

### FOH Performance Report

|                      |                    |
|----------------------|--------------------|
| <b>Duty Manager:</b> |                    |
| <b>Event:</b>        | RAD Gala           |
| <b>Perf. Date:</b>   | Sunday, 2 May 2021 |
| <b>Perf Time:</b>    | 1800               |
| <b>Perf No.:</b>     | 1 / 1              |
| <b>Venue:</b>        | The Playhouse      |
| <b>Pax:</b>          |                    |
| <b>Doors Open:</b>   | 1734               |
| <b>Clearance:</b>    | 1801               |
| <b>Curtain Up:</b>   | 1803               |
| <b>Interval:</b>     | 1856               |
| <b>Doors Closed:</b> | 1924               |
| <b>Curtain Down:</b> | 2018               |

### Event Information:

All patrons checked in upon entry with CBR app. Some congestion occurred close to the start of the show as many patrons all arrived at the same time. Act 1, [REDACTED] was had [REDACTED] seated between [REDACTED] [REDACTED] asked for a thirty-minute interval as opposed to our usual 20. This was to ensure enough time for the [REDACTED] in the [REDACTED] to swap with the [REDACTED] BOH. Handed back the house a few minutes shy of 30 minutes as all patrons were back in the auditorium. Act 2, [REDACTED] seated in [REDACTED] Ushers stationed on [REDACTED] moving to [REDACTED] After the second act started, [REDACTED] sat themselves in [REDACTED] one Concierge staff moved to [REDACTED] to monitor as moving the [REDACTED] would be distracting. Post-show all [REDACTED] returned BOH. Last patrons left at 2036.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

### FOH Performance Report

|                      |                    |
|----------------------|--------------------|
| <b>Duty Manager:</b> |                    |
| <b>Event:</b>        | The Twins          |
| <b>Perf. Date:</b>   | Monday, 3 May 2021 |
| <b>Perf Time:</b>    | 1930               |
| <b>Perf No.:</b>     | 1/4                |
| <b>Venue:</b>        | Courtyard Studio   |
| <b>Pax:</b>          |                    |
| <b>Doors Open:</b>   | 1912               |
| <b>Clearance:</b>    | 1940               |
| <b>Curtain Up:</b>   | 1941               |
| <b>Interval:</b>     | NA                 |
| <b>Doors Closed:</b> | NA                 |
| <b>Curtain Down:</b> | 2106               |

### Event Information:

Approx [REDACTED] patrons arrived for [REDACTED] Informed that show was cancelled and to contact BO during office hours.

Held show for 10mins due to show length lockout. No latecomers.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: **All NTR**

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP?    YES       NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Chasers - Anti Experts Guide to Everything  
**Perf. Date:** Tuesday, 4 May 2021  
**Perf Time:** 1930  
**Perf No.:** 1/1  
**Venue:** Canberra Theatre  
**Pax:** [REDACTED]  
**Doors Open:** 1900  
**Clearance:** 1935  
**Curtain Up:** 1935  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2045

#### Event Information:

1815 notified marketing that screens were down, and these were corrected and came back online approx 10 minutes later; Event was re-ticketed from [REDACTED] to [REDACTED] so had several patrons who had old tickets, noting that many tickets were not collected, with these seats being empty and only some appear to have accessed the venue with old tickets - [REDACTED] patrons presented at box office for replacement tickets; Patron in [REDACTED] presented to ushers at 1935 and had [REDACTED] tickets and was sent back to the box office and [REDACTED] missed the commencement of the show; Patron in [REDACTED] had [REDACTED], so relocated to [REDACTED] and provided assistance to [REDACTED] and arranged for a taxi post show; 1915 [REDACTED] called phone and advised that there was a [REDACTED] - BOH spoke with [REDACTED] to confirm [REDACTED] and advised that all was in order; 2020 there was a large echo noise noted in the theatre with [REDACTED] complaining to ushers post show; For the last 5 minutes of the show, the [REDACTED] advised all patrons to stand and encouraged audience participation; [REDACTED] 1800-2200

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

[REDACTED] is out. Several light boxes [REDACTED] flashing

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | The Twins           |
| <b>Perf. Date:</b>   | Tuesday, 4 May 2021 |
| <b>Perf Time:</b>    | 1930                |
| <b>Perf No.:</b>     | 2 / 4               |
| <b>Venue:</b>        | Courtyard Studio    |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1910                |
| <b>Clearance:</b>    | 1940                |
| <b>Curtain Up:</b>   | 1941                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 2101                |

#### Event Information:

BO provided a Eftpos machine for bar staff to sell the last unsold ticket on. Before any patrons arrived, [REDACTED] asked to have the last remaining ticket turned into a comp ticket and not sold as they had an extra guest coming. As a result, BO Eftpos machine was not used. [REDACTED]. Some congestion caused during entry; many patrons arrived approximately 10 minutes before the start of the show. [REDACTED] helped me hand out tickets while I checked off patrons as [REDACTED] was also a patron for this show. This was a huge help and reduced the congestion. Show went up 10 minutes late as discussed with [REDACTED]. Due to the show-long lockout, [REDACTED] preferred going up a few minutes late to make sure everyone was in. Because of this, bar was closed shortly after the commencement of the show. No patrons arrived later than 1940. Post-show, around [REDACTED] remained in the auditorium until 2127 when the [REDACTED] asked everyone to leave. Patrons were lingering outside CYS glass doors when we locked up and left back to [REDACTED] at 2130.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

CYS external door [REDACTED]

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager</b>  |                       |
| <b>Event:</b>        | Adam Hills            |
| <b>Perf. Date:</b>   | Wednesday, 5 May 2021 |
| <b>Perf Time:</b>    | 1830                  |
| <b>Perf No.:</b>     | 1/2                   |
| <b>Venue:</b>        | Canberra Theatre      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1803                  |
| <b>Clearance:</b>    | 1832                  |
| <b>Curtain Up:</b>   | 1833                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 1957                  |

#### Event Information:

booked for show (1730-2100) who assisted with check in at concierge pre-show; Patron arrived with and asked to pass a note backstage - decision made to provide this to as it mentioned that during the show and how to respond; Auslan interpreter on stage for duration of performance; Taxi booked for patron post show and after 20 minutes it hadn't arrived so she exited to the main road and advised she was going to order one from London Cct; 3 x announcements made post show to remind patrons to social distance as exiting the video; Exit via main doors, LFS doors and emergency exits

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

Downlight down at

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | The Twins             |
| <b>Perf. Date:</b>   | Wednesday, 5 May 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 3 / 4                 |
| <b>Venue:</b>        | Courtyard Studio      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1912                  |
| <b>Clearance:</b>    | 1935                  |
| <b>Curtain Up:</b>   | 1937                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2103                  |

### Event Information:

and concierge brought down to CYS pre-show top help with load-in. Having staff meant I was freely able to liaise with staff. Additionally, patrons arrived consistently up to the start of the show causing minimal congestion upon entry. Hard lock-out for entire show again; bar was closed shortly after the commencement of the show and extra staff were sent back up to the Link foyer. At the end of performance, patrons were very eager to meet as they had a personal connection to came out to meet after it had been cleared by. talked for around 5 minutes before returned back stage. Usher reported that the occasional laugh from this interaction could be heard from inside the venue. were not fussed about this as they understood the situation. Last patrons left at 2126.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                              |
|----------------------|------------------------------|
| <b>Duty Manager:</b> |                              |
| <b>Event:</b>        | Adam Hills - Shoes Half Full |
| <b>Perf. Date:</b>   | Thursday 6 May 2021          |
| <b>Perf Time:</b>    | 18:30                        |
| <b>Perf No.:</b>     | 2 of 2                       |
| <b>Venue:</b>        | Canberra Theatre             |
| <b>Pax:</b>          |                              |
| <b>Doors Open:</b>   | 18:10                        |
| <b>Clearance:</b>    | 18:33                        |
| <b>Curtain Up:</b>   | 18:34                        |
| <b>Interval:</b>     | N/A                          |
| <b>Doors Closed:</b> | N/A                          |
| <b>Curtain Down:</b> | 20:03                        |

### Event Information:

At approximately 17:40, internal marketing screens were not working. FOH called marketing and issue rectified. CBR Check in ran smoothly with minor congestion. [REDACTED] staff assisted concierge on main entrance. At 18:10, big screen went black. FOH called marketing and screen came back on at 18:23. [REDACTED] opened at 6.20pm to accommodate early arrivals for [REDACTED] as to avoid patron cross contact. Signage placed on Terrace to separate the area. Cleaners attended to Link Bar toilets while FOH staff carried out high touch wipe down of Link Bar. Patrons were allowed access into Link Bar from 18:45 [REDACTED] arrived through [REDACTED] and requested a seat closer to the door instead of walking to [REDACTED] allocated seat [REDACTED] After checking with BO, [REDACTED] was offered [REDACTED] was grateful [REDACTED] invited [REDACTED] guests to the Green Room post show. They entered via CT stage door and joined a post show party. At 19:00, [REDACTED] requested FOH to order pizza for the post show function. Pizza arrived at 19:45 via CT stage door. [REDACTED] for post show function. [REDACTED] present.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: N/A

FOH Covid Safe Plan breaches or reportable patron events: N/A

Staff related Covid breaches/issues: N/A

Was the event attended by Compliance Officers from Access Canberra and /or AFP? ~~YES~~ NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

Light under [REDACTED] not working.

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Animal Farm          |
| <b>Perf. Date:</b>   | Thursday, 6 May 2021 |
| <b>Perf Time:</b>    | 1930                 |
| <b>Perf No.:</b>     | 1 / 5                |
| <b>Venue:</b>        | The Playhouse        |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1904                 |
| <b>Clearance:</b>    | 1934                 |
| <b>Curtain Up:</b>   | 1934                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 2110                 |

### Event Information:

Patrons for Animal Farm held at south bar until [REDACTED] started. All patrons signed in with CBR app upon entry with the assistance of the [REDACTED]. Just before the show started, [REDACTED] was feeling sick and came down to the change rooms. [REDACTED] pulled to fill [REDACTED]. A few patrons came after the start of the show but were happy to wait. Post-show function, [REDACTED]. Pizzas did not arrive on time at PH stage door at 9; the company was called and said they thought the pizzas were for Saturday. At 2135 the pizzas arrived at CT stage door and had to be escorted by [REDACTED] through the foyer to PH green room. Bar staff at function talked to the delivery guys who admitted they were not part of the company and just helping out for the night. Final patrons left at 2208.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** The Twins  
**Perf. Date:** Thursday, 6 May 2021  
**Perf Time:** 1930  
**Perf No.:** 4/4  
**Venue:** Courtyard Studio  
**Pax:** [REDACTED]  
  
**Doors Open:** 1910  
**Clearance:** 1936  
**Curtain Up:** 1938  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2102

#### Event Information:

Informal post show meet and greet. [REDACTED] Last patron approx 2140.

#### COVID Notes:

**Plan Version: FOH Covid Safe Plan Version August 2020 v1.20** ALL NTR

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

## FOH Performance Report

**Duty Manager:**

**Event:**

## Animal Farm

**Perf. Date:**

Friday, 7 May 2021

### Perf Time:

1100

Perf No.:

2 / 5

**Venue:**

## The Playhouse

**Pax:**

### Doors Open:

1042

**Clearance:**

1104

### Curtain Up:

1105

Interval:

NA

### Doors Closed:

NA

### Curtain Down:

1209

**Event Information:**

Pre-show, both cages were opened up to allow space for the schools space adequately. All patrons [REDACTED] [REDACTED] sang in with the CBR app. School bags placed in [REDACTED] as some bags were too bulky to place under the theatre seats. Show held back for a few minutes so all schools could be seated. [REDACTED] [REDACTED] had not arrived when I gave back the show; after talking with Box Office staff, they informed me the school had cancelled their booking due to illnesses. At 1107 [REDACTED] exited the venue, quite distressed from the start of the show. [REDACTED] had informed us pre-show that this might happen; I was informed immediately when it happened. Talking with [REDACTED] said [REDACTED] would be fine but would just stay out in the foyer for a little bit. [REDACTED] returned to the auditorium at 1118 when [REDACTED] had calmed. Post-show all schools left orderly with [REDACTED] staying back for a masterclass [REDACTED]; started at 1310 running for approximately 1 hour.

**COVID Notes:**

**Plan Version: FOH Covid Safe Plan Version August 2020 v1.20**

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

### Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                    |
|----------------------|--------------------|
| <b>Duty Manager</b>  |                    |
| <b>Event:</b>        | Animal Farm        |
| <b>Perf. Date:</b>   | Friday, 7 May 2021 |
| <b>Perf Time:</b>    | 1930               |
| <b>Perf No.:</b>     | 3/5                |
| <b>Venue:</b>        | The Playhouse      |
| <b>Pax:</b>          |                    |
| <b>Doors Open:</b>   | 1904               |
| <b>Clearance:</b>    | 1932               |
| <b>Curtain Up:</b>   | 1933               |
| <b>Interval:</b>     | NA                 |
| <b>Doors Closed:</b> | NA                 |
| <b>Curtain Down:</b> | 2108               |

#### Event Information:

Bar staff used to assist with concierge check in patrons arrived during lock out, so performance put on screens; Patron in [REDACTED] was asked to remove [REDACTED] drink from the stage pre show, however during the show it was noted [REDACTED] put it back between the speakers - due to the nature of the show, it was difficult for the usher to ask [REDACTED] to remove it; Exit via emergency and main doors; Patrons in [REDACTED] had lost a ring and whilst searching for it we found an anchor point/bolt that was just under the chair - provided to BOH

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

Seats [REDACTED] are missing numbers

**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                              |                       |                                                     |
|--------------------------|------------------------------|-----------------------|-----------------------------------------------------|
| <b>VSO on Duty:</b>      |                              |                       |                                                     |
| <b>Event:</b>            | The Door – One Life, 2 Fates |                       |                                                     |
| <b>Venue:</b>            | Courtyard Studio             | <b>Layout:</b>        | Portrait                                            |
| <b>Perf Date:</b>        | 7 May 2021                   | <b>Perf No:</b>       | 1                                                   |
| <b>Venue Open:</b>       | 17:30                        | <b>Venue Clear:</b>   | It was not. Overlap between first and second shows. |
| <b>Perf Time:</b>        | 18:30                        | <b>Doors Open:</b>    | 18:10                                               |
| <b>Bar Open:</b>         | 17:30                        | <b>Bar Close:</b>     | 19:15                                               |
| <b>Act 1 start time:</b> | 18:36                        | <b>Interval:</b>      | 19:02 – 19:11                                       |
| <b>Act 2 start time:</b> | 19:11                        | <b>Curtain Down:</b>  | 20:06                                               |
| <b>PM Name:</b>          |                              | <b>Phone Number:</b>  |                                                     |
| <b>Cleaning Times</b>    | Cleaner arrives 20:11        | Cleaner Departs 20:19 |                                                     |

**Meet & Greet – Time/s & No of Patrons**

No meet and greet

**Event Information:**

Total cast & Crew including bar staff and ushers.

bar Staff RSA on wall. Names matching. Liquor Licence on wall next to RSAs.

ushers

No patrons.

Eftpos at bar.

Sold out – sold. patrons in.

**Report:**

Extremely well organised. Teams for checking in, ushering, bar and high touch cleaning pre-organised.

Checking in with CBR app supervised by List of ticketholders ticked off by

I had to explain to a couple of patrons that there were separate check-ins for the three auditoriums in the Canberra Theatre Centre. A couple of patrons had gone to the main entrance and checked in, before coming to the CYS.

All fire exits were clear. Usher, asked me about the evacuation plan. I detailed where the fire exits were and that we evacuate to Civic Square. I told that in case of emergency I would be assisting. is an experienced usher and works several venues around Canberra. It appeared that may have been hired as was explaining things to the bar team, about safety and the inappropriate placement of the. The was subsequently moved to outside the bar area for collection by the patrons (see comment below about how came to be).

