Parlours and Spas](#)

11.9.5.   Costume
- Ensuring costume fitters and cast members wash hands before/after fitting or dressing cast.
- If possible, cast members should dress themselves.
- Preventing costume pieces from being shared.
- Maintaining appropriate social distancing where practical.
- Minimising the requirements for cast to share items.

11.9.6.   Audio
- Preventing the swapping of radio microphone belts and pouches between cast members.
- Cleaning radio microphone transmitters between uses.
- Where possible, performers should fit their own radio microphones.
- Performers supplying their own headphones/in ears.

- Providing additional time at the end of the day to ensure cleaning and sanitation of equipment used.
- Cleaning microphone grills after each performance. Seek advice from the relevant supplier on how this can be done without damaging the microphone.

11.9.7. Hirers and touring companies
- Ensuring all hirers, contractors and touring companies are aware of and comply with these guidelines and are inducted into the venue's WHS and COVID safe procedures.

11.10. Office & general administration
(aligns with Checklist 2-5)

Businesses complying with this industry plan are to implement measures such as:

- Cleaning protocols as listed in the Cleaning section of this Framework, apply to office and administration areas within a venue. This includes measures such as regular daily cleaning, hourly cleaning of key touch points and that any shared equipment should be cleaned between users.
- Reminding staff to maintain good personal hygiene e.g. signage.
- Reminding staff to stay away from the workplace if feeling unwell, and seek medical advice if necessary.
- Providing hand sanitiser at the entry of administration and box offices and requiring all visitors (e.g. people attending meetings) to sign in on arrival.
- Identifying shared equipment that requires sanitising/cleaning between users: box office terminals, EFTPOS terminals, reception desks, conference tables, staff kitchen equipment.
- Digitising paperwork where possible.
- Adopting cashless payment methods for petty cash, including pre-paid debit cards.
- Removing 'hot desk' options if appropriate sanitising/cleaning is not possible between uses.
- Staggering employee start/finish times, or working from days, or alter business hours to effectively manage arrival/departure times and the capacity of workspaces.
- Installing physical barriers (e.g. partitions) between workspaces where 1.5m distancing isn't possible.
- Providing ALL staff with an action list of required responses if they or someone from their household have been exposed to, or contracted COVID-19. See Outbreak Plan.
- Minimising 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, particularly if the table

provides less than 1.5m distance between attendees. Sitting side by side (1.5m apart) or offset seating is preferred.
- Requesting contactless delivery for any goods arriving at the venue.
- Any contractors on site (deliveries, maintenance work etc) should be given clear instructions on any relevant protocols for the areas of the venue they will be accessing and their attendance on site must be registered, along with contact information.
- Managing staff mental wellbeing through appropriate consultation, making signage and printed/online materials available and designating an appropriate contact within your organisation or department for communicating staff concerns. See also Managing Psychosocial Risks and Workplace psychological health considerations.
- Limiting shared food e.g. birthday cakes, 'family-style' staff meals, etc.

11.11.   Outbreak plan

(aligns with Checklist 1 & 4)

11.11.1.   Patrons

The key to managing a local coronavirus outbreak when any person diagnosed with COVID-19 has been at your venue is ensuring you have a plan in place in advance. Consider the infected person may be a patron, a staff member or visiting producer/hirer, performers or crew.
- Ensure you have implemented procedures for recording contact information for non-ticketed events, ticketed events, visiting companies and any other visitors to your venue for contact tracing purposes.
- Ensure your contact lists are up to date and includes all staff, your local Public Health Unit and out of hours contacts for your cleaning company.
- Ensure your local Public Health Unit has the most relevant contact information for your venue – appoint a representative to be a designated contact for this purpose.
- Should the infected individual contact you directly, have a checklist of questions ready to ask the infected individual:
  - Have they notified the local Public Health Authority? If not, provide them with that contact information.
  - Confirm what date they were in the venue, and which performance they attended including the time (in case there were multiple performances that day).
  - Did they attend other local establishments before or after their attendance at your venue?
  - Where did they enter the venue, did they use the washrooms, ride in the lift, pick up tickets from the box office, use the cloakroom, buy anything? Ask them to trace their movement through the venue.
- Confirm how you plan to notify relevant patrons, producers/hirers and other stakeholders, or how your local public health authority will do this

on your behalf and how contact tracing will be conducted. If you are asked to contact any stakeholders, having your notification pre-emptively drafted will assist if you are in crisis-response mode.

