

Our reference: CFCFOI2021-003

[REDACTED]
via email: [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION (FOI) REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the act), received by the Cultural Facilities Corporation (CFC) on 4 February 2021.

Specifically, you have requested :

- 1) *'all Canberra Theatre Centre Front of House shift report for the period 1 January 2021 to 31 January 2021. These reports may take the form of actual Performance Reports, or may be emails to and or from the manager on duty to either the Deputy House Manager, the Acting House Manager, or others. For the sake of clarity, my request relates not only to shifts where performances have been held, but to all shifts.'*
- 2) *'the Summary Front of House Shifts Report for the period 1 January 2021 to 31 January 2021.'*
- 3) *'any update to the CFC COVIDSafe plan released during January 2021.'*

Authority

I am an Information Officer appointed by the Chief Executive Officer under section 18 of the Act to deal with access applications made under part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CFC is required to provide a decision on your access application by 4 March 2021. The deadline was not met and the CFC wrote to you on 10 March 2021 seeking an extension to 11 March 2021. This extension was granted by you.

Decision on access

I have decided to grant partial access to these reports. Personal information relating to the name of the staff and cost for the staff shift for each report has been redacted. Performance attendance figures for this report are considered to be commercial in confidence and are redacted on this report after considering the Public interest test.

The redacted performance reports for the period 1 January 2021 to 31 January 2021 are released to you at Attachment A to this letter.

There were no emails for non-Performance shifts occurring during the same period.

The redacted TimeTarget summary CTC Front of House shift report for the same period is released to you at Attachment B to this letter.

The current Canberra Theatre Centre COVID Safe Operations Plan is released to you at Attachment C to this letter.

Additional Charges

Pursuant to *Freedom of information (Fees) Determination 2017 (No 2)* processing charges are not applicable for this request because the total number of pages to be released to you is below the charging threshold of 50 pages.

On-line publishing – Disclosure Log

Under section 28 of the Act, CFC maintains an online record of access applications called a disclosure log. Details regarding your application, decision notes, and information released to you must be recorded in the disclosure log and be made publicly available between three and ten working days after the decision on access has been given to you. Please be aware that while an application for personal information will not be included in the published information, all other information will be included in the disclosure log and published on <http://www.culturalfacilities.act.gov.au/>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from my deemed decision, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at :

The ACT Ombudsman
GPO Box 442
Canberra ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at :

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
Canberra City ACT 2601
Telephone : (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on (02) 6205 2195 or email ian.tidy@act.gov.au.

Yours sincerely

Ian Tidy
Chief Finance Officer
Cultural Facilities Corporation
11 March 2021

Attachment A

Redacted Performance Reports

Period 1 January to 31 January 2021

FOH Report by Venue Services Officer (VSO) – CYS

VSO on Duty:	[REDACTED]			Arrival 18:00, Dept 22:20 for Home. Email sent with VSO form and Covid check in forms.
Event:	Catch Jazida			
Venue:	Courtyard Studio	Layout:	Portrait	
Perf Date:	15/01/2021	Perf No:	1	
Perf Time:	20:00 – Start 14:08	Doors Open:	19:50	Close 20:06
Bar Open:	19:30	Bar Close:	21:50	
Act 1 start time:	20:08	Interval:	20:49 – 21:07	
Act 2 start time:	21:13	Curtain Down:	21:46	
PM Name:	[REDACTED]	Phone Number:	[REDACTED]	Already in venue on VSO arrival
FOH Manager	[REDACTED]	Phone Number:	[REDACTED]	Already in venue on VSO arrival
Bar Staff	[REDACTED] [REDACTED]	Phone Number	[REDACTED]	Arrival 19:17, Dept 21:55
Meet & Greet – Time/s & No of Patrons 21:51 Jazida and Artemis with [REDACTED] Meet and Greet patrons. 21:57 Meet and Greet over, all patrons depart venue.				Time finished 21:57 all patrons gone.
Event/Ticket Information: [REDACTED] Tickets pre sale, sold out. No door tickets available. [REDACTED] Persons- no show. Total of [REDACTED] show crew, including performers and [REDACTED] concierge provided for door. Official photographer in CYS for entire show. At least [REDACTED] crew members in audience to assist with audience participation, maintaining COVID distancing. Bar was serving beer, pre-made cocktails, sparkling white, still white wine and red wine. Liquor Licence was available on the bar and [REDACTED] had [REDACTED] RSA available on [REDACTED] phone. No food was available for sale at this performance. [REDACTED] Access patrons requiring assistance due to no access to Theatre Lane.				
Report: Upon arrival all guests were temperature checked, asked to complete the Covid contact tracing agreement form, and directed to use hand sanitizer. The following list of items were identified to be discussed with PM and/or FOH Manager for performances 16/01/2021:				