Covid Cleaning Plan on wall in dressing room. Teams organised to do foyer and auditorium. Anti-bacterial wipes and disposable gloves for cleaning.

There was a delay of approximately 5 minutes due to a patron not knowing [REDACTED] surname [REDACTED] had gotten [REDACTED] free tickets from [REDACTED]. These were for [REDACTED]. I assisted by scrolling through [REDACTED] email to find [REDACTED] surname, as [REDACTED] did not seem to understand. Line was getting very long, and show was due to start. I pulled [REDACTED] aside and got the line moving. Performance was held until all patrons in the line were seated. Patron not knowing [REDACTED] surname, was [REDACTED]. Everyone was happy once name was identified. It was on the list and they were admitted. They arrived with a small [REDACTED] for [REDACTED] [REDACTED] was placed for safe keeping behind the bar.

[REDACTED] patrons were turned away, as they arrived without tickets and show was fully booked. They were referred to box office to purchase tickets for tomorrow night.

[REDACTED] latecomers. Lock out was discussed, but not implemented. Latecomers admitted between songs.

I also explained about using little voices in the foyer as conversation and laughter can be heard in the CYS.

After interval I explained that it was essential to check all the toilets for accidents, mess, or an un-well patron. This was immediately done.

[REDACTED] approached me and asked if they could do something better about the delay in load in due to the delay with identifying the patron's surname. I said that [REDACTED] should have been taken out of the line sooner and assisted by [REDACTED] the other person on the door [REDACTED] seemed happy with the explanation and as to why; to get the line moving to load in the patrons without further delay. I commented that this was a once off and not an issue that could have been predicted. Should this happen again, [REDACTED] said that the patron would be attended to by one of the other team members [REDACTED] will explain to the other team members after the show.

## **Maintenance:**

### **COVID NOTES: FOH/Company Covid Safe Plan**

**Incidents:** Nil

#### **Observations-actions requiring attention prior to next event**

Do we have max occupancy and % sign for CYS? [REDACTED] usher asked and expressed concern that it was not on display.

Not allowing patrons for 20:45 show into foyer before 18:30 show is finished and patrons cleared.

#### **FOH Covid Safe Plan breaches or reportable patron events:**

None identified

#### **Staff related Covid breaches/issues:**

Patrons for 20:45 show arriving from 19:45. They could wait in foyer and bar was re-opened at 20:00.

#### **Was the event attended by Compliance Officers from Access Canberra?**

**NO**

**If YES,  
Name of Officer:**

**Documents requested from us:**

**Documents provided to them:**

**Any actions arising:**

**Compliance feedback:**

After the show and patrons cleared from CYS, I entered the venue to check Covid cleaning on two occasions. The first time there were [REDACTED] with gloves and anti-bacterial wipes talking. Second visit, [REDACTED] gloves and wipes present. Assuming that cleaning was done between visits. I did not wait in the venue, and observe, as patrons for 20:45 show were being checked in at the door. I returned to the door to observe the CBR app checking in and list of names.

**General Comments:**

Performance 1 went smoothly. Other than the Covid breach I was happy with how things were managed.

**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                                         |                      |                                                             |
|--------------------------|-----------------------------------------|----------------------|-------------------------------------------------------------|
| <b>VSO on Duty:</b>      |                                         |                      |                                                             |
| <b>Event:</b>            | The Door – One Life, 2 Fates            |                      |                                                             |
| <b>Venue:</b>            | Courtyard Studio                        | <b>Layout:</b>       | Portrait                                                    |
| <b>Perf Date:</b>        | 7 May 2021                              | <b>Perf No:</b>      | 2                                                           |
| <b>Venue Open:</b>       | 17:30 (never closed from performance 1) | <b>Venue Clear:</b>  | 22:30 VSO departs CYS, cast and crew chatting with friends. |
| <b>Perf Time:</b>        | 20:45                                   | <b>Doors Open:</b>   | 20:35                                                       |
| <b>Bar Open:</b>         | 20:00                                   | <b>Bar Close:</b>    | 21:40                                                       |
| <b>Act 1 start time:</b> | 20:54                                   | <b>Interval:</b>     | 20:21 – 21:34                                               |
| <b>Act 2 start time:</b> | 21:36                                   | <b>Curtain Down:</b> | 22:23                                                       |
| <b>PM Name:</b>          |                                         | <b>Phone Number:</b> |                                                             |
| <b>Cleaning times:</b>   |                                         |                      |                                                             |

**Meet & Greet – Time/s & No of Patrons**

No meet and greet

**Event Information:**

Total cast & Crew including bar staff and ushers.

bar Staff . RSA on wall. Names matching. Liquor Licence on wall next to RSAs.

ushers

No patrons.

Eftpos at bar, accepting cash if asked.

Sold out – tickets sold. patrons in. no show patrons.

**Report:**

Well organised. Teams for checking in, ushering, bar and cleaning pre-organised. Same as for 18:30 show.

Venue checked after first show, all fire exits were clear.

I believe that the Covid Cleaning Plan was still on wall in dressing room. Teams organised to do foyer and auditorium. Anti-bacterial wipes and disposable gloves for cleaning. I did not check this, as cast in dressing room.

Patrons start arriving at 19:45. Previous show still running. Bar opens at 20:00 and patrons wait inside foyer.

Cleaners had attended twice to clean the CYS, the first time the show was still running. Second time, patrons still in CYS. Third time lucky. Toilets and rubbish done whilst patrons from both shows in CYS foyer. Cleaners done in 8 minutes.

20:06 18:30 show finishes and patrons come out. Preshow and post show patrons in CYS foyer at the same time.

latecomers. Latecomers admitted between songs.

20:30 Pre-show, [REDACTED] goes outside CYS sliding door with can of beer. Attempts to light cigarette. I approach [REDACTED] and say [REDACTED] cannot smoke there and must move. I was also concerned as [REDACTED] was agitated and annoyed [REDACTED] moves and lights cigarette [REDACTED] looks at me a couple of times. At 20:35 [REDACTED] leaves walking rapidly towards London Circuit [REDACTED] hid the can of beer in garden bed. At 20:37 [REDACTED] returns walking rapidly back to the CYS. [REDACTED] collects the can of beer and returns to the inside of CYS

After load in as doors are being closed, the usher reports that there are lots of single seats in the venue and if any latecomers, they may not be able to sit together.

Checking in with CBR app again supervised by [REDACTED] List of ticketholders ticked off by [REDACTED] No issues to report and all went smoothly and quickly.

Patron who had smoked and gone to London Circuit looked at me a couple of times. After a few minutes [REDACTED] went outside [REDACTED] returned a short time later and did not look at me. He goes into CYS for second half. Post show [REDACTED] exits CYS gives me a look then goes to bathroom. Leaves without incident. 22:31 Returns and starts chatting with [REDACTED] seems to know them. I depart venue.

Bar was open during interval.

Post show patrons depart venue without incident. Some remain behind and are [REDACTED] of the [REDACTED]

## **Maintenance:**

Nothing to report.

## **COVID NOTES: FOH/Company Covid Safe Plan**

### **Incidents:**

Patrons from performance 1 still in CYS, when patrons for show 2 are allowed in for pre-show drinks. Patrons in foyer mingling from both shows.

### **Observations-actions requiring attention prior to next event.**

Prevention of the above.

### **FOH Covid Safe Plan breaches or reportable patron events:**

None identified.

### **Staff related Covid breaches/issues:**

Patrons for 20:45 show arriving from 19:45. Allowed to wait in foyer and bar was re-opened at 20:00. Crossover of patrons in foyer for both shows.

### **Was the event attended by Compliance Officers from Access Canberra?**

NO

If YES,  
Name of Officer:

Documents requested from us:

**Documents provided to them:**

**Any actions arising:**

**Compliance feedback:**

**General Comments:**

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Carole King Tapestry |
| <b>Perf. Date:</b>   | Saturday, 8 May 2021 |
| <b>Perf Time:</b>    | 1930                 |
| <b>Perf No.:</b>     | 1/1                  |
| <b>Venue:</b>        | Canberra Theatre     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1859                 |
| <b>Clearance:</b>    | 1932                 |
| <b>Curtain Up:</b>   | 1933                 |
| <b>Interval:</b>     | 2003                 |
| <b>Doors Closed:</b> | 2020                 |
| <b>Curtain Down:</b> |                      |

### Event Information:

rep set up on curved wall - VIP patrons, however a large majority of these did not collect their VIP pass which included their drink voucher; Patrons allowed access to link bar and one half of south bar up to 1920 when patrons were all sent to south bar to allow COVID clean of link bar for patrons; For entry and assistance with segregation we used all ushers up to the point where they opened doors for at 1930 and our show went in; Patrons were abusive towards staff and did not listen when advised they needed to go to south bar and use toilets in CT so we could covid clean for PH show - the comments received were it was ridiculous and why did we have two shows in etc; Moved ushers from CT in to link bar at 1955 to commence covid clean of link bar prior to interval and to assist with cleaning plastic glasses as we had run out given the lack of turnaround between shows as commenced at the same time our interval began; Patron in was on and was offered to relocate to , however refused and was stored at merchandise; Several patrons were unhappy as they weren't aware there was a support act and they had left their dinner reservations early to make a 1930 start time; Several patrons tried to dance in the last show and were asked to seat by ushers and complied; 90% of theatre stood at end of show for a standing ovation - at no time did the artists encourage patrons to stand; Access via LFS doors and emergency doors only as PH show came out at same time. 1830-2230

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: Scheduling needs to be reviewed as we didn't have time between performance times/interval to clean/ segregate

FOH Covid Safe Plan breaches or reportable patron events: Patrons were aggressive when we told them they couldn't access link bar due to segregation

Staff related Covid breaches/issues: NTR

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                              |                       |          |
|--------------------------|------------------------------|-----------------------|----------|
| <b>VSO on Duty:</b>      |                              |                       |          |
| <b>Event:</b>            | The Door – One Life, 2 Fates |                       |          |
| <b>Venue:</b>            | Courtyard Studio             | <b>Layout:</b>        | Portrait |
| <b>Perf Date:</b>        | 8 May 2021                   | <b>Perf No:</b>       | 3        |
| <b>Venue Open:</b>       | 17:30                        | <b>Venue Clear:</b>   | 20:02    |
| <b>Perf Time:</b>        | 18:30                        | <b>Doors Open:</b>    | 18:10    |
| <b>Bar Open:</b>         | 17:30                        | <b>Bar Close:</b>     | 19:10    |
| <b>Act 1 start time:</b> | 18:33                        | <b>Interval:</b>      | 18:55    |
| <b>Act 2 start time:</b> | 19:06                        | <b>Curtain Down:</b>  | 19:57    |
| <b>PM Name:</b>          |                              | <b>Phone Number:</b>  |          |
| <b>Cleaning Times</b>    | Cleaner arrives 20:02        | Cleaner Departs 20:09 |          |

**Meet & Greet – Time/s & No of Patrons**

No meet and greet.

**Event Information:**

Total cast & crew including bar staff and ushers.

bar Staff x RSA on wall. Names matching. Liquor Licence on wall next to RSAs.

ushers

No patrons.

Eftpos at bar, accepting cash if asked.

Sold out – tickets sold. patrons in no show patrons.

**Report:**

At 17:45 I had a meeting with the ushers and bar staff. I explained that what happened the previous night with the patrons from the second show being allowed into the foyer before show 1 had finished was not allowed. I explained that having patrons from shows 1 & 2 in the foyer at the same time could not happen because of the Covid Policy of keeping patrons from shows and venues separate. We discussed if they could go up to the Link Bar? I rang in front of them, so it was clear that this also could not happen as there were 2 shows in the main venues. We determined that if we get any very early patrons as we did last night; that we would politely refuse them entry and refer them to the to wait.

I then had a meeting with their usher. has no previous experience at ushering. I explained about the evacuation plan and showed where the fire escapes are and explained where the evacuation meeting point was. I also explained to about no empty seats between groups as it makes it impossible for latecomers arriving together, to sit together. I told him that in case of emergency I would be assisting. I also explained that after the show all the high touch areas in the CYS had to be Covid cleaned and that all the garbage had to be emptied.

During general conversation with we were discussing why we move people so there are no empty seats between groups, and it was mentioned that the previous day they had to give of the latecomers extra chairs, as they couldn't access the tiered seating due to the audience leaving spaces between groups. I explained that this was absolutely not allowed as all walkways had to be clear in case of an emergency.

I had to explain to [redacted] patrons, that there is separate check-ins for the three auditoriums in the Canberra Theatre Centre. [redacted] of patrons had gone to the main entrance and checked in, before coming to the CYS.

All fire exits were clear.

Covid Cleaning Plan on wall in dressing room. Teams organised to do foyer and auditorium. Anti-bacterial wipes and disposable gloves for cleaning.

[redacted] patron was turned away, as [redacted] said [redacted] was on the list, arranged by [redacted] name was not on the list, [redacted] happily left without incident.

18:04 [redacted] arrives to collect tickets. [redacted] is annoyed that [redacted] had to leave dinner and there were no tickets to collect, as [redacted] was only ticking names off the list on arrival. [redacted] departs a short time later. [redacted] returns with [redacted] family pre-show and seems happy enough.

[redacted] latecomers. Latecomers admitted between songs.

[redacted] remembers to check the toilets after interval and asks me to check [redacted] on [redacted] behalf.

Post show all emergency exits were clear. [redacted] was wiping all the handrails and high touch areas. [redacted] Covid cleaned the foyer high touch areas and bar. [redacted] wiped the handrails used for egress.

20:08 [redacted] patrons arrive for show 4. I ask them to wait outside until the cleaning is complete.

### **Maintenance:**

Nil issues to report.

### **COVID NOTES: FOH/Company Covid Safe Plan**

Incidents: Nil

Observations-actions requiring attention prior to next event: Nil

FOH Covid Safe Plan breaches or reportable patron events: Nil

Staff related Covid breaches/issues: Nil

Was the event attended by Compliance Officers from Access Canberra? NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

General Comments:

**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                              |                       |                       |
|--------------------------|------------------------------|-----------------------|-----------------------|
| <b>VSO on Duty:</b>      |                              |                       |                       |
| <b>Event:</b>            | The Door – One Life, 2 Fates |                       |                       |
| <b>Venue:</b>            | Courtyard Studio             | <b>Layout:</b>        | Portrait              |
| <b>Perf Date:</b>        | 8 May 2021                   | <b>Perf No:</b>       | 4                     |
| <b>Venue Open:</b>       | 20:10                        | <b>Venue Clear:</b>   |                       |
| <b>Perf Time:</b>        | 20:45                        | <b>Doors Open:</b>    | 20:32                 |
| <b>Bar Open:</b>         | 20:10                        | <b>Bar Close:</b>     | 21:24, re-opens 22:20 |
| <b>Act 1 start time:</b> | 20:48                        | <b>Interval:</b>      | 21:11 – 21:22         |
| <b>Act 2 start time:</b> | 21:25                        | <b>Curtain Down:</b>  | 22:16                 |
| <b>PM Name:</b>          |                              | <b>Phone Number:</b>  |                       |
| <b>Cleaning Times</b>    | Cleaner arrives 20:02        | Cleaner Departs 20:09 |                       |

**Meet & Greet – Time/s & No of Patrons**

No meet and greet.

**Event Information:**

Total cast & crew including bar staff and ushers.

bar Staff RSA on wall. Names matching. Liquor Licence on wall next to RSAs.

ushers

No patrons.

Eftpos at bar, accepting cash if asked.

Sold out – tickets sold. patrons in. no show patrons.

**Report:**

At 20:08 patrons enter foyer. I approach them and explain that the venue is not open yet and can they come back in a couple of minutes. They depart and return after venue open. These are the same patrons as mentioned in the report for show 3.