- Confirm with your cleaning company that the nature of your operation may require them to mobilise on short notice in the case of a diagnosed patron at the venue and ensure they have the qualifications and capacity to respond if needed. Ensure your cleaning company has their own COVID-Safety Plan in place and have the necessary qualifications and equipment to undertake the cleaning and disinfection process.
- Confirm a plan to clean and disinfect the areas affected in the case of a suspected/confirmed infected person in the venue. Other persons should be prohibited from entering those areas until the process is complete. Depending on the timing and location of the areas, an evacuation may be required.
- Areas that have been used by a person with suspected or confirmed COVID-19 infection should be cleaned and disinfected by a person wearing personal protective equipment put on before entering the area.
- Implement a procedure to investigate and review existing procedures in the wake of the infected person being in your venue.

11.11.2. Isolation Area

Consider establishing a clearly identified Isolation Area in your facility to assist your response plan. An isolation area should ideally be a room where the door can be closed and has a window for ventilation. 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 sanitiser
- 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).

11.11.3. Patron Infection

If a patron 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. If the Patron is still on site when they identify as showing symptoms:

- The first aider, or other pre-designated responder should escort the individual to the 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 are well enough to return home, contact their GP by phone from home and isolate there.

With the health authorities you will need to:

- Determine what areas of the venue were visited, used, or impacted by the infected patron.
  - Note. You may be required to immediately close your venue and cancel all events until the safety of the venue has been determined by health authorities, or the venue has been fully sanitised.
- Assess whether the patron was within two metres of other workers, patrons or performers.
- Work with the local health department and use Patron Contact Tracing data to determine which other patrons and workers the infected patron was in close contact with ("Impacted Patrons").
- Notify the Impacted Patrons / Workers / Performers that they may have had contact with an infected patron and advise them to monitor their health and self-isolate as required by the health authorities.

11.11.4. Workers and volunteers

Along with the above measures, venues should establish a specific procedure for managing staff illness:

- All staff should be supplied with an action list of required responses in case they or someone from their household have been exposed to, or contracted COVID-19.
- Workers must notify their supervisor and stay home from work if they have symptoms consistent with COVID-19.
- Symptomatic Workers. If a worker exhibits symptoms of respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers and patrons and send them home or to a designated isolation area immediately. Any areas or workstations where a symptomatic worker has been, should be cleaned and disinfected.
- Documentation. The supervisor must document the circumstances of the worker's illness to help with contact tracing, as applicable.
- Contact with Symptomatic Workers. Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician and should not return to the workplace for 14 days after their last close contact.
- Returning to Work. Workers with symptoms associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.

  Follow the Safe Work Australia Infographic: [What to do if a worker has COVID-19.](#)

11.11.5. Confirmed or probable cases of COVID-19

If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, a person in control of the venue must notify Workplace Health and Safety Queensland that the case has been confirmed.

Venues should keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

11.12. Communications

(aligns with Checklists 2 - 9)

11.12.1. Internal communications

It is important to communicate with members of staff regarding their responsibilities and ensure they are aware of the measures put in place to control the risks associated with COVID-19. Communication may include:

- Directions and instructions given in relation to minimising or eliminating the risk of COVID-19 in the workplace;
- Physical distancing and hygiene protocols;
- Procedures relating to illness and when to remain home;
- Reporting procedures for suspected or confirmed cases of COVID-19;
- The correct use of PPE;
- Health and safety outside the workplace (in respect of COVID-19 transmission).

Employers should display signage in prominent locations throughout the workplace which outline the symptoms of COVID-19 and inform workers who to contact/what to do if they begin feeling any of these symptoms at work. Template posters and signage can be found here: Signage and posters - COVID-19

11.12.2. External communications

The guidelines outlined in this section are not related to marketing or accommodating audience sentiment when attending your venue. This section relates to communications you should devise regarding your organisation's COVID-safe plans and responses.

11.12.2.1. Advance communication

Patrons are required to observe social distancing requirements, and good communication before and during an event will ensure they can confidently do so.

By the time audiences are permitted to attend public performances or events, the required distancing measures will likely already be socialised with the public, however it is important to communicate what audiences should expect when attending your venue. Consider strategies such as:

- Including text during the sales process asking patrons to confirm that they agree to only attend the event/performance if they are in good health and have not been in close contact with a person who is COVID-19 positive or have travelled overseas or to a COVID-19 hotspot in the past 14 days.