Sanitizing is to be done on all high touch surfaces, including toilet doors, railings, lift buttons, bar, shelf on wall, tables outside etc, pre-show, pre-interval, post-interval and post-show. Bar staff to pick up garbage from courtyard and foyer area.	
Maintenance: Rubbish to be removed by cleaners on morning of 16/01/2021 CYS hand sanitizer needs refilling. 6 lightbulbs missing from CYS Foyer chandelier.	

COVID NOTES:

NOTES: FOH/Company Covid Safe Plan

Incidents:

Observations-actions requiring attention prior to next event. Nil identified.

FOH Covid Safe Plan breaches or reportable patron events: Nil identified.

Staff related Covid breaches/issues: Nil identified.

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

YES NO

**If YES,
Name of Officer:**

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

General Comments:

Event went smoothly. Bar was run well and again, only [REDACTED] patrons reminded to take their drinks outside.

FOH Report by Venue Services Officer (VSO) – CYS

VSO on Duty:	[REDACTED]			Arrival 12.10, Dept 16.10 for CTC FOH Admin Office
Event:	Catch Jazida			
Venue:	Courtyard Studio	Layout:	Portrait	
Perf Date:	16/01/2021	Perf No:	2	
Perf Time:	14:00 – Start 14:11	Doors Open:	14:01	
Bar Open:	13:35	Bar Close:	15:55	
Act 1 start time:	14:11	Interval:	14:52 – 15:09	
Act 2 start time:	15:14	Curtain Down:	15:46	
PM Name:	[REDACTED]	Phone Number:	[REDACTED]	Already in venue on VSO arrival
FOH Manager	[REDACTED]	Phone Number:	[REDACTED]	Arrival 12:20, still in venue VSO departure
Bar Staff	[REDACTED] [REDACTED]	Phone Number	[REDACTED]	Arrival 13:30, Dept 16:00
Meet & Greet – Time/s & No of Patrons [REDACTED] Meet and Greet patrons. [REDACTED] access patrons and carers in venue waiting for assistance				Time finished 16:03 all patrons gone.
Event/Ticket Information: [REDACTED] Tickets pre sale, sold out. No door tickets available. [REDACTED] Persons no show. Total of [REDACTED] show crew, including performers and [REDACTED] concierges provided for door, these were given complimentary tickets. Official photographer in CYS for entire show. Auslan interpreter in venue for entire performance. At least [REDACTED] crew members in audience to assist with audience participation, maintaining Covid distancing. Bar was serving beer, cocktails, sparkling white, still white wine and red wine. Liquor Licence was available on the bar and [REDACTED] had [REDACTED] RSA available on [REDACTED] phone.				
Report: Upon arrival all guests were temperature checked, asked to complete the COVID contact tracing agreement form, and directed to use hand sanitizer. Prior to and during the entire performance there was an extremely loud concrete saw operating immediately outside the studio. Numerous patrons stated how loud it was and				

unpleasant this was. Afterwards the workmen were observed washing all the concrete dust and waste down the drain outside the CYS entrance. This I believe to be an environmental issue. VSO took a photo of drain.