20:10 venue opens for patrons. 20:14 first patrons arrive.

Extremely well organised. Teams for checking in, ushering, bar and cleaning pre-organised.

Checking in with CBR app supervised by List of ticketholders ticked off by

Covid Cleaning Plan on wall in dressing room. Teams organised to do foyer and auditorium. Anti-bacterial wipes and disposable gloves for cleaning.

Bar staff check ID for patron buying alcohol.

latecomer. Latecomer admitted between songs.

VSO leaves post show patrons chatting in foyer. staff present and chatting with some patrons.

22:25 VSO departs

At time of VSO departure, post-show Covid cleaning not done.

22:20 Bar re-opens and is serving drinks to remaining patrons.

### **Maintenance:**

Nil issues to report.

### **COVID NOTES: FOH/Company Covid Safe Plan**

**Incidents:** Nil

**Observations-actions requiring attention prior to next event:** Nil

**FOH Covid Safe Plan breaches or reportable patron events:** Nil

**Staff related Covid breaches/issues:** Nil

**Was the event attended by Compliance Officers from Access Canberra?**

**NO**

**If YES,**

**Name of Officer:**

**Documents requested from us:**

**Documents provided to them:**

**Any actions arising:**

**Compliance feedback:**

**General Comments:**

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Animal Farm          |
| <b>Perf. Date:</b>   | Saturday, 8 May 2021 |
| <b>Perf Time:</b>    | 2000                 |
| <b>Perf No.:</b>     | 5 / 5                |
| <b>Venue:</b>        |                      |
| <b>Pax</b>           |                      |
| <b>Doors Open:</b>   | 1930                 |
| <b>Clearance:</b>    | 2002                 |
| <b>Curtain Up:</b>   | 2003                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 2137                 |

#### Event Information:

Animal Farm night show start time moved from 1930 to 2000 to minimise overlap with [REDACTED]; text message and email sent out asking patrons to arrive at 1930 for 2000 start along with new tickets. Many patrons still arrived before 1930 with 1930 tickets; these patrons were held at [REDACTED] until all [REDACTED] patrons had entered [REDACTED]. At 1915 [REDACTED] were opened while Link bathrooms were being cleaned so patrons still had access to toilets. All patrons were inside the auditorium and the show had started before [REDACTED] had their interval. Post-show, [REDACTED] was shut so [REDACTED] patrons could exit via emergency exits and foyer exits. [REDACTED] auditorium relatively tidy; once cleaned, sent [REDACTED] to help clean and clear [REDACTED]. Last PH patrons left at 2152.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Animal Farm          |
| <b>Perf. Date:</b>   | Saturday, 8 May 2021 |
| <b>Perf Time:</b>    | 1400                 |
| <b>Perf No.:</b>     | 4/5                  |
| <b>Venue:</b>        | The Playhouse        |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1332                 |
| <b>Clearance:</b>    | 1403                 |
| <b>Curtain Up:</b>   | 1404                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 1538                 |

#### Event Information:

Held show in consultation with BOH as several patrons had called box office advising of an accident [REDACTED] so would be delayed; Only [REDACTED] patrons arrived during lockout and the performance was put on the screens; Patron in [REDACTED] arrived late and was quite flustered and said [REDACTED] wouldn't bother going in, and we advised [REDACTED] we could escort her to [REDACTED] seat with minimal disruption and [REDACTED] then told the usher [REDACTED] was in [REDACTED] and once confirmed [REDACTED] was in [REDACTED] said [REDACTED] was going to leave but then didn't; Late patrons seated in [REDACTED] instead of their seats further along as they couldn't get to them with ease given [REDACTED] Patron was sitting on chairs in link bar waiting for [REDACTED] friend and sewing, and took [REDACTED] shoes off to be more comfortable - advised patron [REDACTED] needed to put [REDACTED] shoes on but could remain in the link bar; Catering provided to green room at 1515 - in briefing [REDACTED] advised to deliver at 1530 however at 1500 asked stage door when it would arrive, so confirmed we would have it set up for them at 1515; [REDACTED] patrons waiting in foyer post show for [REDACTED], called stage door who were not aware of this, so advised them to walk around to stage door and once they left [REDACTED] came out - escorted [REDACTED] to where [REDACTED] guests were as they had just walked outside; Exit via main doors and emergency doors

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | Carole Kings Tapestry |
| <b>Perf. Date:</b>   | Sunday, 9 May 2021    |
| <b>Perf Time:</b>    | 1900                  |
| <b>Perf No.:</b>     | 2 / 2                 |
| <b>Venue:</b>        | Canberra Theatre      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1831                  |
| <b>Clearance:</b>    | 1901                  |
| <b>Curtain Up:</b>   | 1903                  |
| <b>Interval:</b>     | 1931                  |
| <b>Doors Closed:</b> | 1950                  |
| <b>Curtain Down:</b> | 2106                  |

### Event Information:

Patrons arrived as early as 1745, opened up the [REDACTED] not long after. [REDACTED] staff positioned next to box office, approximately [REDACTED] VIP's with [REDACTED] uncollected passes. During interval, a patron complained about a coffee that was purchased. [REDACTED] aggressively talked to a bar staff saying, "the coffee was a disgrace and we would be better off selling nothing at all than selling this coffee." When the patron purchased the coffee it was explained to [REDACTED] that the coffee was similar to an instant coffee and not a barista made one. The staff member who received the complaint was not the staff who sold the coffee. a few minutes before the show came down [REDACTED] patrons stood up and danced; usher staff and security caught them immediately and told them to sit back down [REDACTED] did not encourage anyone to stand up, dance or start singing. Last patrons left at 2127. [REDACTED] 1830 - 2145.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | New Works           |
| <b>Perf. Date:</b>   | Monday, 10 May 2021 |
| <b>Perf Time:</b>    | 1730                |
| <b>Perf No.:</b>     | 1 / 1               |
| <b>Venue:</b>        | Courtyard Studio    |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1730                |
| <b>Clearance:</b>    | 1734                |
| <b>Curtain Up:</b>   | 1735                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 1818                |

#### Event Information:

Information night for New Works. Patrons registered online and did not require a ticket to enter. Bar service post-show only for VIP function. Due to the nature of this event, doors were opened from the direction of [REDACTED] who was running the event. Once all patrons were inside doors were shut and the event commenced. Post-show bar service planned for 1 hour; shut slightly before because all patrons had left the venue. [REDACTED] patrons stayed for drinks. Last patrons left at 1910.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | A German Life        |
| <b>Perf. Date:</b>   | Tuesday, 11 May 2021 |
| <b>Perf Time:</b>    | 1930                 |
| <b>Perf No.:</b>     | 1 / 8                |
| <b>Venue:</b>        | The Playhouse        |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1901                 |
| <b>Clearance:</b>    | 1931                 |
| <b>Curtain Up:</b>   | 1934                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 2055                 |

#### Event Information:

Received FOH information sheet sent from [REDACTED] prior to briefing with [REDACTED] went over information sheet with [REDACTED] and clarified specific details. All patrons in [REDACTED] told not to: distract the actor, drink or eat food loudly, move around too much, speak or turn on their mobile phones for any reason due to the intimacy of the performance. Any patron who had concerns with this were relocated further back. Programs sold over the bar pre and post-show. Shortly after the 10-minute bells, received a call from [REDACTED] saying all prior pre-show announcements had not informed our patrons of the phone policy. Additionally, [REDACTED] questioned if ushers had been actively asking if patron had turned off their phones. The 'doors open' announcement did include the phone requirements but, as per our standard procedure, the 10-minute announcement did not. I apologised as I had not been informed of any change to our standard announcement procedure nor regarding ushers actively questioning patrons about phones; both topics had been discussed in the briefing with the [REDACTED] neither of which matched this new information. All following announcements included both the phone and lockout policies and ushers were told to tell the remaining patrons to turn off their phones. About [REDACTED] patrons arrived after the show had begun and had to stay in the foyer for a 15-minute lockout; show reel was turned on; all late patrons were verbally told to turn their phones off before entry; lockout was called through from bio box. During the show [REDACTED] phones rang; it was turned off immediately but it was audible. Second lockout was called; no other patrons had arrived. [REDACTED] patrons called a cab from our provided phone at 2100; at 2119 they called [REDACTED] at 2119 who arrived at 2124. Last patrons left at 2128.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                        |
|----------------------|------------------------|
| <b>Duty Manager:</b> |                        |
| <b>Event:</b>        | A German Life          |
| <b>Perf. Date:</b>   | Wednesday, 12 May 2021 |
| <b>Perf Time:</b>    | 1930                   |
| <b>Perf No.:</b>     | 2/8                    |
| <b>Venue:</b>        | Canberra Theatre       |
| <b>Pax:</b>          |                        |
| <b>Doors Open:</b>   | 1911                   |
| <b>Clearance:</b>    | 1931                   |
| <b>Curtain Up:</b>   | 1933                   |
| <b>Interval:</b>     | NA                     |
| <b>Doors Closed:</b> | NA                     |
| <b>Curtain Down:</b> | 2114                   |

### Event Information:

Pre show VIP function in playhouse VIP room - [REDACTED] Announcement made when doors opened, at 10mins pre show and 5mins preshow in relation to turning mobile phones to silent, and pre-recorded script played 5 times in addition to my announcements; Patrons in front rows were advised pre show about the requirement to make minimal noise/movements and this was well received; Patron had a coughing fit approximately 30 mins in to show and exited venue [REDACTED] - provided water and a face mask (at [REDACTED] request) and then received instructions from bio box to allow re-entry and seated [REDACTED] in [REDACTED] [REDACTED] patrons exited the venue to utilise the bathroom and were rather frustrated with not being allowed back in until a suitable moment; Patron in [REDACTED] pulled out [REDACTED] phone and ushers promptly had [REDACTED] put it away; Programs sold at merchandise counter and bar pre show and merch counter post show by CTC staff; Vox pops firmed in link bar post show; Debacle with taxis post show as [REDACTED] and [REDACTED] had ordered taxis who didn't arrive along with another patron - we called and spoke with an actual operator who sent taxis however these arrived at 2130 and then we had an influx of taxis

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

[REDACTED] is out; light box in [REDACTED] is flickering

### FOH Performance Report

|                      |                        |
|----------------------|------------------------|
| <b>Duty Manager:</b> |                        |
| <b>Event:</b>        | Foxholes of the Mind   |
| <b>Perf. Date:</b>   | Wednesday, 12 May 2021 |
| <b>Perf Time:</b>    | 1930                   |
| <b>Perf No.:</b>     | 1/3                    |
| <b>Venue:</b>        | Courtyard Studio       |
| <b>Pax:</b>          |                        |
| <b>Doors Open:</b>   | 1915                   |
| <b>Clearance:</b>    | 1930                   |
| <b>Curtain Up:</b>   | 1931                   |
| <b>Interval:</b>     | NA                     |
| <b>Doors Closed:</b> | NA                     |
| <b>Curtain Down:</b> | 2126                   |

#### Event Information:

Post show Q&A . Down 2155.  
Last patron approx 2205.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: **ALL NTR**

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP?    YES        NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager</b>  |                      |
| <b>Event:</b>        | QandA                |
| <b>Perf. Date:</b>   | Thursday 13 May 2021 |
| <b>Perf Time:</b>    | 20:32                |
| <b>Perf No.:</b>     | 1 of 1               |
| <b>Venue:</b>        | Canberra Theatre     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 18:56                |
| <b>Clearance:</b>    | 19:58                |
| <b>Curtain Up:</b>   | 20:38                |
| <b>Interval:</b>     | n/a                  |
| <b>Doors Closed:</b> | n/a                  |
| <b>Curtain Down:</b> | 21:40                |

#### Event Information:

live broadcast event. shows in the venue tonight. Q & A patrons entered via LFS glass doors only. Ushers and security positioned on terrace and stairs to direct the patrons to the correct show. At 18:00, came out to the to brief FOH. then questioned what time the QR code on the big screen was scheduled to go on. I confirmed that it would go on 45 minutes before showtime. asked for it to go on at 18:45. I called marketing to get this done. QR code was left on from 18:45 to 20:00.

on site. used wands and carried out bag checks. assisted with check in. Security checks were done outside of glass doors on the terrace. At one point, one of the security wands stopped working due to low battery. did not have a spare wand as the company had previously confirmed that due to other events on the same day and the short notice, they could only offer us 2 wands. This caused some delay in checking in patrons which in turn resulted in a long queue which stretched from the theatre main door to. Once batteries were replaced, had access to 2 wands again. However, crowd held outside, minimised congestion inside the. was open but only served water and soft drinks upon the request of company. Trestle tables were set up against curved wall for ticket collection. Company had been given a bulk of tickets for them to allocate. Upon briefing, company asked for FOH staff to assist in allocating tickets to patrons. were tasked with assisting company.

Clearance was given early to ease congestion. Patrons were not allowed food and drinks inside the venue. Patrons who left the venue were not allowed back inside. Ushers made this very clear to patrons at the door. Support act commenced at 19:00. later encouraged patrons to sing along. When did it again, BOH asked him to stop encouraging patrons. At 19:57, M/C commenced housekeeping and security briefing to patrons, which was followed by adjustment of camera angles for patrons who wished to ask question on air.

At 21:06, patrons left the venue. Some patrons remained in the venue post show to meet the panellists. Last patron left at 21:51.

Post show drinks in the CT green room. Beverage service until 23:00. FOH left greenroom at 23:20.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NIL

FOH Covid Safe Plan breaches or reportable patron events: NIL

Staff related Covid breaches/issues: NIL

Was the event attended by Compliance Officers from Access Canberra and /or AFP? ~~YES~~ NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | A German Life         |
| <b>Perf. Date:</b>   | Thursday, 13 May 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 3/8                   |
| <b>Venue:</b>        | The Playhouse         |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1858                  |
| <b>Clearance:</b>    | 1935                  |
| <b>Curtain Up:</b>   | 1937                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2056                  |

### Event Information:

Announcement made when doors opened, at 10mins pre show and 5mins preshow in relation to turning mobile phones to silent, and pre-recorded script played 5 times in addition to my announcements; Patrons in [REDACTED] were advised pre show about the requirement to make minimal noise/movements and this was well received; Patrons were informed by concierge and bar staff that there would be lockouts throughout the show; Patron exited via [REDACTED] with a coughing fit and was provided water and then re-entered when approved by bio box - this patron tripped up the step on re-entry however steadied [REDACTED] Patron in [REDACTED] exited approximately 2030 and as [REDACTED] was leaving [REDACTED] fell over [REDACTED] and would have caused a slight distraction, this patron went to the bathroom for some time and when we checked on [REDACTED] [REDACTED] advised [REDACTED] had some personal issues going on and [REDACTED] was ok - patron then opted to not re-enter so waited in link bar for [REDACTED] and we provided [REDACTED] with water; Patron in [REDACTED] watched the show via binoculars; [REDACTED] patrons waiting for a taxi called from the landline phone (we ensured they entered a new address) and after waiting for 5 minutes then demanded I provide them with the number direct as they wanted to speak with an operator - they then called a taxi again and I explained the address was theatre lane or cabspot 10 - [REDACTED] opted to wait out the front and [REDACTED] opted to wait at theatre lane - at 2117 [REDACTED] complained again to me and I offered to call a taxi again for [REDACTED] and explained they can take some time, [REDACTED] then told me that the taxis dont go to the back they go to the front and [REDACTED] was from interstate so expected us to know that - I advised [REDACTED] that the taxis do know the rear address, however [REDACTED] then proceeded to yell at me and tell me [REDACTED] called three times and wanted details of a pub nearby where [REDACTED] could go to in order to call a taxi and as [REDACTED] left [REDACTED] swore at me