- Clearly articulating your refund policy with both audience members and the producer/hirer. Ensure your refund policy is consistent across all performances and events to avoid patrons potentially being eligible for refunds for some performances/events but not others.

- Confirmation emails/letters should include your social distancing plan, when the venue doors will be open, whether food and beverage services will be open, if you will be conducting any procedures on entry, how audience members will be asked to queue and exit the venue, their allocated seats and door number, and any other relevant rules you will be asking them to observe.

- Any revised or preferred building entry requirements should be noted either on the ticket or via the ticket confirmation email/letter e.g. patrons entering the auditorium via Door X will be asked to enter the building via the southern foyer entrance. Ensure that access requirements are accounted for when providing instructions.

- Encouraging audience members to download and run the COVID Safe app.

- Providing a contact number for the venue should patrons suspect an infection after the event. This can be the venues usual public facing number and should be available on the company website as well as with the ticket confirmation email.

These communications can be made available on the venue website, through EDMs, on social media channels, ticketing purchasing sites or via text messaging – refer to your privacy policy for how patron contact information can be used.

11.12.2.2. *During the event/performance*

The following measures can be used as an effective way of communicating control measures to members of the public during an event or performance:

- Signage displayed at entrances and other key locations throughout the venue identifying and explaining control measures such as social distancing, correct hygiene practices and capacity limits;

- Signage outside entries indicating that patrons/visitors will be refused entry if they:
  - have COVID-19 related symptoms;

- have been in close contact with a person who is COVID-19 positive;
- have travelled overseas or to a COVID-19 hotspot in the past 14 days;
- are COVID-19 positive.

- Signage indicating any alternative entry points;
- Foyer paging (audio) and monitors/signage (visual).

Ensure all types of communication at the event (oral, visual) takes into account the needs of hearing or vision impaired patrons.

11.12.2.3. Post-event

Outbreaks of COVID-19 in your workplace may be reported on in the media and subject to scrutiny. It is important to establish your communication strategy ahead of time in order to manage the relationship with all stakeholders and any interested parties reporting on the matter.

Refer to the Outbreak Plan section for how you may need to contact patrons, authorities and other stakeholders post-event.

11.13. Training

(aligns with Checklists 2 - 4)

- In some instances, venue staff may be required to undertake external training in COVID-19 specific safety practices, for instance, your appointed COVID-19 Risk Mitigation Coordinator or food business workers.
- Additional training for staff holding First Aid certificates should be undertaken to understand changes to delivering first aid in the COVID-19 context.
- Venues should ensure that all staff are consulted and briefed on new health and safety practices to be implemented in your workplace and receive training on hygiene, social distancing, cleaning and usage of PPE as appropriate. Event staff must be briefed on the particular requirements of that event e.g. additional measures in place due to an artform and audience specific risk.

12. Applicable public health directions

Theatres and live performance venues are currently considered a restricted activity under the Public Health Direction referred to as the Restrictions on Businesses, Activities and Undertakings Direction.

Venues must keep up to date about public health directions, through Qld Health and respond to any health directions in line with the current, developing situation.

Links to state and commonwealth public health directions (these links will be regularly reviewed to ensure they are current):

- Public health directions - COVID-19
- Venue operators should subscribe for updates to public health directions.

13.   Review

(aligns with Checklist 10)

This industry plan will be reviewed on a regular basis as the response to the pandemic evolves, to ensure efficacy and responsiveness to the changing environment.

Venues should take steps to identify the relevant authorities and reliable sources of information within their jurisdiction to monitor updates so that any necessary changes can be implemented as soon as possible.

The following circumstances may provide a trigger-point for a review:

- If the Commonwealth or Queensland Government introduces, amends or revokes its COVID-19 orders / directions under biosecurity, public health or emergency management legislation.
- If there is a suspected or confirmed case of COVID-19 in the workplace.
- If the Commonwealth or Queensland Government releases new guidance or amends its existing guidance on COVID-19.
- If the National or Queensland WHS regulator releases new guidance or amends its existing guidance on COVID-19.
- Feedback from Queensland's live performance venues.