After evening show 15/01/2021 the following list of items to be discussed with PM and/or FOH Manager:

Sanitizing is to be done on all high touch surfaces, including toilet doors, railings, lift buttons, bar, shelf on wall, tables outside etc, pre-show, pre-interval, post-interval and post-show.

Bar staff to pick up garbage from courtyard and foyer area.

Lack of COVID related signage. Above items discussed with

██████ I am happy to report that they were excellent about this and the concierge staff were diligent and attentive to the process.

Bar staff provided all drinks in disposable plastic cups. Patrons were reminded to not consume their alcoholic beverage inside the foyer, and were directed to the outside courtyard. Bar had crisps in individual bags for sale.

██████ requested from VSO the list of names and tickets sold for this afternoon's performance. ██████ was under the impression that it would be brought to ██████. I followed up with ██████ who had it at box office. I collected the list of attendees names and their tickets. I was also given the list of names and tickets for the 20:00 performance. These tickets should have been delivered to CYS as I am not allowed to leave my post.

Perhaps, the arrangement should change in future. When I collected the tickets, Box Office told me that the doors would be locked at 14:00 as they were closing. The access patron with me at the time looked a little shocked, as this meant that ██████ would not be able to return to Theatre Lane via the ramp out front.

The contact tracing form has a declaration on the bottom stating that by signing in, that you are declaring that you are well, symptom free and have not been in a hotspot in the last 14 days. It was agreed that this was sufficient as all patrons signed in and were alerted to this declaration.

██████ access patron was booked in. VSO approached an access patron in Box Office foyer area prior to show, believing it to be the booked in person. A different access patron who had not why they were not informed by box office on booking. ██████ access patrons turned up. Only ██████ was booked in. The front row

seats were reshuffled to accommodate the new access patrons and their companions with [redacted] access patron moving to a chair. [redacted] who had formally booked in explained that [redacted] had a neck injury and could not look to [redacted] right, which is why [redacted] wanted to sit on the right, so [redacted] could look to the left. [redacted] was excellent and assisted all [redacted] access patrons to their seats at 13:55 before allowing the other patrons to access the venue. This was done to ensure that the access patrons and their companions were seated in the front row. The other access patron staying in [redacted] wheelchair was seated on the left side of CYS.

During this process it became apparent that at least [redacted] of the access patrons were going to have a problem returning to their vehicles after the show. As box office was closed and due to the building works behind CYS only stairs were available This meant that they had to make substantial loop around London CCT. After discussions with [redacted] from BOH, it was decided that [redacted] access patrons would go to the main entry glass doors and [redacted] would let them through to theatre lane. [redacted] assisted with the exit of the remaining wheelchair patron by giving [redacted] access via CYS access lift, up to the dressing room corridor and out onto Theatre Lane via stage door.

I asked [redacted] about the audience participation handouts. They were to be handed out during the first act. I decided to be inside the venue to see how this occurred.

During the first part of the show, VSO observed the performers including social distancing and COVID safety procedures as part of the act. There was an interrogation scene and the chair was sprayed first. The audience were given sweets which were pre-bagged, which were removed from their bag and thrown with the use of a grab stick.

It was noticed that the door to the studio had been chocked open. This was because apparently the keys had not been issued/made available/used?

Maintenance: Floor above the entrance stairs had not been cleaned, and had a sticky substance on it. 6 lightbulbs missing from CYS Foyer chandelier.	

COVID NOTES:

NOTES: FOH/Company Covid Safe Plan

Incidents: n/a

Observations-actions requiring attention prior to next event. Nil identified.

FOH Covid Safe Plan breaches or reportable patron events: Nil identified.

Staff related Covid breaches/issues: Nil identified.

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

YES NO

**If YES,
Name of Officer:**

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

General Comments:

Event went smoothly. Bar was run well and again, only [REDACTED] patrons reminded to take their drinks outside.