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Foxholes of the Mind  
**Perf. Date:** Thursday, 13 May 2021  
**Perf Time:** 1930  
**Perf No.:** 2/3  
**Venue:** [REDACTED]  
**Pax:** [REDACTED]  
  
**Doors Open:** 1915  
**Clearance:** 1930  
**Curtain Up:** 1931  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2124

#### Event Information:

Post show Q&A. Up: 2126 Down: 2202  
Last Patron 2216

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: **ALL NTR**

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | A German Life       |
| <b>Perf. Date:</b>   | Friday, 14 May 2021 |
| <b>Perf Time:</b>    | 1930                |
| <b>Perf No.:</b>     | 4/8                 |
| <b>Venue:</b>        | The Playhouse       |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1859                |
| <b>Clearance:</b>    | 1933                |
| <b>Curtain Up:</b>   | 1935                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 2051                |

#### Event Information:

Announcement made when doors opened, at 10mins pre show and 5mins preshow in relation to turning mobile phones to silent, and pre-recorded script played 4 times in addition to my announcements; Patrons in [REDACTED] were advised pre show about the requirement to make minimal noise/movements and this was well received; Concierge, bar staff and ushers also informed patrons of the lockouts throughout the show; Patron tried to enter venue with confirmation so ushers advised they needed to go back to the box office - box office only had [REDACTED] uncollected pick up so met [REDACTED] half way in link bar and confirmed it was the same surname and gave [REDACTED] the tickets - the patron wanted to know why [REDACTED] wasn't informed at the front entrance that [REDACTED] needed to collect tickets and I advised [REDACTED] must have selected venue pick up to which [REDACTED] adamantly advised there is no way [REDACTED] would have done that and was extremely rude - [REDACTED] didn't miss any of the show whatsoever with this delay; programs sold pre and post show by CTC staff; Patron in [REDACTED] had an alarm reminder go off approximately 30 minutes in to the show [REDACTED] was not aware it was going off so the usher prompted [REDACTED] and [REDACTED] said [REDACTED] phone was on silent, and when pressed [REDACTED] checked [REDACTED] phone and turned it off; Approximately 45 minutes in to the show a patron in [REDACTED] had a reminder go off as well - appears that even when phones are on silent reminders are going off so may need to revert back to saying phones switched off; QR code on large screen was for Canberra Theatre and not Playhouse

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Foxholes of the Mind |
| <b>Perf. Date:</b>   | Friday, 14 May 2021  |
| <b>Perf Time:</b>    | 1930                 |
| <b>Perf No.:</b>     | 3/3                  |
| <b>Venue:</b>        | Courtyard Studio     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1915                 |
| <b>Clearance:</b>    | 1932                 |
| <b>Curtain Up:</b>   | 1933                 |
| <b>Interval:</b>     | N/A                  |
| <b>Doors Closed:</b> | N/A                  |
| <b>Curtain Down:</b> | 2127                 |

### Event Information:

Post show Q&A. Up: 2128 Down: 2156  
Last patron 2218 approx.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP?    YES      NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                         |
|----------------------|-------------------------|
| <b>Duty Manager</b>  |                         |
| <b>Event:</b>        | A German Life           |
| <b>Perf. Date:</b>   | Saturday, 15th May 2021 |
| <b>Perf Time:</b>    | 14:00                   |
| <b>Perf No.:</b>     | 5/8                     |
| <b>Venue:</b>        | The Playhouse           |
| <b>Pax:</b>          |                         |
| <b>Doors Open:</b>   | 13:32                   |
| <b>Clearance:</b>    | 14:03                   |
| <b>Curtain Up:</b>   | 14:04                   |
| <b>Interval:</b>     | N/A                     |
| <b>Doors Closed:</b> | N/A                     |
| <b>Curtain Down:</b> | 15:22                   |

#### Event Information:

At 11:19, [REDACTED] from CYS arrived at FOH office to notify that CYS fire panel was beeping. I checked the area on my Mimic panel in the FOH office and then walked up to the CYS panel to investigate further. A detailed email has been sent to relevant parties (please check with [REDACTED] for further information). FOH staff swept the front and back entrance and collected 2 bags of autumn leaves and rubbish. Based on AGL FOH report from 13/5/2021, the pre recorded message provided by [REDACTED] on day 2 of the season will not be played for the rest of the season as it tells patrons to put their phones on 'silent' and not switch it off. FOH's announcement will be done multiple times prior to start time to remind patrons to completely 'switch off' their phones. This is to ensure that there is no interference at all during this intimate show. 7 announcements were made for the matinee today. All staff including concierge, bar, merchandise seller and ushers continuously reminded patrons about phones and strict lock outs. AGL programs sold over the bar and from a dedicated merchandise stand in Link Bar. At 13:55, ushers in stalls reminded patrons in [REDACTED] to be mindful of sudden actions or movements from them that may distract the artist to which everyone was happy to adhere to. At 14:00, FOH was ready to give clearance to the house but a patron [REDACTED] requested to be moved. Usher found [REDACTED] a seat in [REDACTED] and [REDACTED] was happy. Lock out points at 14" and 22" were relayed by LX to FOH and patrons were seated accordingly. Some patrons who had to use our amenities once show started were re-admitted with approval from LX. This system of communicating closely with our own LX, especially when there are multiple lock out points, was efficient and worked really well. The volume for the relay on the the Link Bar monitors was not loud enough, especially when we had [REDACTED] patrons. [REDACTED] was in the venue and assisted in increasing the volume via his audio device in [REDACTED]. At 15:15, patron in [REDACTED] left the venue and did not return. [REDACTED] from [REDACTED] requested for a seat in the audience for the evening performance (15/5/21). This has been arranged with box office and a ticket ready for collection.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NIL

FOH Covid Safe Plan breaches or reportable patron events: NIL

Staff related Covid breaches/issues: NIL

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **YES** NO  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

Very low volume on relay in



### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | A German Life         |
| <b>Perf. Date:</b>   | Saturday, 15 May 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 6/8                   |
| <b>Venue:</b>        | The Playhouse         |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1900                  |
| <b>Clearance:</b>    | 1934                  |
| <b>Curtain Up:</b>   | 1936                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2054                  |

### Event Information:

displaying CT Auditorium QR code as opposed to PH QR code.  
NFTR.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: **ALL NTR**

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP?    YES       NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | A German Life       |
| <b>Perf. Date:</b>   | Sunday, 16 May 2021 |
| <b>Perf Time:</b>    | 1800                |
| <b>Perf No.:</b>     | 8/8                 |
| <b>Venue:</b>        | The Playhouse       |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1730                |
| <b>Clearance:</b>    | 1801                |
| <b>Curtain Up:</b>   | 1803                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 1921                |

#### Event Information:

Pre-show announcement amended to note that mobile phones were to be switched off - this was done 6 times instead of the pre-recorded message which advised to put phones on silent; Patrons in [REDACTED] were advised pre show about the requirement to make minimal noise/movements and this was well received; Concierge, bar staff and ushers also informed patrons of the lockouts throughout the show and to turn phones off; Merchandise sold pre and post show at the bar and from merchandise desk; [REDACTED] was loose so advised BOH who came and fixed pre-show; Patrons in [REDACTED] has seated themselves incorrectly, so there was a slight delay in show going up to allow the rectification of this; Patron complained there was no side rail to assist with seat access inside the venue; Latecomer arrived seated in [REDACTED] and demanded they sit in their seats, advised that we couldn't seat them at the request of production, [REDACTED] advised that [REDACTED] had paid for those seats and wanted to sit there and [REDACTED] was [REDACTED] - called bio-box to advise of the situation and agreed with production we could seat them in [REDACTED] also provided patron with hearing loop and advised there were additional speakers for the performance, the patron then complained they had to leave their licence as security; [REDACTED] latecomer, and no patrons exited during the show; bar open post show with last pax left at 2007

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | A German Life       |
| <b>Perf. Date:</b>   | Sunday, 16 May 2021 |
| <b>Perf Time:</b>    | 1300                |
| <b>Perf No.:</b>     | 7 / 8               |
| <b>Venue:</b>        | The Playhouse       |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1243                |
| <b>Clearance:</b>    | 1304                |
| <b>Curtain Up:</b>   | 1305                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 1424                |

#### Event Information:

Preshow, due to some technical difficulties, doors were opened later to fix the problem. Because of the show being held back, [REDACTED] who knew the layout of the Playhouse well took it upon themselves to avoid the ushers and seat themselves in the auditorium before the house had been given to me. Multiple announcements made preshow regarding strict lock-outs and phone restrictions. Concierge and ushers also informing patrons of this information. Just before the show began, ushers informed [REDACTED] of the light bleed and asked if everyone could remain seated and still; all patrons agreed and understood this. Show held for a few minutes as [REDACTED] was uncollected and when called by box office said [REDACTED] was just walking up now. At 1420, a patron left the venue to go to the bathroom and was held outside the venue for the remainder of the show as there were no more lockout points; patron was happy to wait but did have concern for [REDACTED] belongings which had remained in the theatre; usher moved to keep an eye on the patron's possessions. Postshow a cab was called through [REDACTED] which arrived shortly after the call was placed.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?

**NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

Light in [REDACTED] blown.

### FOH Performance Report

|                      |                                 |
|----------------------|---------------------------------|
| <b>Duty Manager:</b> |                                 |
| <b>Event:</b>        | Little Girls Alone in the Woods |
| <b>Perf. Date:</b>   | Wednesday, 19 May 2021          |
| <b>Perf Time:</b>    | 1930                            |
| <b>Perf No.:</b>     | 1 / 6                           |
| <b>Venue:</b>        | Courtyard Studio                |
| <b>Pax:</b>          |                                 |
| <b>Doors Open:</b>   | 1921                            |
| <b>Clearance:</b>    | 1936                            |
| <b>Curtain Up:</b>   | 1937                            |
| <b>Interval:</b>     | NA                              |
| <b>Doors Closed:</b> | NA                              |
| <b>Curtain Down:</b> | 2038                            |

### Event Information:

At 630 a asked for an icepack, ice in a zip-lock bag wrapped in a tea towel was provided. Due to the show being given to us a little later than expected, the CYS foyer became rather crowded; approximately in the foyer before the door to the theatre was opened. After the door was opened, however, the foyer was soon clear of congestion. Post-show, a handful of patrons voluntarily had their impressions of the show recorded in the foyer. Bar was opened post-show; a fair number of sales were made. Last patrons left around 2100.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                        |
|----------------------|------------------------|
| <b>Duty Manager:</b> |                        |
| <b>Event:</b>        | REBEL Then. Now. When? |
| <b>Perf. Date:</b>   | Thursday 20 May 2021   |
| <b>Perf Time:</b>    | 19:00                  |
| <b>Perf No.:</b>     | 1 of 5                 |
| <b>Venue:</b>        | The Playhouse          |
| <b>Pax:</b>          |                        |
| <b>Doors Open:</b>   | 18:53                  |
| <b>Clearance:</b>    | 19:01                  |
| <b>Curtain Up:</b>   | 19:02                  |
| <b>Interval:</b>     | n/a                    |
| <b>Doors Closed:</b> | n/a                    |
| <b>Curtain Down:</b> | 20:10                  |

### Event Information:

At approximately 17:45, ushers cleaning the venue noticed that [REDACTED] was not bolted down properly near [REDACTED] BOH rectified it immediately. A pre show dance performance in the Link Bar. Clearance was obtained beforehand to facilitate the transition from dance to patron load in. Performance started with [REDACTED] positioned at [REDACTED]. Music was played from the FOH office. Performance commenced at 18:45 for 4.45minutes. Once music ended, [REDACTED] streamed out of Link Bar and headed to [REDACTED] 1st FOH foyer announcement was made at the end of the performance, at approximately 18:53. Patrons entered the venue. [REDACTED] entered via [REDACTED] at approximately 3 minutes into the show. At end of show, [REDACTED] came down the aisles, past patrons and exited via [REDACTED] FOH was unaware of this exit arrangement. Post Show function in Link Bar. Attended by [REDACTED] Riser and PA set up for speeches under the Playhouse sign. Catering organised by company. Company adhered to all Food Safety protocol and COVID Safe Plan as discussed with [REDACTED] prior to event. Last patron left at 21:45.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: N/A

FOH Covid Safe Plan breaches or reportable patron events: N/A

Staff related Covid breaches/issues: N/A

Was the event attended by Compliance Officers from Access Canberra and /or AFP? ~~YES~~ NO  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Little Girls Alone in the Woods  
**Perf. Date:** Thursday, 20 May 2021  
**Perf Time:** 1930  
**Perf No.:** 2 / 6  
**Venue:** Courtyard Studio  
**Pax:** [REDACTED]  
**Doors Open:** 1917  
**Clearance:** 1938  
**Curtain Up:** 1938  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2041

### Event Information:

[REDACTED] seats held for cameras to record the performance. [REDACTED] patrons arrived after the start of the performance, [REDACTED] was a little irritated due to the lockout; lockout was only for about 5 minutes. Several [REDACTED] arrived near the end of the show to pick up [REDACTED]. Bar was open postshow. Last patrons left around 2130

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Arj Barker - We Need To Talk - Encore  
**Perf. Date:** Saturday 21 May 2021  
**Perf Time:** 20:00  
**Perf No.:** 1 of 1  
**Venue:** Canberra Theatre  
**Pax:** [REDACTED]  
**Doors Open:** 19:40  
**Clearance:** 20:11  
**Curtain Up:** 20:13  
**Interval:** n/a  
**Doors Closed:** n/a  
**Curtain Down:** 21:39

### Event Information:

Early arrivals for Arj Barker were held at South Bar with clear signage and bollards. Seat drops completed as requested by performers. [REDACTED]  
At 19:25 all marketing screens went black. FOH called marketing and screens started to come back up at around 19:41. By 19:45, all screens were back on again [REDACTED] had a lock out for 90 second at the top of [REDACTED] act. Show went up late as multiple patrons turned up with [REDACTED]. The seats had been taken out. Patrons were sent to box office. However, as the show was sold out, box office were only able to offer single seats. FOH worked with audio and mech [REDACTED] so patrons who purchased tickets together, could sit together. Patrons waited patiently and were happy at the end.  
At 21:06 an usher alerted me about a patron from [REDACTED] who complained about [REDACTED] [REDACTED] who were behaving inappropriately (details with FOH Manager). A security personnel was sent to [REDACTED]  
At 21:36, usher alerted that patrons [REDACTED] were leaving the venue. [REDACTED] came to talk to me. They asked to move to a quiet place as they wanted to speak discreetly to me. As we were speaking, the show came down. I excused myself and asked if they could wait a while but they chose not to wait and left.  
Meet and Greet post show. Bollards to snake the queue. [REDACTED]. [REDACTED] left FOH and headed to the green room at 22:06.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NIL

FOH Covid Safe Plan breaches or reportable patron events: NIL

Staff related Covid breaches/issues: NIL

Was the event attended by Compliance Officers from Access Canberra and /or AFP? ~~YES~~ NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | QL2 - Rebel         |
| <b>Perf. Date:</b>   | Friday, 21 May 2021 |
| <b>Perf Time:</b>    | 1900                |
| <b>Perf No.:</b>     | 3 / 5               |
| <b>Venue:</b>        | The Playhouse       |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1853                |
| <b>Clearance:</b>    | 1904                |
| <b>Curtain Up:</b>   | 1905                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 2011                |

### Event Information:

closed as a physical barrier to separate REBEL's and audiences; any patron who arrived early were sent through . Once REBEL started was opened and PH glass doors were locked to stop patrons from accidentally entering PH. PH doors remained locked for the rest of the night; PH Patrons exiting via emergency doors only. Pre-show dance in the Link Foyer at 1848, had returned to by 1853 when PH doors were then opened. Post-show, many audience member lingered in PH foyer; at 2019, cast and crew came into the foyer and mingled with the patrons until the final patrons left at 2055.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

Light in not working.