Venues should take steps to identify the relevant authorities and reliable sources of information within their jurisdiction to monitor updates so that any necessary changes can be implemented as soon as possible.

This is an ongoing situation that will continue to develop in a responsive manner. Accordingly, venues should treat this as a 'live' document that will be updated at regular intervals as the COVID-19 situation and the government response unfolds. Updates will be circulated to the Queensland live performance sector via Stage Queensland's social media posts and through regular online meetings.

14.   Statement of compliance (to print, complete and display)

On completion of the Industry COVID Safe Plan Checklist a statement of compliance must be printed and displayed at the Operating Business. This compliance certificate indicates to the public and local authorities that a COVID Safe Industry plan is in use. A template will be provided by Queensland Health on approval of the Plan.

Link: STATEMENT OF COMPLIANCE

15.   Contacts and resources

National Coronavirus Helpline	1800 020 080
QLD Health Department Helpline	13 432 584
Stage Queensland	0413 929 417

Queensland Government's COVID-19 online resource hub

https://www.covid19.qld.gov.au/

Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy
https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

Work Health and Safety Plan for COVID-19 (template)
https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0008/192689/WHS-plan-for-COVID19.pdf

Arts Queensland's COVID-19 resources
https://www.arts.qld.gov.au/about-us/coronavirus-covid-19

Performing Arts Connections Australia
https://paca.org.au/

Safe Work Australia: Resource Kit
https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit

Safe Work Australia: How to Manage Work Health and Safety Risks
https://www.safeworkaustralia.gov.au/system/files/documents/1702/how_to_manage_whs_risks.pdf

Safe Work Australia: signage and posters
https://swa.govcms.gov.au/doc/signage-and-posters-covid-19

How to clean and disinfect your workplace
https://swa.govcms.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf

Training for workplace COVID-19 safety
https://ministers.dese.gov.au/cash/fast-tracking-upskilling-australian-workers-covid-19-safety

COVID Safe App Guidance
https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/other-resources/COVID Safe-app-guidance

Safe Work Australia resources for hospitality outlets
https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/hospitality/covid-19-your-workplace?tab=tab-toc-employer

Online tool to develop your COVID Safe plan
https://www.pmc.gov.au/sites/default/files/files/my-business-COVID Safe-plan.pdf

Sample Contact Sheet for patron tracking (suitable for community venues to adapt)

https://creative.vic.gov.au/__data/assets/pdf_file/0020/441353/100010-CNB-DJPR-COVID_19-Customer-Dine-In-Contact-Sheet_V8_PROOF.pdf

Audience Outlook Monitor
https://www.thepatternmakers.com.au/covid19

Mental health outreach

Lifeline

https://www.lifeline.org.au/

13 11 14

Support Act

https://supportact.org.au/

1800 959 500

Appendix 1: Glossary for theatre buildings

Aisle	A passage through seating.
Amphitheatre	Circular or oval open-air theatre with a large raked seating area (often semi-circular) sloping down to the stage.
Apron	The Apron is a section of the stage floor which projects towards or into the auditorium. In proscenium theatres, it's the part of the stage in front of the house tabs, or in front of the proscenium arch, above the orchestra pit. Also known as Forestage.
Auditorium	The part of the theatre accommodating the audience during the performance. Sometimes known as the "house". From the Latin Audio - "I hear"
Back Of House (BOH)	The backstage and storage areas of the theatre. See also FOH (Front of House). Also sometimes known as Rear of House.
Backstage	The part of the stage and theatre which is out of the sight of the audience. The service areas of the theatre, behind, beside or underneath the stage. Also refers to the personnel who work in the technical departments that work to create the performance, alongside the actors and musicians.
Black Box	A kind of flexible small studio theatre where the audience and actors are in the same room, surrounded by black tabs (curtains). Doesn't necessarily describe the audience layout, which can be easily reconfigured.
Box Office	(UK) Part of the theatre front of house area where audience members can buy tickets. Most Box Offices are now computerised, and offer phone reservations. Some offer online (internet) bookings also.
Circle (Or Balcony)	The balcony with tiered seating above the stalls in a traditional proscenium arch theatre. Also known as Dress Circle or Grand Circle.
Cloakroom	Area near the entrance of a theatre (or other public venue) where visitors may leave their coats and bags, in exchange for a small fee. The cloakroom attendant provides a numbered ticket or token, a duplicate of which is kept with the coat / bag to identify it.