FOH Report by Venue Services Officer (VSO) – CYS

VSO on Duty:	[REDACTED]		
Event:	Catch Jazida		
Venue:	Courtyard Studio	Layout:	Portrait
Perf Date:	16/01/2021	Perf No:	3
Perf Time:	2000	Doors Open:	1956
Bar Open:	1915	Bar Close:	
Act 1 start time:	2006	Interval:	2047 - 2102
Act 2 start time:	2109	Curtain Down:	2140
PM Name:	[REDACTED]	Phone Number:	[REDACTED]

Meet & Greet – Time/s & No of Patrons

2145 – 2147: [REDACTED] Patrons plus crew

2147 – 2150: Crew Drinks

Event Information:

Pre-sale tix [REDACTED] @ 1300 16/1/21 + [REDACTED] complimentary
Merchandise for sale.

Report:

[REDACTED] Concierge checking all patrons temperature, ensuring they sign contact tracing form and use hand sanitiser. Foyer crowded before doors open. Difficult to social distance. No drinking in foyer. Pre-interval cleaning done. Access toilet soiled with vomit on floor and back of door. No gloves or cleaner available. Slip hazard as in hallway. VSO borrowed Eucoclean and gloves from BOH and used paper towels to clean up. Not VSO role but due to safety issues and failure in locating staff/show crew, I felt it was necessary to perform the task myself. Very careful and sanitised afterwards. Crowded in foyer during interval; same as pre-show. No incidents.

Maintenance:

Post show Covid clean done.

COVID NOTES:

NOTES: FOH/Company Covid Safe Plan

Incidents: NA

Observations-actions requiring attention prior to next event: NA

FOH Covid Safe Plan breaches or reportable patron events: NA

Staff related Covid breaches/issues: NA

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

Duty Manager: [REDACTED]
Event: Tommy Little
Perf. Date: Saturday, 16 January 2021
Perf Time: 1730 & 2000
Perf No.: 1 & 2 / 2
Venue: Canberra Theatre
Pax: [REDACTED]
Doors Open: 1704 & 1931
Clearance: 1735 & 2007
Curtain Up: 1735 & 2008
Interval: n/a
Doors Closed: n/a
Curtain Down: 1826 & 2110

Event Information:

[REDACTED] security staff for both shows. 1730 show patrons moved from [REDACTED].
2000 show went up late as some patrons with professional photography gear entered the premises just before I was to give the show away. After calling stage door and confirming with Tommy Little who they were I let them in and gave the show away. This was arranged by Tommy. Post show all of the photography crew went back stage to Tommy.

[REDACTED] patron from the 8pm show showed some concern with the lack of distancing with regards to seating inside the venue. I explained our COVID plan that was in place for seating inside the venue and offered them both some face masks which they declined. The patrons seemed somewhat concerned sitting directly next to patrons but did not want to move as they didn't want to cause a fuss for the patrons sitting next to them.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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:

At the panel near [REDACTED], when locking the CT Auditorium doors the CT auditorium and CT foyer are both armed and need to be disarmed after the auditorium doors are locked. If the auditorium and Theatre are not disarmed immediately both areas go into an alarm state.

[REDACTED] external door on the [REDACTED] after entering CT foyer from [REDACTED], not opening properly.

FOH Performance Report

Duty Manager:	
Event:	Bluey
Perf. Date:	Tuesday, 19 January 2021
Perf Time:	1630 & 1830
Perf No.:	1 & 2 /19
Venue:	Canberra Theatre
Pax:	
Doors Open:	1602 & 1802
Clearance:	1631 & 1832
Curtain Up:	1632 & 1833
Interval:	N/A
Doors Closed:	N/A
Curtain Down:	1715 & 1916

Event Information:

Both shows: Ushers were positioned at photo wall line and merchandise line to assist with physical distancing; Concierge in place at front and rear doors asking patrons re COVID hotspots; Ushers advising all patrons to keep children at their seats at all times; Artists on stage prior to house being handed back with puppets on stage; Exit via emergency doors only; Terrace seating but no bar