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | QL2 - Rebel         |
| <b>Perf. Date:</b>   | Friday, 21 May 2021 |
| <b>Perf Time:</b>    | 1030                |
| <b>Perf No.:</b>     | 2 / 5               |
| <b>Venue:</b>        | The Playhouse       |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1037                |
| <b>Clearance:</b>    | 1046                |
| <b>Curtain Up:</b>   | 1046                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 1154                |

### Event Information:

1030 show pushed back to start at 1045 as asked by [REDACTED] pre-show dance to start in Link foyer at 1030, auditorium start at 1045. Pre-show dance went for approximately 5 minutes, dance music played in foyer via office PA. All schools loaded through [REDACTED] to minimise congestion while also being easier for [REDACTED] ushers to manage. after being seated in the [REDACTED] asked to be moved back if there was space; the last remaining school was held in PH foyer while the school relocated. [REDACTED] Admin staff seated near the back unticketed. Post-show Q and A start at 1155; [REDACTED]; concluding at 1215. Last patrons left at 1225.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

Light in [REDACTED] not working.

### FOH Performance Report

**Duty Manager:**

**Event:**

Little Girls Alone in the Woods

**Perf. Date:**

Friday, 21 May 2021

**Perf Time:**

19:30

**Perf No.:**

3/6

**Venue:**

Courtyard Studio

**Pax:**

**Doors Open:**

19:20

**Clearance:**

19:37

**Curtain Up:**

19:38

**Interval:**

N/A

**Doors Closed:**

N/A

**Curtain Down:**

20:41

### Event Information:

Company asked for the show to be held for [REDACTED] who was to interview the cast

Patron had not shown, handed back the house

Patron arrived at 19:51 during lock out and chose not to enter

Large school group of [REDACTED] were seated prior to other patrons to avoid crowding

Post show interviews with cast held inside theatre

Bar open post show last patron left at 21:00

A concierge was rostered for this show which proved to be beneficial as it was a full house with a large group which required checking in

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | QL2 - REBEL           |
| <b>Perf. Date:</b>   | Saturday, 22 May 2021 |
| <b>Perf Time:</b>    | 1900                  |
| <b>Perf No.:</b>     | 5 / 5                 |
| <b>Venue:</b>        | The Playhouse         |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1854                  |
| <b>Clearance:</b>    | 1901                  |
| <b>Curtain Up:</b>   | 1902                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2009                  |

### Event Information:

Programs handed out via concierge, ushers and bar staff; all patrons arriving for sent Link Foyer dance started at 1848 and finished at 1853; PH doors were opened after the conclusion of the dance. Post show cast and crew entered to foyer and mingled with the audience. Bar remained open post-show; programs continued to be given out from bar; remaining programs returned to production. Last patrons left at: 2100

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTr

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

Light in out.

Low buzzing noise have not noticed it before although it might be caused by the setup for

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | QL2 - REBEL           |
| <b>Perf. Date:</b>   | Saturday, 22 May 2021 |
| <b>Perf Time:</b>    | 1400                  |
| <b>Perf No.:</b>     | 4 / 5                 |
| <b>Venue:</b>        | The Playhouse         |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1358                  |
| <b>Clearance:</b>    | 1403                  |
| <b>Curtain Up:</b>   | 1403                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 1511                  |

### Event Information:

At 1140 upon arrival to CTC, Box Office informed me of a lost licence that may have been left in CT last night. After checking the lost and found to no avail, I went and looked in the CT auditorium for the licence; the CT glass doors were locked and I tried to use my swipe to enter, however, this did not work. Over the course of the day, I have retried [REDACTED] none have worked. CT glass doors have remained unlocked for access to CYS; PH staff instructed not to open the CT cage and to make sure the glass door to LFS closes should they require entry.

Programs for this show handed out, upon entry by concierge, at the doors by ushers and over the bar. Due to delays, the [REDACTED] warm up finished at 1346 who then needed to get changed; as a result, the Link Foyer dance started at 1353, finishing at 1358. Before the dance started, I informed [REDACTED] that we will get everyone as close to 1400 as possible but would likely need a few extra minutes; [REDACTED] understood. Doors were opened at 1358 and an announcement was made, and all patrons were seated by 1403 when I then gave the house away. Bar remained open post show; cast and crew came out into the foyer at 1516; last patron left at 1546. Cleaners arrived after patrons left to clean the foyer and PH auditorium.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTr

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

Light in [REDACTED] out.

Low buzzing noise [REDACTED] have not noticed it before although it might be caused by the setup for [REDACTED]

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** LITTLE GIRLS ALONE IN THE WOODS  
**Perf. Date:** Saturday, 22 May 2021  
**Perf Time:** 19:30  
**Perf No.:** 5/6  
**Venue:** Courtyard Studio  
**Pax:** [REDACTED]  
  
**Doors Open:** 19:20  
**Clearance:** 19:38  
**Curtain Up:** 19:39  
**Interval:** N/A  
**Doors Closed:** N/A  
**Curtain Down:** 20:42

#### Event Information:

First patrons arrived 18:05  
Patrons did not receive their tickets in the mail. Tickets purchased 12/5/21  
Last patron left 21:15

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** LITTLE GIRLS ALONE IN THE WOODS  
**Perf. Date:** Saturday, 22 May 2021  
**Perf Time:** 14:00  
**Perf No.:** 4/6  
**Venue:** Courtyard Studio  
**Pax:** [REDACTED]  
  
**Doors Open:** 13:54  
**Clearance:** 14:09  
**Curtain Up:** 14:10  
**Interval:** N/A  
**Doors Closed:** N/A  
**Curtain Down:** 15:12

#### Event Information:

Team members were unable to gain access via the approved access route as the access swipes would not open the glass doors in the CT

[REDACTED] required to walk outside the theatre to the CYS

Briefing held 12:50

First patron arrived 12:55

Hand sanitiser fell over in the theatre which delayed receiving the house by 10mins

There were [REDACTED] missing from the tickets to be picked up. Names were on the list but no physical tickets were present

A cast member slipped on some feathers that were on the floor for a scene. No medical required.

Rechecked with cast member at the conclusion of the show and there were no issues.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                                 |
|----------------------|---------------------------------|
| <b>Duty Manager:</b> |                                 |
| <b>Event:</b>        | Little Girls Alone in the Woods |
| <b>Perf. Date:</b>   | Sunday, 23 May 2021             |
| <b>Perf Time:</b>    | 1700                            |
| <b>Perf No.:</b>     | 6 / 6                           |
| <b>Venue:</b>        | Courtyard Studio                |
| <b>Pax:</b>          |                                 |
| <b>Doors Open:</b>   | 1650                            |
| <b>Clearance:</b>    | 1705                            |
| <b>Curtain Up:</b>   | 1705                            |
| <b>Interval:</b>     | NA                              |
| <b>Doors Closed:</b> | NA                              |
| <b>Curtain Down:</b> | 1809                            |

### Event Information:

As per [REDACTED] last report (PH 22 May matinee), the CT glass doors were still unresponsive to swipes when I tested them at 1527; unlocked CT glass doors for access to CYS avoiding the laneway.

Show opened a little late; asked for by [REDACTED] Concierge staff on tonight for CYS, able to get clearance to open up the CYS without leaving front entry unmanned; as such, certain of all patrons signing in with CBR app; a staff member there at all times to ensure this. House was given back 5 minutes late as [REDACTED] had not arrived; [REDACTED] wanted to hold for a few extra minutes incase [REDACTED] was running late; [REDACTED] never arrived. Bar kept open post show. [REDACTED] uncollected tickets. Last patron left around 1845

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

Light out [REDACTED]

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** CIT Mic Fest  
**Perf. Date:** Wednesday, 26 May 2021  
**Perf Time:** 1900  
**Perf No.:** 1 / 1  
**Venue:** Link Bar  
**Pax:** [REDACTED]  
  
**Doors Open:** NA  
**Clearance:** NA  
**Curtain Up:** 1910  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2158

#### Event Information:

CT cage opened, Link Bar capacity [REDACTED] Concierge asked all patron if they had been to COVID-affected areas in [REDACTED] none had. Briefed production that dancing was unable to take place in the Link Bar, however, they are able to sing. CIT announced restrictions prior to the first act starting. Production informed me that 1900 was their call time for audiences but they would aim to start at 1910, which they did. The performance did not have any intervals but did have short breaks between bands. The timings are as follows: 1910 - greeting; 1914 - band 1; 1943 - break; 2026 band 2; 2056 - break; 2125 - band 3; 2156 - farewell; 2158 - finish. [REDACTED] patrons arrived without the ability to check in with the CBR app; they provided us with their details: [REDACTED], arrived at 8:30pm, [REDACTED]  
Bump out post show, finishing at 2236

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Teddy Tahu Rhodes and Guy Nobel  
**Perf. Date:** Saturday, 29 May 2021  
**Perf Time:** 1400  
**Perf No.:** 1 / 1  
**Venue:** The Playhouse  
**Pax:** [REDACTED]  
  
**Doors Open:** 1328  
**Clearance:** 1405  
**Curtain Up:** 1405  
**Interval:** 1445  
**Doors Closed:** 1507  
**Curtain Down:** 1545

#### Event Information:

Concierge checked if any patron had been to [REDACTED] within the last 14 days and turned away anyone who had been; none of our patrons had been. Received a lot of complaints regarding coffee quality, lack of cash facilities and unavailability of interval drinks. After the first act several patrons approached usher and asked if the heating could be turned up. I checked in with stage door who said it had been on maximum ever since [REDACTED] arrived. Ushers reported it feeling cool but not uncomfortably cold. Received a suggestion from a patron that [REDACTED] did not need a microphone in the Playhouse. This was not an issue with volume more of an aesthetic opinion; [REDACTED] would not have needed to have a microphone as [REDACTED] has the capability to project. The start of the show went up a little late as an [REDACTED] patron with [REDACTED] had booked a seat in the balcony, needing some extra time to safely get to [REDACTED] seat. For the same reason, the second act started a few minutes late too. Several patrons approached me throughout the afternoon saying how much they enjoy coming to the Canberra Theatre Centre compared to other venues around Australia. They appreciate how they always feel welcomed by staff and the level of service is very high. Bar kept open briefly post-show. Last patrons left around 1600.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

|                      |                        |
|----------------------|------------------------|
| <b>Duty Manager</b>  |                        |
| <b>Event:</b>        | Act Up                 |
| <b>Perf. Date:</b>   | Wednesday, 2 June 2021 |
| <b>Perf Time:</b>    | 1400                   |
| <b>Perf No.:</b>     | Dress rehearsal        |
| <b>Venue:</b>        | The Playhouse          |
| <b>Pax:</b>          |                        |
| <b>Doors Open:</b>   | 1343                   |
| <b>Clearance:</b>    | 1357                   |
| <b>Curtain Up:</b>   | 1400                   |
| <b>Interval:</b>     | 1458                   |
| <b>Doors Closed:</b> | 1519                   |
| <b>Curtain Down:</b> | 1618                   |

#### Event Information:

Dress rehearsal for tonight's Performance of Act Up. Link Bar cage remained closed throughout the entire afternoon except to load in the performers after the morning's masterclass. Ushers on [REDACTED] only; [REDACTED] Throughout the performance, the actors who had just finished their skit were seated in [REDACTED] At the start of the interval, the MC announced that we would only be having a 10-minute interval; contrary to the pre-arranged 20 minutes. Followed this up with production who confirmed that they wanted to start at 1310, 12 minutes from curtain down. Gave clearance at 1512, the show recommenced at 1519. Post-show all performers sent BOH to sign out at stage door, all other audience members left via emergency exits as Link Cage was closed.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

[REDACTED] flickering.

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Act Up  
**Perf. Date:** Wednesday, 2 June 2021  
**Perf Time:** 2000  
**Perf No.:** 1 / 1  
**Venue:** The Playhouse  
**Pax:** [REDACTED]  
**Doors Open:** 1929  
**Clearance:** 2000  
**Curtain Up:** 2001  
**Interval:** 2100  
**Doors Closed:** 2124  
**Curtain Down:** 2226

#### Event Information:

Bollards placed in front of staircases leading up to balcony 1 to separate performers in the balcony from patrons in the stalls. During load in and to maintain safe capacities, all performers from the second act were loaded into balcony two via the BOH door on balcony one; [REDACTED] usher stood outside [REDACTED] making sure all performers went up to balcony two; [REDACTED] usher outside [REDACTED] loading the performers in orderly. Once all performers were in and seated, [REDACTED] usher went to [REDACTED] for the first act. During the first act and as each performance finished, the performers would make their way through [REDACTED] and enter the first balcony from the [REDACTED]; performers were then loaded into balcony 1 in their groups between songs; [REDACTED] concierge were on [REDACTED] with a [REDACTED] staff holding the performers outside [REDACTED] until the appropriate time. If at any point performers needed to use the bathroom, they were sent back through the [REDACTED] as to not mix with patrons. During interval some performers along with [REDACTED] told us they needed to exit via the PH foyer; they said that [REDACTED] had told them that they could not come back through. Due to the complexity of the balcony change over, I escorted the group down the stairs and immediately directed them to stage door. Stage door confirmed that they had not given such instruction to this group. During interval we noticed a handful of the performers had made it down into the foyer. We had strictly briefed these performers that they could not go down to ground level as per our COVID procedure; we then sent them through the [REDACTED]. As planned, the second act started with only balcony 1 open and no performers from the second act were to come through. At 2142 I was asked by production to open balcony 2 which I did with [REDACTED] concierge staff and [REDACTED] for holding and directing; leaving [REDACTED] and [REDACTED] to restock the bar and manage the foyer. Due to this we were unable to complete some of our pre-arranged tasks. During the second act, [REDACTED] performers, [REDACTED] exited balcony 1; they were escorted down to the Link bathrooms as they were the closest. The two of them were in the foyer for about 5 minutes before returning upstairs. Post-show, balcony 2 was unloaded first through to [REDACTED] about 5 minutes later, balcony 1 was unloaded the same way. Many performers attempted to go down to the foyer. They were all were sent [REDACTED]. After all performers were sent [REDACTED] many were seen entering the foyer from outside. We did not have enough FOH staff tonight; many of the actions that needed extra staff fell on us to mitigate. [REDACTED] concierge and [REDACTED] bar staff were absolutely needed to escort to and from balconies, control and direct patrons in a COVID safe manner. However, we were not able to give the highest level of customer service nor were we able to follow all COVID safe procedures. This included high touch cleaning in balconies. As [REDACTED] concierge and [REDACTED] bar staff were taken away to perform other tasks rather than the one assigned to them in line with the FOH procedure, we were also unable to perform high touch cleaning in the Link Bar. Leaving [REDACTED] staff in the bar was insufficient and it meant that the bar was not cleaned and restocked within rostered time frame.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: **More FOH staff must be rostered for future shows of this manner.**

FOH Covid Safe Plan breaches or reportable patron events: **Performers from [REDACTED] entered FOH and vice versa with no or limited separation. High touch wipe down did not occur in balconies and in Link Bar.**

Staff related Covid breaches/issues: see above

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

**Duty Manager**

**Event:** The Appleton Ladies Potato Race

**Perf. Date:** Thursday, 3 June 2021

**Perf Time:** 1900

**Perf No.:** 1/4

**Venue:** The Playhouse

**Pax:**

**Doors Open:** 1835

**Clearance:** 1901

**Curtain Up:** 1905

**Interval:** NA

**Doors Closed:** NA

**Curtain Down:** 2024

#### Event Information:

CBR check-in delayed entry into venue for some patrons as there was congestion at the main entrance and we didn't have sufficient staff to assist - additional bar staff required to clean VIP green room/sweep outside and set up for post show function; doors opened slightly late as production were doing final sound checks; once show came down there was a large group of patrons on the stair landing near [REDACTED] who were catching up with one another, we moved them to the link bar after about 14 minutes and they remained in link bar until 2105; Post show function held in VIP greenroom - [REDACTED] - room was quite small and congested for number of guests - service stopped at 2130 and last patron left at 2206