Control Room	Room at the rear of the auditorium (in a proscenium theatre) where lighting and sometimes sound is operated from.
Dressing Rooms	Rooms containing clothes rails and mirrors (often surrounded with lights) in which actors change into their costumes and apply make-up.
End On	Traditional audience seating layout where the audience is looking at the stage from the same direction. This seating layout is that of a Proscenium Arch theatre.
Foyer	Part of the Front of House area of the theatre into which the audience first arrive on entering the theatre. The foyer normally contains: Box Office, Toilets, Entrance to auditorium, Bar, Concession / merchandising stand.
Front Of House (FOH)	Every part of the theatre in front of the proscenium arch. Includes foyer areas open to the general public.
Green Room	Room close to the stage (i.e. the green) for the actors to meet and relax before or after going on stage.
House	1) The audience (eg 'How big is the house tonight?') 2) The auditorium (eg 'The house is now open, please do not cross the stage')
House Curtain	The house curtain is the main set of curtains ('tabs') in the venue.
In The Round	Theatre in the Round is a form of audience seating layout where the acting area is surrounded on all sides by seating. There are often a number of entrances through the seating. Special consideration needs to be given to onstage furniture and scenery as audience sightlines can easily be blocked.
Mezzanine	Architecturally, a mezzanine is a raised floor supported by columns. In a theatre, it refers to the balcony seating area (or the lowest of the balconies in a larger theatre).
Orchestra Pit	The area housing the orchestra or band.
Proscenium Arch	The opening in the wall which stands between stage and auditorium in some theatres; the picture frame through which the audience sees the play.

Scene Dock	High-ceilinged storage area adjacent to the stage, sometimes used for building and storing flats and other scenery.
Stage	The part of the theatre on which performances happen, adjacent to the auditorium.
Stage Door	The backstage entrance to the theatre. Performers and technicians enter here. Large theatres normally have a stage door keeper, who takes messages for performers and acts as a security guard for the entrance. There's normally a separate phone line to the stage door, and calls can sometimes be put through to dressing room phones. Some venues operate a signing-in system, and the stage door noticeboard is an important reference point for information about local accommodation, union membership and rules particular to that theatre.
Stage House	The part of the theatre upstage of the proscenium arch, which contains the stage, wings, fly tower, fly floors, grid etc.
Substage	The under-stage area in a theatre. Depending on the complexity of the stage machinery, this may be a highly engineered area, with machines operating stage lifts, or it may be an empty room in which stage equipment is stored.
Thrust	Form of stage which projects into the auditorium so that the audience are seated on at least two sides of the extended piece.
Tiered Seating	Seating area with rows increasing in height away from the stage area. Used to improve sightlines to the stage, to ensure that the whole audience gets an unobstructed view of the actors.
Trap	An opening through the stage floor.
Traverse	Form of staging where the audience is on either side of the acting area.
Wing Space	The distance between the edge of the performance space that the audience can see, and the wall of the theatre.

Appendix 2: Sample Front of House COVID Induction for staff

Returning and new staff to be made aware of the following:

<u>Venue name</u> is doing everything it can to provide a safe workplace free from any health and safety risk including COVID-19. We ask you to play your part to keep everyone safe.

- ☐ Do not come to work if unwell and go home immediately if you become unwell at work. If you develop symptoms of acute respiratory illness (cough, sore throat, shortness of breath) or develop a fever you must be tested for COVID-19 and remain at home in isolation until you receive a negative result. If the result is positive, your GP will advise Queensland Health, but we ask you to also immediately advise <u>Venue Name</u> so that contact tracing can be undertaken.

- ☐ Your Supervisor will conduct regular check-ins with you and may conduct a symptom check. If you have any health concerns or are feeling unwell, please advise them and act on any direction you are given.

- ☐ We are asking our patrons that might attend our <u>Venue Name</u> to not come if they are feeling unwell. However, if you have any concerns about someone you are or have been dealing with please advise your Supervisor immediately.

- ☐ Avoid physical contact such as handshakes, hugs, high fives, or hand holding.

- ☐ Please keep all personal items coming onto the premises such as phones, sunglasses, keys or bags to a minimum.

- ☐ You may be asked to start and finish and take breaks at different times to previous, to allow us to manage the flow of people into and around common areas of the building. Please be understanding.