1630 Show: children approached the stage for bubble uppty, patron was allowed access to link bar post show to utilised disabled toilets; last merchandise patron at 1727 and last photo wall patron at 1737;

1830 Show: children approached stage for bubble uppty; patron with baby capsule wanted to take it into the theatre, offered to relocate and refused and opted to leave capsule outside; patrons arrived with incorrect tickets so show held slightly to allow relocation; last merchandise patron at 1933; Last photo patron at 1940

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

Observations-actions requiring attention prior to next event: Physical distancing post show is difficult with merchandise and photo wall set up

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Grate at chair cupboard next to door [REDACTED] has fallen off an unable to be re-attached; Alarm at panel near [REDACTED]
[REDACTED] activates CT foyer and theatre when arming doors to CT

FOH Performance Report

Duty Manager: [REDACTED]
Event: Blueys Big Play
Perf. Date: Wednesday, 20 January 2021
Perf Time: 10:00 / 12:00 / 14:00
Perf No.: 3 / 4 / 5 of 19
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 932 / 1132 / 1333
Clearance: 1000 / 1200 / 1400
Curtain Up: 1001 / 1201 / 1401
Interval: N/A
Doors Closed: N/A
Curtain Down: 1044 / 1244 / 1444

Event Information:

Both shows: Ushers were positioned at photo wall line and merchandise line to assist with physical distancing; Concierge in place at front and rear doors asking patrons re COVID hotspots; Ushers advising all patrons to keep children at their seats at all times and to return booster seats post show to reduce time required to clear venue and allow covid clean between shows; Booster seats cleaned at end of final show; Artists on stage prior to house being handed back with puppets on stage; Exit via emergency doors only; Terrace seating but no bar; Several children were sprayed in the face with the sanitiser spray so may need to look at pump option for childrens shows - have placed pump bottles on stools for remaining shows; House handed back via Bio Box
10:00 Show - [REDACTED] patrons arrived with old tickets and were sent to box office ; [REDACTED] kids accessed the aisles when bubbles came down; Patrons sat their kids on stage post show for photos, ushers told them to get down straight away (for following shows ushers will be positioned directly in front of stage to ensure this doesnt occur again); Physical distancing difficult to maintain in foyer with merch and photo wall - have placed bollards in place to assist, however still congestion; Last merchandise patron at 1058, last photo wall patron at 1110;
12:00 show: Cleaners struggled to clean venue between show - advised to just spot clean areas where there is food etc; School group arrived with [REDACTED] which we were unaware of, however allowed access via LFS doors for ease; [REDACTED] utilised toilets post show with carers and usher remained there to ensure safe exit from venue post care; last merchandise patron at 1303; Last photo wall at 1305
1400: Show filmed by CT staff with camera set up in rear stalls; [REDACTED] kids ran to stage for bubble uppity; patron in [REDACTED] was sitting in aisle and was asked by [REDACTED] twice to move and [REDACTED] didnt and when I asked [REDACTED] to and also offered to seat in rear stalls if it was a space issue [REDACTED] was really rude; last merchandise paron at 1453 and last photo patron at 1505

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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:

No new issues to report

FOH Performance Report

Duty Manager: [REDACTED]
Event: Bluey's Big Play
Perf. Date: Thursday, 21 January 2021
Perf Time: 1000 / 1200 / 1400
Perf No.: 5, 6 & 7 / 19
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 930 / 1131 / 1331
Clearance: 1001 / 1201 / 1401
Curtain Up: 1002 / 1202 / 1402
Interval: NA
Doors Closed: NA
Curtain Down: 1045 / 1245 / 1445

Event Information:

Terrace seating in place, no terrace bar. For each performance some staff were pulled to monitor and help enforce physical distancing with the merchandise and photo queues. Every parent and guardian informed that their children must remain seated at all times.