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? No

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

Downlight blown in [REDACTED]

### FOH Performance Report

|                      |                     |
|----------------------|---------------------|
| <b>Duty Manager:</b> |                     |
| <b>Event:</b>        | Impermanence        |
| <b>Perf. Date:</b>   | Friday, 4 June 2021 |
| <b>Perf Time:</b>    | 1930                |
| <b>Perf No.:</b>     | 1/2                 |
| <b>Venue:</b>        | Canberra Theatre    |
| <b>Pax:</b>          |                     |
| <b>Doors Open:</b>   | 1858                |
| <b>Clearance:</b>    | 1938                |
| <b>Curtain Up:</b>   | 1945                |
| <b>Interval:</b>     | NA                  |
| <b>Doors Closed:</b> | NA                  |
| <b>Curtain Down:</b> | 2045                |

#### Event Information:

Pre-show patrons entered via LFS doors and accessed south bar - first patrons started arriving at 1805 and given staff didn't arrive until 1800 we weren't provided with sufficient time to set up the area for patron access; The area was bollarded with signs stating Impermanence patrons only, however as staff were covid cleaning the theatre and setting up the bar to allow service several patrons entered in to [REDACTED] that were for Playhouse show. All patrons entering via front doors that were for CT show were advised to turn around and enter via LFS doors and patrons entering rear doors were advised to walk through the venue and in to LFS doors and that they could collect tickets after 1900 - despite these instructions patrons had a complete disregard with approximately [REDACTED] going to the box office to collect tickets and then accessing link bar - this was only noted after playhouse show commenced and these patrons were seated in link bar still and box office advising how many tickets had been collected; Those patrons who were held in LFS behind the cage were frustrated with over [REDACTED] complaining and being rude to staff, including patrons trying to exit via the glass door (pressing the button to exit); Once doors were opened I was unable to do an announcement as the large majority of patrons were yet to collect tickets and were extremely frustrated; [REDACTED] was opened at 1908 once covid clean was done in link bar and announcements commenced from this time; Several patrons attempted to enter the theatre who were here for the playhouse show as they had entered via the incorrect doors to the venue and hadn't realised, this meant that they missed the first 30 minutes of their show; At 1932 received a radio call from [REDACTED] advising that there were [REDACTED] missing for [REDACTED], called BOH and recalled at 1934 advising [REDACTED] and BOH arranged this immediately; Due to seating issues and ticket collection issues, show went up 8 minutes late; Speech commenced at 1940, actual performance commenced at 1945; [REDACTED] patrons arrived at 1940 confirmed with concierge they were here for the dance and advised their tickets were with friends inside the venue, given the show had a 12 minute lockout, agreed with box office to let patrons in to seat [REDACTED], at 2000 they exited and advised they were meant to be at CYS; Patrons arrived at 2001 for [REDACTED] advised they had to seat at the rear as per production request and they were happy with this; [REDACTED] patrons bought a bottle of [REDACTED] and didn't realise they couldn't take it into venue, set up a bar stool with an ice bucket and [REDACTED] glasses in [REDACTED] reserved for them post show; Post show function in link bar, [REDACTED], dancers and production were not provided tickets for the event; Patrons from show were in south bar, and moved them on once speeches commenced however they were quite noisy; Last pax from function departed at 2216

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: Impossible to keep clear separation between patrons of shows and insufficient time to covid clean common spaces between shows going up

FOH Covid Safe Plan breaches or reportable patron events: Several patrons crossed over between shows

Staff related Covid breaches/issues: Staff were across patrons for both shows

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

toilet toilet roll holder has fallen off

### FOH Performance Report

|                      |                              |
|----------------------|------------------------------|
| <b>Duty Manager:</b> |                              |
| <b>Event:</b>        | Appleton Ladies' Potato Race |
| <b>Perf. Date:</b>   | Friday, 4 June 2021          |
| <b>Perf Time:</b>    | 1900                         |
| <b>Perf No.:</b>     | 2 / 4                        |
| <b>Venue:</b>        | The Playhouse                |
| <b>Pax:</b>          |                              |
| <b>Doors Open:</b>   | 1836                         |
| <b>Clearance:</b>    | 1905                         |
| <b>Curtain Up:</b>   | 1906                         |
| <b>Interval:</b>     | NA                           |
| <b>Doors Closed:</b> | NA                           |
| <b>Curtain Down:</b> | 2027                         |

#### Event Information:

remained closed for load in of both PH and CT patrons; PH patrons served at Link Bar preshow, CT patrons held at LFS bar until a little after 1900 when CT cage was opened. Entry to restricted from 1830 with a full closure at 1835; cleaners came at 1841 to COVID clean bathrooms in preparation for CT patrons, they were done by 1853. From 1830 until PH doors opened, usher was positioned at the entrance to the Link toilets.

From 1830 until PH show started, received many complaints about the number of available toilets at PH, in particular, filled up quickly. I remained at the entry to the Link toilets until the show started only leaving to do my announcements; the cleaners kindly directed patrons to the PH bathrooms while I was away and reported several complaints from patrons. Patrons were concerned they would miss the start of the performance and did not want to stay out for the strict lockouts. As a result of these complaints, I decided to start the show a few minutes later to get as many patrons as possible into the theatre before the commencement; I called lighting to inform them of this decision at 1855. One patron said would be writing to the Theatre to complain about the lack of toilet facilities. With hindsight, closing the Link toilets later would not have made any significant difference. Most of the PH patrons arrived within 15 minutes to the start of the show due to the large number of people looking for adequate parking. If toilets were closed any later, patrons would have been still using the toilets when the cleaners arrived and the usher would not have been able to direct patrons to the PH bathrooms as the auditorium would have been open at that point. As a result, some patrons from PH left during the show to use the bathroom who were then caught by the lockouts who all expressed their concern regarding missing part of the show. Additionally, many CT patrons helped themselves through the glass door connecting the walkway to LFS to get to the main bar and collect their tickets prior to the area being COVID cleaned. We had no staff available to mitigate this which resulted in part of our efforts to remain COVID safe void. Juggling the logistics of two shows in PH and CT with close starting times is impossible. Either more FOH staff are required to fill these COVID-necessary positions and / or start times for double shows need to be have at least between start times.

Once Appleton started, PH glass doors were locked so CT patrons did not enter the PH foyer. A few late comers arrived and walked through the CT patrons to then enter the PH foyer. Post-show the glass doors remained locked, and all patrons exited vis emergency doors due to the function being setup for

#### COVID Notes:

**Plan Version: FOH Covid Safe Plan Version August 2020 v1.20**

Observations-actions requiring attention prior to next event:

with double shows, either more FOH staff need to be rostered on to satisfy COVID safe needs and / or start time for double shows need to be at least [REDACTED] inbetween

FOH Covid Safe Plan breaches or reportable patron events:

many patrons ignored directions from conierge staff or snuck through areas they were not supposed to due to a lack of staff to man crossover points

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?

**NO**

if YES

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                                          |                      |          |
|--------------------------|------------------------------------------|----------------------|----------|
| <b>VSO on Duty:</b>      |                                          |                      |          |
| <b>Event:</b>            | The Mama Complex Collective Variety Show |                      |          |
| <b>Venue:</b>            | Courtyard Studio                         | <b>Layout:</b>       | Portrait |
| <b>Perf Date:</b>        | 4/6/2021                                 | <b>Perf No:</b>      | 1/2      |
| <b>Perf Time:</b>        | 19:30                                    | <b>Doors Open:</b>   | 19:10    |
| <b>Bar Open:</b>         | 18:45                                    | <b>Bar Close:</b>    | 21:32    |
| <b>Act 1 start time:</b> | 19:45                                    | <b>Interval:</b>     | 21:08    |
| <b>Act 2 start time:</b> | 21:32                                    | <b>Curtain Down:</b> | 22:30    |
| <b>PM Name:</b>          |                                          | <b>Phone Number:</b> |          |

**Meet & Greet – Time/s & No of Patrons**  
N/A

**Event Information:**

Bar Staff -  
Duty Manager  
Tech  
SM  
No usher sighted  
Eftpos and cash accepted at the bar  
Sold out tickets patrons no show

**Report:**

Front was not swept.  
Saw no evidence of COVID cleaning of tables in the bar area.  
18:30 Patrons started to arrive. Company were not ready therefore patrons were not asked to check in.  
patron asked where the check in was and the duty manager replied "I'm not sure"  
18:45 Bar was opened.  
Bar staff were eating and drinking behind the bar in sight of patrons. This looked unprofessional in a CTC's space.  
Checked air-conditioning, was not on. Advised it is a requirement and turned it on for them.  
Checked toilets were clean.  
Liquor licence displayed. RSAs were sighted.  
Esky and boxes over the floor beside the bar were trip hazard. Requested to move.  
No lights in the courtyard. So, I turned them on.  
Informed bar staff no glassware was allowed inside the theatre. They said they did not know about this.  
When asked if there was a concierge, they said there would be.  
As patrons entered I was asking if they had checked in, and the green tick sighted.  
Duty manager stood at the top of the stairs giving out tickets but was not asking if patrons had checked in.  
Asked if there was an usher they said yes it was When I entered the theatre there was no usher.  
As there was no usher, glassware was taken into the theatre. I asked the bar staff to take in plastic for the patrons to pour their drinks into.  
When the show commenced all the staff went into the theatre to watch leaving the bar unattended.  
patrons arrived and I assisted with their tickets and entry to the show. When the FOH staff saw this they had bar staff stay in the bar.  
No COVID cleaning by bar staff while show was in progress.  
Prior to interval one of and came in through the CYS admin glass doors from BOH, slightly intoxicated, wanting to get glasses of sparkling wine. They were served at the bar and then went outside to drink. I checked on them to ensure they were staying in the licensed area which they were not. Explained to them and they happily complied. At intermission a lot of the cast intermingled with the patrons.  
There were patrons,  
was placed out of the way not blocking exits.

During interval when checking the theatre, I noted that [REDACTED] patron was sitting in a seat. The [REDACTED] was still in position and chairs had not been replaced.  
Duty Manager asked if it was possible to use a printer. Stage door assisted.  
Chairs placed in front of bar creating a barrier. This caused a bit of congestion during interval.  
First half ran for 83mins.  
Tables were cleaned in the bar area after second ACT commenced.  
Bar staff left at 22:00  
Stage door left at 22:14  
Duty managers left the bar area to go into the theatre leaving bar area unattended.  
At 22:40 CTC FOH Manager arrived and spoke to [REDACTED] about the importance of 'checking in' according to our COVID Safe Plan and the presence of an usher inside the venue at all times. It was noted that they did not seem to understand the role of the concierge viewing the check in.  
SM reassured that they will have an usher in the theatre for the duration of the next show.  
They will also have a concierge at the glass doors viewing all check in green ticks.

## **Maintenance:**

NTR

### COVID NOTES:

#### **NOTES: FOH/Company Covid Safe Plan**

##### **Incidents:**

##### **Observations-actions requiring attention prior to next event**

*Concierge needs to be placed at the bottom of the stairs to ensure patrons are checking in and sanitising.  
Usher to be on the door helping patrons and ensuring no glassware enters the theatre.*

**FOH Covid Safe Plan breaches or reportable patron events:** *Cast and crew mingling with patrons in non-COVID Safe manner*

##### **Staff related Covid breaches/issues:**

*As above no compliance around check in. No cleaning observed.*

##### **Was the event attended by Compliance Officers from Access Canberra?**

NO

If YES,

**Name of Officer:**

**Documents requested from us:**

**Documents provided to them:**

**Any actions arising:**

**Compliance feedback:**

**General Comments:**

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | Impermanence          |
| <b>Perf. Date:</b>   | Saturday, 5 June 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 2/2                   |
| <b>Venue:</b>        | Canberra Theatre      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1859                  |
| <b>Clearance:</b>    | 1936                  |
| <b>Curtain Up:</b>   | 1938                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2042                  |

#### Event Information:

Patrons started arriving at 1755 before staff had commenced shift so utilised Playhouse ushers to assist with setting up venue; Pre-show patrons arrived via LFS doors with bar and temporary box office set up for ticket collection; Had to utilise [REDACTED] ushers to outside - [REDACTED] direct patrons to Playhouse and Canberra Theatre and [REDACTED] to ensure the check in had been completed - once cage was opened these ushers returned to their doors to assist with load in; [REDACTED] usher had to be used to assist with concierge on main doors which meant CT was down [REDACTED] ushers for load in and Playhouse was down [REDACTED] usher; Despite these instructions, several patrons were in link bar which means they had walked in and disregarded the concierge; Cage was opened at 1908 and as all tickets to be collected were at temporary box office it caused congestion and confusion with patrons as they were lining up at the main box office, and I had to usher patrons to the temporary box office which meant there were significant delays and clearance was given late - advised BOH of the delays; Box office had provided [REDACTED] to patrons in [REDACTED] just prior to the show starting, however [REDACTED] was taken out so moved patron to [REDACTED] and show was held whilst this was resolved; patron complained about lack of space in front of front row to get to their seat in [REDACTED]; post show egress via LFS doors and emergency exit doors only as playhouse patrons still exiting via main doors/link bar, CT patrons walked out LFS doors and then back in main doors to walk through to rear entrance which resulted in a crossover between playhouse and CT patrons

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: impossible to maintain segregation of patrons given short turnaround times

FOH Covid Safe Plan breaches or reportable patron events: crossover of patrons and staff

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

Name of Officer:

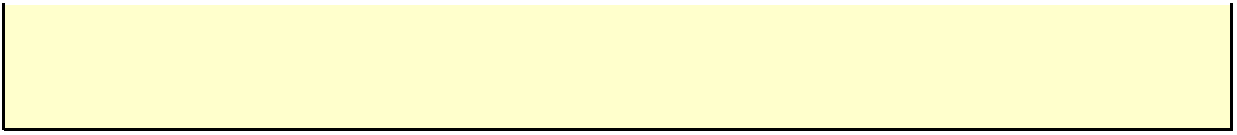
Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:



**FOH Report by Venue Services Officer (VSO) – CYS**

|                          |                                          |                      |          |
|--------------------------|------------------------------------------|----------------------|----------|
| <b>VSO on Duty:</b>      |                                          |                      |          |
| <b>Event:</b>            | The Mama Complex Collective Variety Show |                      |          |
| <b>Venue:</b>            | Courtyard Studio                         | <b>Layout:</b>       | Portrait |
| <b>Perf Date:</b>        | 5/6/2021                                 | <b>Perf No:</b>      | 2/2      |
| <b>Perf Time:</b>        | 19:30                                    | <b>Doors Open:</b>   | 19:15    |
| <b>Bar Open:</b>         | 18:30                                    | <b>Bar Close:</b>    | 21:45    |
| <b>Act 1 start time:</b> | 19:49                                    | <b>Interval:</b>     | 20:15    |
| <b>Act 2 start time:</b> | 21:45                                    | <b>Curtain Down:</b> | 22:50    |
| <b>PM Name:</b>          |                                          | <b>Phone Number:</b> |          |

**Meet & Greet – Time/s & No of Patrons**  
N/A

**Event Information:**

Bar Staff [REDACTED]  
Duty Manager [REDACTED]  
Tech [REDACTED]  
SM [REDACTED]  
Ushers are [REDACTED]  
Eftpos and cash accepted at the bar  
Sold out [REDACTED] tickets [REDACTED] patrons [REDACTED] no shows