- ☐ Social distancing requirements of 1.5 meters between people to be observed. If you are asked to perform a task that would normally require two people working in proximity, please advise your Supervisor so an alternative arrangement can be facilitated.

- ☐ Avoid congregating in high risk communal areas such as kitchenettes and lunchrooms.

- ☐ Ensure frequent washing of hands or use of sanitiser. Cough or sneeze into your elbow.

- ☐ If you are required to evacuate the premises to an Assembly Area, please maintain the 1.5m distance requirement within that area.

- ☐ For the health and safety of all, if you notice a sign has fallen or a sanitiser station is empty please advise maintenance immediately.

Your Name: Your Position:

_____   _____

Your Signature:

_____   Date: _____

Appendix 3: Sample notices for collection of personal information

Below are some examples of notices venues could use to inform your patrons about the information requested for COVID-19 contact tracing.

Queensland Government Emergency Directions require us to keep contact information about all patrons and staff for contact tracing purposes including your name, email or residential address and mobile phone number for a period of at least 56 days, unless otherwise specified. If requested, this information will be provided to public health officers. The information will be securely stored, not used for any other purpose and deleted after 56 days.

Or where this information is already being collected for other purposes e.g. as part of your Ticketing / Customer database.

Queensland Government Emergency Directions require us to keep contact information about all patrons and staff including your name, email or residential address and mobile phone number. This is to protect your health and safety and others in our community. Please be aware that this personal information you provide to us for booking or other purposes may be used for contact tracing if required by health authorities. We will not disclose this information to anyone other than health authorities if they request this information, or unless you have otherwise agreed. The information will be stored securely and disposed of securely when no longer required.

17. Frequently asked questions

We are a small community-run venue. Do we have to meet this Plan's checklist requirements to operate?

Only venues that wish to operate with the exemptions (such as increased audience numbers) outlined in this COVID Safe Plan for Queensland's Live Performance Venues/Theatres, will need to satisfy the checklist requirements in the COVID Safe Plan for Queensland's Live Performance Venues/Theatres.

If your venue does not wish to, or is unable to meet the COVID Safe Plan for Queensland's Live Performance Venues/Theatres checklist requirements, you may choose to operate without exemptions. All venues should have a WHS Plan to manage COVID-19 and it should be made available when requested. Check the [Framework for COVID Safe Business](#) for your obligations to operate. It is also recommended that your venue complete the [voluntary COVID Safe checklist for Queensland businesses](#)) if you are planning to operate without exemptions.

What does my venue have to do to show we have implemented the new COVID Safe measures?

Your venue must complete the [COVID Safe Plan for Queensland's Live Performance Venues/Theatres Checklist](#) if you wish to operate with the exemptions offered under this Plan including increased patron numbers. You must display your [Certificate of Compliance](#) in your venue. You are not required to submit the Checklist or Certificate to Queensland Health, however a relevant enforcement officer can check compliance at any time and/or may ask for a copy of the signed checklist.

Can patrons choose their own seats when booking?

It is not possible for patrons to choose their own seats when they book. Instead, seating should be allocated by the venue based on the size of the group, their time of booking and the venue configuration, to allow compliance with current social distancing requirements. Venues should sell seats on the basis that they will allocate seating just prior to the event. See here for some [example wording](#) and suggestions for [communicating](#) these processes to patrons.

Are outdoor performance spaces covered by this Plan and are there any different health and safety requirements?

The COVID Safe Plan for Queensland's Live Performance Venues/Theatres covers outdoor performance spaces that are part of a precinct managed by the venues covered by this Plan e.g. Munro Martin Parklands (managed by Cairns Centre of Performing Arts), the amphitheatre at HOTA, the forecourt at Brisbane Powerhouse. The health and safety measures that are applicable to indoor venues, apply to outdoor venues such as the audience being seated (e.g. BYO picnic rug or camp chair), the total capacity to be controlled in line with current regulations, a defined area (e.g. perimeter fence), allocated ticketing, patron contact tracing, ability to control the flow of audience movement in and out of the venue etc.

Can I sell tickets for the front rows of seating?

Probably not. To reduce the risk of COVID transmission through aerosols, there is now a minimum distance of 4m that needs to be maintained between performers and the closest patrons. Each venue will need to amend their seating plans to accommodate this requirement. How many rows of seating this deems ineligible to be sold will depend upon the venue's layout, the depth of the stage, the nature of the performance and whether there is an orchestra pit.