1000:

At 945 [REDACTED] wandered away from [REDACTED] and ended up sneaking onto the stage where [REDACTED] was quickly ushered back off the stage. The [REDACTED] was reminded again not to let the child in [REDACTED] care leave [REDACTED] seat. [REDACTED] patrons seated at [REDACTED]. Approximately [REDACTED] kids ran to the front of the stage at the end of the show when the bubbles were released. This show was filmed by BOH staff. Last merch sale 1102, last photo 1111. [REDACTED] staff in foyer post show to help with egress and distancing.

1200:

Approximately [REDACTED] children ran to the front of the stage at the end of the show when the bubbles were released. Patrons moved from [REDACTED]. Last merch sale 1259, last photo 1304. [REDACTED] staff in foyer post show to help with egress and distancing.

1400:

Approximately [REDACTED] children ran to the front of the stage at the end of the show when the bubbles were released. A couple asked me if we used the CBR app as they wanted to sign in, I explained to them that we only use CBR sign in when a show is not currently on and as long as they have submitted their details to box office they would be notified of anything that may come up. Last merch 1457 and last photo 1501

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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?
IF YES,

NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Around [REDACTED] lights are out in the [REDACTED] foyer.

The light is very dim in the disabled toilet / baby change room at the end of the Link bar.

Light is out for the small stair case leading up to female bathroom near door door [REDACTED].

FOH Performance Report

Duty Manager: [REDACTED]
Event: Blueys Big Play Live
Perf. Date: Friday, 22 January 2021
Perf Time: 1430 / 1630 / 1830
Perf No.: 9, 10 & 11 / 19
Venue: Canberra Theatre
Pax: [REDACTED]
Doors Open: 1400 / 1600 / 1800
Clearance: 1430 / 1630 / 1830
Curtain Up: 1432 / 1631 / 1831
Interval: NA
Doors Closed: NA
Curtain Down: 1515 / 1714 / 1914

Event Information:

Both shows: Ushers were positioned at photo wall line and merchandise line to assist with physical distancing; Concierge in place at front and rear doors asking patrons re COVID hotspots; Ushers advising all patrons to keep children at their seats at all times and to return booster seats post show to reduce time required to clear venue and allow covid clean between shows; Booster seats cleaned at end of final show; Artists on stage prior to house being handed back with puppets on stage; Exit via emergency doors only with the exception of the final show; Terrace seating but no bar; House given back to bio box; CBR App posters put on all doors

1430 Show: Patrons moved from [REDACTED] and advised if they felt they were still too close to let the usher know and we could relocate them to the rear stalls; [REDACTED]; Patrons in [REDACTED] had accidentally bought a ticket for their party in another row, as this was a small child they were happy for them to sit on their lap rather than relocate; Child seated in [REDACTED] turned around in their seat and was folded up into seat and stuck - [REDACTED] provided assistance and the child was not injured, however provided a glass of water; For bubbles at end of show, there were only [REDACTED] kids who ran to the front, however there were [REDACTED] children who ran to the end of aisles; last merchandise patron at 1525 and last photo patron at 1533; When clearing CT foyer, there was a family who entered via the emergency doors at door [REDACTED] to access the toilets and were here for the next show - seated at [REDACTED] for 1630 show if contact tracing required;

1630 Show: [REDACTED] separate groups of people arrived with tickets for sleeping beauty (even though this show was April 2020 and not re-scheduled); last merchandise patron at 1725; last photo patron at 1735; 1830 Show: patrons in seats [REDACTED] had issues with stairs so relocated to [REDACTED] Contact tracing sheet for [REDACTED] not completed as patrons didn't arrive; Several groups arrived with August tickets, and were sent back to box office to collect correct tickets; [REDACTED] child was rather distressed so left the theatre screaming with [REDACTED] carer approximately ten minutes into the show - they went outside and provide a cup of water, however the child then threw it over [REDACTED] head and was running around further - the carer then took the child home; over [REDACTED] children ran to the stage and aisles for bubble uppey; last merchandise patron at 1930; Last photo patron at 1936