**Report:**

18:30 Patrons started to arrive. Check in was placed at the top of the stairs and tick is being sighted.  
18:30 Bar was opened.  
Asked [REDACTED] if air conditioning was on [REDACTED] said it was switched on, I could not feel or hear it in the theatre.  
[REDACTED] and I went to check [REDACTED] advised that [REDACTED] was told [REDACTED] not to turn on the green button as it is not used anymore during induction. I advised that was incorrect and said I would check this with [REDACTED].  
Checked toilets were clean.  
Liquor licence displayed. RSAs were sighted.  
No lights in the courtyard. I had shown Duty manager how to turn them off at the end of the first show.  
Duty manager stood at the top of the stairs giving out tickets and checking people in.  
There is a dedicated door person for this show.  
Concierge went into the theatre for some time and people were entering. I asked for them to check in and sighted the tick.  
Had to explain to a few patrons who had checked in at the Theatre that they were required to check in as it was a different QR code.  
There were [REDACTED] patrons, [REDACTED]  
[REDACTED] was placed out of the way not blocking exits.  
On inspection of the theatre prior to commencement of the show there was a person with a camera partially obstructing the walk-way. Asked one of the performers [REDACTED] to move the person which was done.  
COVID cleaning undertaken by bar staff while show was in progress. No gloves used.  
First ACT ran for 86mins.  
Bar staff sold bottles without decanting into plastic at interval.  
Asked bar staff to ensure this was being checked as patrons re-entered the theatre.  
Theatre was cleaned by FOH  
Tables were cleaned in the bar area after second ACT commenced. No gloves used.  
22:20 Patron escorted from the theatre vomiting. Patron sat in the bar area with water and when I checked on [REDACTED] and [REDACTED] advised [REDACTED] was ok and did not need any medical attention.  
Bar staff cleaned theatre straight away. No gloves used.  
Sighted patrons carrying bottles when exiting the theatre.  
Patrons departing at 22:54

**Maintenance:**  
**NTR**

COVID NOTES:

**NOTES: FOH/Company Covid Safe Plan**

**Incidents:**

**Observations-actions requiring attention prior to next event**

*Concierge one two occasions left the bar area while patrons were still arriving.*

*Usher was not on the door after interval found bottles in the theatre after curtain down.*

*FOH procedures and rules must be conveyed to hirers in all future inductions.*

**FOH Covid Safe Plan breaches or reportable patron events:**

**Staff related Covid breaches/issues:**

**Was the event attended by Compliance Officers from Access Canberra?**

**NO**

**If YES,**

**Name of Officer:**

**Documents requested from us:**

**Documents provided to them:**

**Any actions arising:**

**Compliance feedback:**

**General Comments:**

*Much improved from the first show. Still had to make reminders to the staff working the show.*

### FOH Performance Report

**Duty Manager** [REDACTED]  
**Event:** Appleton Ladies' Potato Race  
**Perf. Date:** Saturday, 5 June 2021  
**Perf Time:** 1400  
**Perf No.:** 3 / 4  
**Venue:** The Playhouse  
**Pax:** [REDACTED]  
**Doors Open:** 1332  
**Clearance:** 1401  
**Curtain Up:** 1403  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 1523

### Event Information:

Access show with live captions and audio description; tactile tour cancelled as [REDACTED] patrons had booked it. A patron arrived for Appleton from [REDACTED] [REDACTED] had been up-to-date with COVID travel restrictions and assured me [REDACTED] was not at [REDACTED] on the [REDACTED] as per the ACT COVID website. [REDACTED] patron took a [REDACTED] for the show; [REDACTED] came back post-show and said that it did not work. The devices were checked pre-show and all seemed to be working, unsure if it was user error or if the device was malfunctioning, details in the maintenance section. Post-show, a few of the performers came out into the PH foyer and mingled with some of the patrons. Bollards have been placed on both sides of the glass door linking the walkway and LFS in preparation for tonight; this is to dissuade patrons from accessing the door on their own accord.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

[REDACTED] Patron had used the devices before and was familiar with how they operated.

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** The Appleton Ladies' Potato Race  
**Perf. Date:** Saturday, 5 June 2021  
**Perf Time:** 1900  
**Perf No.:** 4 / 4  
**Venue:** The Playhouse  
**Pax:** [REDACTED]  
**Doors Open:** 1832  
**Clearance:** 1907  
**Curtain Up:** 1907  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 2029

#### Event Information:

Same setup as last night with regards to CT cage being closed as a hard barrier between audiences. Box office set up a small ticket collection station in [REDACTED] patrons, [REDACTED] report for more details. To help minimise cross contamination of audiences, bollards placed on either side of the glass door linking the walkway to LFS, this helped to some degree, but some patrons still passed through that door. The same issues that occurred last night reoccurred tonight. Pre-show, I told production after the chaos last night we would start late, I would get the show starting as soon as possible and I would call [REDACTED] closer to commencement as to reassess the situation. Link Bathrooms started to close bathrooms at 1835 with a full closure around 1840 when cleaners arrived and once all patrons had left. Many complaints regarding the lack of available toilets, how "unprofessional" it was to not organise suitable arrangements. At 1843, a patron informed me that a queue had already formed to [REDACTED], I then started to inform every patron where the bathrooms were, that there would be a short wait and then reassure them the show would not start until everyone had returned. Most patrons, after hearing my warning about the queue to the bathrooms, asked if there were any other toilets available, to which I apologised and said that these were the only ones. Most patrons left flustered, angry or determined to get the [REDACTED] bathrooms. I called lighting around 1850 to confirm that we were definitely going up late. I altered my announcement to say that Appleton would be starting "soon" rather than giving a definitive time to encourage patrons to move into the PH foyer but not to stress the queuees that they would miss the start. I witnessed many patrons still moving frantically to get to the show. This announcement change was made due to the LFS foyer filling up and CYS bar becoming overwhelmed due to the high number of patrons who had arrived. At 1855, [REDACTED] requested very politely to use the [REDACTED] at Link as they were the most comfortable for [REDACTED] needs, I escorted [REDACTED] through and informed the cleaners that that bathroom would need to be recleaned. To help minimise the effects of the separation [REDACTED] usher was taken down from [REDACTED] to assist concierge with crown control. This was done as only [REDACTED] patrons were booked into the [REDACTED], all seated next to one another and were able to be closely monitored by [REDACTED] usher. Once my show was about to start [REDACTED] usher was sent up to man the second door in [REDACTED]. Similarly, to last night, the logistics of the patron separation with the time constraints we had were impossible. Patron separation was not possible to guarantee, and patron satisfaction was not good.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Music at Midday      |
| <b>Perf. Date:</b>   | Tuesday, 8 June 2021 |
| <b>Perf Time:</b>    | 1200                 |
| <b>Perf No.:</b>     | 1 / 1                |
| <b>Venue:</b>        | Canberra Theatre     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1134                 |
| <b>Clearance:</b>    | 1204                 |
| <b>Curtain Up:</b>   | 1204                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 1313                 |

### Event Information:

Patrons arrived as early as 1045 with [redacted] patrons waiting in the foyer by 1100; seating in Link foyer filled up quickly resulting in LFS and CT glass doors being opened around 1110. [redacted] collected donations at the doors during load in. [redacted] usher stationed in theatre lane along with [redacted] to help direct traffic pre and post show, [redacted] usher returned to their door during the performance. Due to the high audience numbers, I stepped in to help [redacted] and asked [redacted] to do the foyer announcements. Additionally, we had some [redacted] staff assisting with sign ins. Pre-show, a large group of patrons organised by [redacted] were collecting tickets in LFS near the curved wall. Medic on site for duration of the performance. Patrons stood up for the [redacted] and sat down when it finished. [redacted] were in the auditorium as part of the [redacted] Post-show, theatre lan filled up quickly with cars and caused a small jam when the [redacted] bus arrived. Congestion only lasted for around 10 minutes before clearing.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** QandA  
**Perf. Date:** Thursday 10 June 2021  
**Perf Time:** 20:32  
**Perf No.:** 1 of 1  
**Venue:** Canberra Theatre  
**Pax:** [REDACTED]  
**Doors Open:** 19:13  
**Clearance:** 19:58  
**Curtain Up:** 20:34  
**Interval:** n/a  
**Doors Closed:** n/a  
**Curtain Down:** 21:35

### Event Information:

[REDACTED] live broadcast event. FOH executed wet/cold weather plan. Patrons entered via main doors and were directed into Link Bar as a holding area and to facilitate queuing. Concierge positioned at both entrances to check green ticks. [REDACTED] trestle tables were set up in Link Foyer for bag checks and wandering. [REDACTED] on site. [REDACTED] used wands and [REDACTED] carried out bag checks. [REDACTED] assisted with check in. [REDACTED] South Bar was open but only served water and soft drinks upon the request of [REDACTED]. Once security checks completed, patrons walked through CT cage and LFS into CT foyer for ticket pick up. Bollards used to snake the queue. Transition was smooth with the last patron going into venue at 19:58. Company had been given a bulk of tickets for them to allocate. [REDACTED] FOH staff assisted with allocating tickets to patrons. South Bar open with no alcoholic beverage sold over the bar as requested by [REDACTED]. At 18:25, [REDACTED] came out to the LFS to brief FOH and security. At approximately 19:35, upon entering [REDACTED] a patron [REDACTED] tripped on the [REDACTED]. [REDACTED] Usher from [REDACTED] immediately attended to [REDACTED] and called me on the radio to notify me of the fall. I checked on the patron who assured me that [REDACTED] was fine and did not need further assistance. I asked another usher to bring [REDACTED] a cup of water and asked usher at [REDACTED] to keep an eye on [REDACTED]. Once patrons were seated in the allocated seats, company re seated some patrons to satisfy camera angles. Patrons were not allowed food and drinks inside the venue including water bottles. Patrons who left the venue during the broadcast were allowed back inside only through [REDACTED], but could not return to their seats and had to be seated beyond the cross over. At 19:56, [REDACTED] commenced housekeeping and security briefing to patrons. At 20:02, [REDACTED] commenced crowd warm up which was followed by adjustment of camera angles for patrons who wished to ask question on air. Some patrons remained in the venue post show to meet the panellists. Security left at 22:00. Last patron waited for a taxi and left at 22:05. Post show drinks in the CT green room. [REDACTED] Beverage service until 23:25. Last guest left at 23:28. FOH left greenroom at 23:32.

### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NIL

FOH Covid Safe Plan breaches or reportable patron events: NIL

Staff related Covid breaches/issues: NIL

Was the event attended by Compliance Officers from Access Canberra and /or AFP? ~~YES~~ NO  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

General Comments/Learnings from this event to improve procedures:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Amphibian            |
| <b>Perf. Date:</b>   | Friday, 11 June 2021 |
| <b>Perf Time:</b>    | 1000                 |
| <b>Perf No.:</b>     | 1 / 1                |
| <b>Venue:</b>        | The Playhouse        |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 944                  |
| <b>Clearance:</b>    | 1000                 |
| <b>Curtain Up:</b>   | 1002                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 1100                 |

### Event Information:

show with a few general public patrons. All patrons were sent through so they could be neatly seated by . student snuck onto the bus; this student was not meant to come. The student and supervising teacher were sent to BO to purchase a ticket. Post-show the came into the Link Foyer where they talked briefly with some of the students. At this point, had been asked by some students if they could have the autograph; this prompted the students to swarm around very closely, this was not pre-arranged. managed to make way to cloaks where was able to quickly get through the bulk of the students, although, was crowded for around 2 minutes. Should this have been pre-arranged an adequate space could have been provided.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: students surrounded to receive autograph, physical distancing was compromised

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

down light used to illuminate has fallen off (no light fixture was found)

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | New Works            |
| <b>Perf. Date:</b>   | Friday, 11 June 2021 |
| <b>Perf Time:</b>    | 1600                 |
| <b>Perf No.:</b>     | 1 / 1                |
| <b>Venue:</b>        | Courtyard Studio     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 1604                 |
| <b>Clearance:</b>    | NA                   |
| <b>Curtain Up:</b>   | 1607                 |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 1642                 |

#### Event Information:

DM and bar staff only, no usher for this show. Pre-show, the bar staff and I focussed on signing everyone in with the CBR app and serving drinks. [REDACTED] opened the doors alongside production after a short welcome. Show started once doors were closed and everyone was seated. Bar staff and I took turns acting as the 'usher' as we have been having issues with the fire control panel reading false alarms. Post-show there was a short break where patrons could pick up drinks followed by a Q+A. Q+A started at 1654 and concluded at 1715. Drinks were served post-Q+A and finished up at 1755 when the last patrons left.

Q+A [REDACTED]

Post-Q+A drinks [REDACTED]

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

### FOH Performance Report

|                      |                        |
|----------------------|------------------------|
| <b>Duty Manager:</b> |                        |
| <b>Event:</b>        | Blueys                 |
| <b>Perf. Date:</b>   | Saturday, 12 June 2021 |
| <b>Perf Time:</b>    | 1000; 1200; 1400       |
| <b>Perf No.:</b>     | 1,2 & 3 /5             |
| <b>Venue:</b>        | Canberra Theatre       |
| <b>Pax:</b>          |                        |
| <b>Doors Open:</b>   | 929 / 1130 / 1330      |
| <b>Clearance:</b>    | 1000 / 1201 / 1400     |
| <b>Curtain Up:</b>   | 1001 / 1202 / 1401     |
| <b>Interval:</b>     | NA                     |
| <b>Doors Closed:</b> | NA                     |
| <b>Curtain Down:</b> | 1045 / 1245 / 1445     |

### Event Information:

All shows: Entry via main doors and egress via emergency doors only to allow for COVID clean of common areas - this caused some frustration for patrons as they wanted to use the toilets in link bar (glass doors were locked as patrons had started to arrive for the next show so we couldn't allow them access) - final show patrons could use main doors and emergency doors for egress; In all shows [REDACTED] were running to the stage and in the aisles for bubblepity which the ushers were unable to control; Booster seats ran out for all three shows, despite ushers advising everyone one booster seat per child, with several [REDACTED] being rude to staff; Booster seats only able to be cleaned post final show due to lack of turnaround time; Had to utilise bar staff for additional concierge to assist with patron entry, which meant bar staff were down throughout the day; and had no additional staff to assist with physical distancing of merchandise line; Photo wall was set up on curved wall, however this caused significant congestion despite having bollards, so made the decision after the first show went in to remove this and advised production; Concierge advised patrons re pram parking however as we didn't have adequate staff we couldn't monitor this with several patrons parking prams in access ways and emergency doors and had to be moved by staff for safety; merchandise sold pre and post show by [REDACTED] which meant we had limited capacity to clean CT foyer post show as patrons were lining up for merchandise

1000 Show: Ushers had to remind patrons in [REDACTED] several times to remain seated throughout the performance and not to move toward stage; Short turnaround between shows meant we had to close one set of [REDACTED] toilets which caused some angst from patrons; Merchandise advised that a patron had stepped back on to a [REDACTED] and whilst the [REDACTED] was crying the [REDACTED] were ok - I couldn't ask them to confirm as I wasn't notified at the time

1200 Show: large group of patrons were still in CT foyer post show and when I approached them asking them to leave and explaining we needed to COVID clean before the next show, the patron advised they were waiting on a maxi taxi which was booked for 1345 - they explained the [REDACTED] was unwell so they didn't want to wait outside so advised they could wait in CY foyer and they were calling their driver and [REDACTED] was going to come earlier - at 1330 they left CT foyer via emergency doors and I was of the impression their taxi had arrived, however I then noted them in the link foyer, but they were in the process of leaving. This meant there was a crossover of patrons between the midday at 1400 show; Patron lost wallet and we couldn't locate, however found post final show and contacted [REDACTED] for collection tomorrow.