My patrons like to have a snack and a couple of drinks in the foyer before the show begins. Is this allowed?

Patrons should not be allowed to congregate in foyer areas and must adhere to the 4m2 and 1.5m distancing rules in foyer areas at all times. Ways to facilitate this will differ depending upon the venue layout, the audience size and the seating format (e.g. cabaret seating vs auditorium seating). Measures to encourage appropriate audience flow may include one or more of the following:

- *Staggering audience arrival times;*
- *Pre-ordering food and beverages prior to the event for delivery to their seats or for pick up on entry;*
- *Allocating ushers to monitor foyer numbers;*
- *Encouraging patrons to purchase food and beverages on entry and proceed directly to their theatre seats or to sit in another defined area at tables (that adhere to the relevant Food Industry COVID plan);*
- *Utilising cabaret seating and offering table service.*

What is a defined area?

A defined area is an area that can be controlled individually and treated as a separate part of a facility or premises. Defined areas are separated from each other by 1.5m through physical means. Some examples of defined areas are meeting rooms, function rooms and theatres. A maximum of one person per 4 square metres applies to each defined area.

Do venue staff need to wear PPE?

PPE should be provided to workers and volunteers in accordance with the relevant State and National Guidelines, or as identified by risk assessment activities and worker consultation. Generally, venue staff are not required to wear PPE unless undertaking:
- *Emptying of foyer bins/other front of house clean up duties;*
- *General cleaning duties or when using cleaning or disinfecting products;*
- *Where customers and staff were previously required to use masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures);*
- *Undertaking a task that has identified PPE as a control measure eg fitting a radio mic to a performer.*
- *PPE should always be worn by those who clean areas that have been used by people with suspected or confirmed infection, or when interacting with a person who has a suspected or confirmed infection.*

Staff must be trained on the proper use of PPE before use. Wherever possible, risks should be reduced through the use of higher level controls such as eliminating sources of transmission, or isolating workers from risks. However, some staff may feel more comfortable in their workplace tasks if they are wearing a mask. If so, they should be allowed this option, with training.

What training do I need to provide my staff?

Employers are required to provide workers with adequate information and training in relation to COVID-19 measures, including:

- *changes to work tasks and practices;*
- *appropriate cleaning and disinfection practices;*
- *First Aid certificates (updated training in the COVID-19 context);*
- *proper use of PPE;*
- *external training in COVID-19 specific safety practices for your appointed COVID-19 Risk Mitigation Coordinator or food business workers (mandatory requirement).*

How often do I have to clean?

Your venue will need to implement additional cleaning processes including hourly cleaning of frequently touched areas and surfaces with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, countertops and sinks).

Routine cleaning should also occur at least daily, and between shifts. Follow the protocols and checklist provided by Safe Work Australia: [How to Clean and Disinfect Your Workplace](#). Checklist: [cleaning checklist](#)

What are the best products for cleaning and disinfecting?

When cleaning it is best to use detergent and warm water. This will break down grease and grime so that the surface can be wiped clean. Anything labelled as a detergent will work. Disinfectants should only be used once the surface is fully cleaned.

Disinfectants that are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in) include: alcohol in a concentration of at least 70%, chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective.

If using a store-bought disinfectant, choose one that has antiviral activity, meaning it can kill viruses. This should be written on its label. Alternately, diluted bleach can be used. If using freshly made bleach solution, follow the manufacturer's instructions for appropriate dilution and use. It will only be effective when diluted to the appropriate concentration. Note that prediluted bleach solutions lose effectiveness over time and on exposure to sunlight.

How do I clean my fabric auditorium seats?

For fabric chairs, it is recommended to clean the touch surfaces of the item with a HEPA vacuum and damp cloth. Hard surfaces such as timber armrests should be cleaned using detergent and disinfectant after every performance/patron. If you are 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. Also check with manufacturer re material safety.

For further information refer to the cleaning and disinfection requirements as outlined by Safe Work Australia: *How to Clean and Disinfect Your Workplace*, and follow their *cleaning checklist*.

How do I clean linen, crockery and cutlery?

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

For further information refer to the cleaning and disinfection requirements as outlined by Safe Work Australia: *How to Clean and Disinfect Your Workplace*, and follow their *cleaning checklist*.