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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:

Ice cream fridge near [REDACTED] is leaking; [REDACTED] side of door [REDACTED] is continually auto-closing - I know this has been looked at but we had to re-open it over 10 times throughout the course of the day; [REDACTED] toilet door at ladies toilet under door [REDACTED] is locked

FOH Performance Report

Duty Manager: [REDACTED]
Event: Bluey's Big Play
Perf. Date: Saturday, 23 January 2021
Perf Time: 1000 / 1200 / 1400 / 1600
Perf No.: 11, 12, 13, 14 / 18
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 932 / 1132 / 1438 / 1534
Clearance: 1001 / 1201 / 1401 / 1601
Curtain Up: 1002 / 1202 / 1402 / 1602
Interval: NA
Doors Closed: NA
Curtain Down: 1045 / 1245 / 1445 / 1645

Event Information:

Terrace seating in place, no terrace bar. Bar staff brought into CT foyer to oversee merch and photo queuing as well as front of stage monitoring.

1000: Patrons moved from [REDACTED]. Approximately [REDACTED] children moved towards the stage at the end of the show during the bubble release. A number of children had their photo taken at the front of the stage pre and post show. This was hard to monitor for ushers pre-show, I pulled a bar staff to the front of the stage to monitor this pre-show, ushers from doors [REDACTED] moved in front of the stage to monitor this post show. Last merch sale 1059, last photo 1108

1200: Patrons moved from [REDACTED]. Approximately [REDACTED] children moved towards the stage at the end of the show during the bubble release. A few groups of patrons brought tickets printed with July dates, these were changed quickly and without any issues. Bar staff placed at the front of stage pre-show to monitor photos being taken. Several children were upset by the darkness and loudness of the theatre, they were brought into the foyer and the stream was put onto the CT screens. Terrace seating brought into [REDACTED] at 1215 as the surface of the plastic seats became sticky and were close to melting. Last merch sale 1254, last photo 1301

1400: [REDACTED] swapped seats, they were not together. [REDACTED]. The CBR QR codes placed on the inside on door [REDACTED] were causing some congestion with patrons entering the auditorium and were moved to the CT glass doors for the 1600 show. Last merch sale 1454, last photo 1504.

1600: after the 1400 show, an usher discovered that seat [REDACTED] was very wet, we are not sure whether a child had urinated or if it was a spill from a drink, regardless, the seat was too wet for the next show. BOH installed seats [REDACTED], as there were no access patrons on that side, for the patrons who would have been seated in [REDACTED]. The patrons were thrilled to be moved so close and were thankful to all our staff for looking after them. A child went missing from the conclusion of the final show, the child was found approximately 10 minutes later on the terrace and was returned to [REDACTED] Last merch sale 1657, Last photo 1703.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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?
If YES,

NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: Blueys Big Play Live
Perf. Date: Sunday, 24 January 2021
Perf Time: 1000 / 1200 / 1400 / 1600
Perf No.: 16, 17, 18 & 19/19
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 933 / 1134 / 1331 / 1533
Clearance: 1000 / 1200 / 1402 / 1600
Curtain Up: 1001 / 1201 / 1403 / 1601
Interval: N/A
Doors Closed: N/A
Curtain Down: 1044 / 1244 / 1447 / 1645

Event Information:

Both shows: Ushers were positioned at photo wall line and merchandise line to assist with physical distancing - this was difficult to manage post show as the line went out the emergency exits at one point; Concierge in place at front and rear doors asking patrons re COVID hotspots; Ushers advising all patrons to keep children at their seats at all times and to return booster seats post show to reduce time required to clear venue and allow covid clean between shows; Booster seat covers removed at end of last show to be washed and sanitised; Artists on stage prior to house being handed back with puppets on stage; Exit via emergency doors only with the exception of the final show; No Terrace seating or bar given the extreme heat today; House given back to bio box; CBR App posters put on all doors; Egress and Ingress and separation between shows was difficult today given the heat as patrons wanted to stay in the air-con for as long as possible; Usher placed centre stage pre and post show to ensure no children accessed the stage;