1400 Show: Due to reduction in patrons we were reduced [REDACTED] ushers for this show, which meant post show we had [REDACTED] usher standing centre stage to prevent children being placed there for photos, and this meant they left their post at [REDACTED] and a child ran up the stairs on to stage - we caught them before they reached the set

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: Unable to physical distance lines, merchandise being sold post show causes congestion in theatre foyer and means our turnaround times are even tighter - if production wants to sell merch post show we need longer turnaround times

FOH Covid Safe Plan breaches or reportable patron events: See above report where patron left and re-entered in to link bar

Staff related Covid breaches/issues:

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Les Divas  
**Perf. Date:** Saturday, 12 June 2021  
**Perf Time:** 2000  
**Perf No.:** 1 / 1  
**Venue:** The Playhouse  
**Pax:** [REDACTED]  
  
**Doors Open:** 1941  
**Clearance:** 2004  
**Curtain Up:** 2006  
**Interval:** 2057  
**Doors Closed:** 2118  
**Curtain Down:** 2225

Production crew member, [REDACTED] sold programs pre-show, during interval and post show from merch counter opposite Link Bar. Several patrons were caught drinking alcoholic beverages not purchased here. Anyone seen to have drinks not from our bar were asked to hand them in to us where they could collect them post-show. Still some patrons were able to smuggle their [REDACTED] into the venue where they could consume it more discretely. I was called to [REDACTED] at 2200 regarding some patrons who were having an argument in the auditorium. When I arrived at [REDACTED] of the [REDACTED] who were the centre of the argument was outside. According to [REDACTED] [REDACTED] was really enjoying this show, dancing in [REDACTED] seat at points. [REDACTED] next to [REDACTED] asked if [REDACTED] could take it down a notch to which [REDACTED] responded defensively saying [REDACTED] had paid for [REDACTED] ticket and [REDACTED] intended to enjoy [REDACTED] behind [REDACTED] then piped up calling [REDACTED] a [REDACTED] as it was [REDACTED] presenting patron to whom [REDACTED] was having the conflict with. After this, [REDACTED] of [REDACTED] was too embarrassed to stay and left the auditorium. After [REDACTED] explained this to me, I offered [REDACTED] some vacant seats away from [REDACTED] who had started the conflict to which [REDACTED] declined. Not long after this, [REDACTED] came out and explained the same story, I again offered [REDACTED] a different seat to which [REDACTED] also declined. By the time I had walked [REDACTED] down to the foyer [REDACTED] had calmed down but was still clearly [REDACTED] at the situation. In the end, both [REDACTED] and [REDACTED] left the venue, neither of whom were upset at how they had been treated by staff rather they were only upset over the situation. I did not get a chance to hear the other side of the argument from the other patrons involved. A few times throughout the show the performers encouraged patrons to sing along, this was largely at the end of songs and only for a few minutes. Several patrons stood up for the end of the final song, Ushers told the patrons to remain seated however many patrons ignored this instruction. Post-show meet and greet, [REDACTED] performer came into the foyer and was station next to merch with a trestle table distancing the patrons. Last patrons left at 2300, [REDACTED]

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: several drinks purchased from elsewhere smuggled into the theatre, likely a dedicated staff member and set up would be needed to bag check patrons when we have similar shows.

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?  
If YES,

NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                      |
|----------------------|----------------------|
| <b>Duty Manager:</b> |                      |
| <b>Event:</b>        | Blueys               |
| <b>Perf. Date:</b>   | Sunday, 13 June 2021 |
| <b>Perf Time:</b>    | 1000 / 1200          |
| <b>Perf No.:</b>     | 4 & 5 / 5            |
| <b>Venue:</b>        | Canberra Theatre     |
| <b>Pax:</b>          |                      |
| <b>Doors Open:</b>   | 930 / 1132           |
| <b>Clearance:</b>    | 1003 / 1201          |
| <b>Curtain Up:</b>   | 1004 / 1202          |
| <b>Interval:</b>     | NA                   |
| <b>Doors Closed:</b> | NA                   |
| <b>Curtain Down:</b> | 1047 / 1246          |

### Event Information:

1000 Show: Bar staff member used for concierge assistance due to the volume of patrons, merchandise sold pre and post show; Patron arrived with a large suitcase and wanted this to be cloaked which we agreed to do; Patron demanded one of our ushers carry █ coffee to █ seat so █ could carry █ phone call received from BOH that █ was seated on stage to have photo taken - ushers had spoken to all patrons in █ as they arrived and also after seated, however patron disregarded this; Pram parking advised as under ledge in CT foyer however insufficient staff to monitor this and monitor physical distancing in merchandise line; Due to patrons purchasing merchandise cleaners couldnt clean CT foyer until they departed which meant glass doors were not opened until 1127 which frustrated █

1200 Show: Patron in █ advised of a spill under █ seat so had to mop this, patron arrived and wanted to confirm █ had found █ seat so ushers assisted in confirming this; Patron arrived with a trolley full of goods and wanted to leave in foyer, advised we couldn't allow this for safety reasons and they wanted the trolley for post show, so they took their bags in and moved the trolley to civic square; Group of patrons arrived at 1230 thinking the show was for this time; Patron wanted to purchase a bottle of water at 1040 and as bar was closed provided him with a cup of water and then █ left the venue; Merchandise sold out of wands at 1300 with several patrons still in the line which caused them to be frustrated; Last pax at merch was 1307 which meant we couldnt commence cleaning booster seats/COVID clean until they left

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: If merchandise is to be sold pre and post show we need a longer turnaround time so we can abide by our Covid safe plan before the next show

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager</b>  |                       |
| <b>Event:</b>        | The Veronicas         |
| <b>Perf. Date:</b>   | Tuesday, 15 June 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 1/1                   |
| <b>Venue:</b>        | Canberra Theatre      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1909                  |
| <b>Clearance:</b>    | 1930                  |
| <b>Curtain Up:</b>   | 1930                  |
| <b>Interval:</b>     | 1957                  |
| <b>Doors Closed:</b> | 2030                  |
| <b>Curtain Down:</b> | 2150                  |

#### Event Information:

VIP event inside theatre - commenced 1720, finished at 1820; staff from 1830 to 2230 - utilised as concierge pre-show and in venue during show; COVID response for patrons standing was one warning by ushers, one warning by security and then escorted from the venue - no patrons had to be escorted but several were advised to remain seated - ushers advised all patrons on entry they must remain seated; In pre-show briefing, advised the would not ask patrons to sit down if they were to stand up and as it would be the last song, couldn't we just let it go - explained that our COVID response was to turn house lights on and then cut music if required; Just prior to act going on stage, contacted me and advised that the would ask patrons to remain seated as they didn't want to stop the show - this resulted in several comments being made to patrons to remain seated which meant the crowd was extremely well behaved; set up on curved wall for VIP ticket collection, with patrons allowed early access; Merchandise sold pre, during and post show, as glass doors were opened late due to M&G running overtime this caused some congestion at merchandise pre-show with our staff having to usher patrons around the line and assist with social distancing; House lights were down for support act which meant bar staff had to be used as ushers due to type of show patrons were coming and going for most of the Act; Screens were down at 1840 and came back on at 1852 following call to marketing, however screens remained out for the whole evening; VIP's arrived at box office just before show commenced with instagram message from advising tickets were at door, called who authorised tickets; Closed bar at 2125 due to intoxication of some patrons, with patrons being escorted from the venue and waited in the foyer with water until end of show, intoxicated patron left with friend; Post show clearing venue, staff located several empty spirit bottles; Post show M&G patrons were meant to remain in theatre and be collected by however with which enabled escorting took patrons into greenroom; last merchandise patron left at 2222, and greenroom vacated at 2307 following which was cleaned by FOH staff

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

Speaker/light is hanging down in



### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** Workshop with Robyn Ewing  
**Perf. Date:** Thursday, 17 June 2021  
**Perf Time:** 1630  
**Perf No.:** 1 / 1  
**Venue:** PH VIP Room  
**Pax:** [REDACTED]  
  
**Doors Open:** NA  
**Clearance:** NA  
**Curtain Up:** 1630  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 1910

#### Event Information:

Link Cage left mostly closed and all but one PH glass door stayed closed. Patrons walked through to [REDACTED] VIP upon arrival. Catering was provided and arrived at 4. Workshop started at 1630 and concluded at 1830, a short break was taken to collect food and a discussion commenced afterwards. Discussion lasted until 1910, last patrons left at 1925.

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]  
**Event:** The Very Hungry Caterpillar  
**Perf. Date:** Friday, 18 June 2021  
**Perf Time:** 1000  
**Perf No.:** 1 / 5  
**Venue:** Canberra Theatre  
**Pax:** [REDACTED]  
**Doors Open:** 936  
**Clearance:** 1019  
**Curtain Up:** 1019  
**Interval:** NA  
**Doors Closed:** NA  
**Curtain Down:** 1104

#### Event Information:

School show, no general public. Load in was very difficult given the setup of [REDACTED] Civic Square is usually utilised as our holding place while earlier schools get seated. This also keeps our inside capacity low as per our COVID safe guidelines. School drop off and pick up was located on the far side of Civic Square meaning that all schools had to be directed by FOH staff around the site. This meant pulling a few ushers off doors and putting them at the bus drop off, the bottom of the stairs and the top of the stairs to coordinate seating schools through to the CT auditorium. As a result, only [REDACTED] were opened for load in to accommodate for the [REDACTED] ushers. Several schools arrived close to the start of the performance, one of which containing nearly [REDACTED] [REDACTED] which pushed the start of the show back significantly. When I realised a late start was inevitable I let production know and touched base with them as often as possible. This late start meant that by the time the 10am show had finished, [REDACTED] schools had already arrived and were waiting behind the CT glass doors. To separate the 10am patrons leaving and the 12pm patrons entering, bollards were placed on the terrace, down the stairs and across to the temporary fencing around [REDACTED] Patrons exiting from CT were directed down beside the [REDACTED] to the Bus pick up. [REDACTED] drivers assisted with bus congestion as pick ups and drop off were happening simultaneously. Once all patrons had left the first show, auditorium was COVID cleaned and vacuumed and the toilets had been cleaned too.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: Having [REDACTED] setting up in Civic Square made a lot of our current procedures very difficult as space and staff became limited.

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP?  
If YES,

NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

**Maintenance:**

NTR

### FOH Performance Report

|                      |                             |
|----------------------|-----------------------------|
| <b>Duty Manager:</b> |                             |
| <b>Event:</b>        | The Very Hungry Caterpillar |
| <b>Perf. Date:</b>   | Friday, 18 June 2021        |
| <b>Perf Time:</b>    | 1200                        |
| <b>Perf No.:</b>     | 2 / 5                       |
| <b>Venue:</b>        | Canberra Theatre            |
| <b>Pax:</b>          |                             |
| <b>Doors Open:</b>   | 1137                        |
| <b>Clearance:</b>    | 1209                        |
| <b>Curtain Up:</b>   | 1209                        |
| <b>Interval:</b>     | NA                          |
| <b>Doors Closed:</b> | NA                          |
| <b>Curtain Down:</b> | 1254                        |

### Event Information:

Due to the tight turn around, doors were opened slightly later than planned to make sure a thorough COVID clean had taken place. Load-in was more streamlined for this show; bar had been pulled to help consierge staff with organising schools from Civic Square. The same staff were again placed to help bus drop off, except for [REDACTED] usher who returned to help with load-in to the auditorium. [REDACTED] school was sent around the [REDACTED] to ease congestion from Civic Square who was then sat through door 1 due to their [REDACTED].

Schools as a whole, arrived more consistantly throughout load-in rather than one big clump meaning load-in was constant from when the doors opened until they closed. Post-show egress was smoother as well as outside did not require bollards to maintain seperation between audiences. Most schools left quickly with a few lingering aorund to use the bathrooms. All schools had left by 1315 where the auditorium and foyer had had a full COVID clean.

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: Same as previous, having [REDACTED] setting up in Civic Square made a lot of our current procedures very difficult as space and staff had become limited.

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**  
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                             |
|----------------------|-----------------------------|
| <b>Duty Manager:</b> |                             |
| <b>Event:</b>        | The Very Hungry Caterpillar |
| <b>Perf. Date:</b>   | Saturday, 19 June 2021      |
| <b>Perf Time:</b>    | 1000 / 1200 / 1600          |
| <b>Perf No.:</b>     | 3,4 & 5 / 5                 |
| <b>Venue:</b>        | Canberra Theatre            |
| <b>Pax:</b>          |                             |
| <b>Doors Open:</b>   | 926 / 1127 / 1526           |
| <b>Clearance:</b>    | 1002 / 1201 / 1600          |
| <b>Curtain Up:</b>   | 1003 / 1201 / 1601          |
| <b>Interval:</b>     | NA                          |
| <b>Doors Closed:</b> | NA                          |
| <b>Curtain Down:</b> | 1047 / 1246 / 1645          |

### Event Information:

All shows: Additional concierge placed on main door to assist with check in due to congestion; [redacted] being set up out front of theatre caused some confusion with patrons; house lights remained on throughout show and production allowed entry/exit via Doors [redacted] Exit via all doors including [redacted] and then via [redacted] doors only to allow covid cleaning; Each show we didn't have enough booster seats for children, which led to [redacted] being quite rude to staff; babes in arms tickets provided at doors; Several complaints received from patrons in relation to no merchandise; Despite covid cleaning, we had to let several patrons in to change room facilities for their child given [redacted] [redacted] was [redacted] so couldnt use the facilities near [redacted]; 1000: concierge swept front/rear of theatre pre show and had to clean up several gas cannisters and glass; Lost child at 955 and was located at 959 by [redacted] 1200: Child ran on to stage via [redacted] post show as usher was distracted stopping patrons from sitting on stage to take photos; 1600: As patrons were exiting the venue it was noticed a [redacted] in fluro was walking through the foyer [redacted] was with the [redacted] site and had used our toilets by gaining access via the emergency doors as patrons were leaving

### COVID Notes:

#### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Was the event attended by Compliance Officers from Access Canberra and /or AFP? YES NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

### Maintenance:

NTR

### FOH Performance Report

|                      |                       |
|----------------------|-----------------------|
| <b>Duty Manager:</b> |                       |
| <b>Event:</b>        | Urzila Carlson        |
| <b>Perf. Date:</b>   | Tuesday, 22 June 2021 |
| <b>Perf Time:</b>    | 1930                  |
| <b>Perf No.:</b>     | 1 / 2                 |
| <b>Venue:</b>        | Canberra Theatre      |
| <b>Pax:</b>          |                       |
| <b>Doors Open:</b>   | 1900                  |
| <b>Clearance:</b>    | 1934                  |
| <b>Curtain Up:</b>   | 1935                  |
| <b>Interval:</b>     | NA                    |
| <b>Doors Closed:</b> | NA                    |
| <b>Curtain Down:</b> | 2121                  |

#### Event Information:

Pre-show briefing with production revealed that they planned to run for between 90 - 120 minutes, I addressed this time change in my foyer announcement. Upon arrival, the foyer marketing screens were off but were turned on aft 1840 when marketing was contacted. Extra concierge staff stationed on the terrace making sure everyone had signed in before entering the foyer; patrons flow never stopped and congestion upon entry was minimised. Additionally, this freed up the [REDACTED] to stay posted side stage for load-in. After the show had started, I was asked by BO if any ushers had received a complaint for a patron inside the theatre regarding being seated incorrectly; no complaint had been brought forward. This patron sent an email to BO from inside the theatre explaining that there had been a mistake and they had been seated in [REDACTED] row when they had originally booked seats [REDACTED]. After looking up the booking, the patron had in fact been issued tickets for [REDACTED] row which arrived via post. At no point was this situation brought to the ushers or BO directly. Post-show patrons left abnormally quickly, they did not rush but all had left the venue entirely within 20 minutes of the show ending; as a result, minimal congestion was caused by patrons exiting the venue. Last patrons left at 2137.

[REDACTED] 1800 - 2145

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTr

Was the event attended by Compliance Officers from Access Canberra and /or AFP? **NO**

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

wall light, missing entire fixing.