1000 Show: Patrons arrived seated in [REDACTED] with [REDACTED] seats however only [REDACTED] were available - as they had arrived nearly 15 minutes late, they were happy for their small child to sit on their lap rather than try and relocate and/or find where the issue was with seating; Patron in [REDACTED] complained they couldn't see as the ushers were still ushering latecomers, explained that it would only be for a moment and then they were ok; Several patrons entered the venue by emergency doors when we were trying to do egress as we were unable to have staff positioned there to stop this happening as we were monitoring the photo/merchandise lines and covid cleaning the venue for the next show; Last merchandise patron at 1102; last photo wall patron at 1106
1200 Show: Patron in [REDACTED]. BOH advised that production had noted one of the ushers had pointed out the Grannies car to a child which then caused the child to try and run up the stairs near [REDACTED] - spoke with the usher who said the child was upset so was trying to calm them down but will ensure it wouldn't happen again; Last merchandise patron at 1259; Last photo wall patron at 1305;

1400 Show: Patron in [REDACTED] had bought a seat for their child in [REDACTED] advised they could all sit together if child was on the lap and patron was ok with this; Patron in Row [REDACTED] (revised seats) was furious as they came in and sat in their old seats in [REDACTED] with their old tickets and when the ushers noted this error they asked on of their party to go to box office with the remaining party refusing to move - the email [REDACTED] showed box office had the revised tickets attached to it however [REDACTED] was still adamant we were in the wrong - we advised [REDACTED] we were holding the show and all patrons were seated before commencement; A group of [REDACTED] and [REDACTED] wanted to eat their McDonalds in the theatre and we explained they would need to eat this in the foyer which they did so - once the show started one of [REDACTED] came out and changed [REDACTED] baby on the floor outside [REDACTED] this happened in about 5 seconds and by the time the staff in foyer approached [REDACTED] had finished the change already. The same patrons were also asked to keep their children in their seats which they refused to do and then exited the venue, I overheard [REDACTED] on the phone complaining about what happened so moved her in to [REDACTED] to see if it would calm [REDACTED] child - they lasted about 5 minutes and then came into the foyer again so we put the show on the screens for them; Last merchandise patron at 1501; Last Photo patron at 1505; 1600 Show: Patron arrived in a motorised scooter [REDACTED] however [REDACTED] was happy to walk to [REDACTED] seat and the scooter left at [REDACTED]; Child had a blood nose pre-show, provided them with paper towel and offered them a glass of water; Patron in [REDACTED] in the same seats

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

Observations-actions requiring attention prior to next event: Please refer to separate email sent with feedback on event

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Please refer to separate email to [REDACTED] re bar fridge leak. Carpet pilling near emergency exit near fire hydrant; All other maintenance issues have been reported this week

FOH Performance Report

Duty Manager:	
Event:	Regurgitator unit 20
Perf. Date:	Friday, 29 January 2021
Perf Time:	1900
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1855
Clearance:	1903
Curtain Up:	1907
Interval:	NA
Doors Closed:	NA
Curtain Down:	2024

Event Information:

Due to the small audience and after conversation with production, we decided to delay the announcements and opening of theatre doors so patrons would not be waiting in the auditorium for a long time. Instead they were encouraged to sit distanced in the foyer and enjoy the bar. Patrons entered the auditorium following COVID measures and did so within the shorter load in time. Patron from [REDACTED]

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.14

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:

A light out in the [REDACTED] bathroom at the end of the bar.

Attachment B

**Canberra Theatre Centre – Summary Front of
House Shift Report**

Period 1 January to 31 January 2021

Date	Hour	Bk	Start	End	Act Start	Act End	Res Start	Res End	Status	Type	Profile	Role	Shift	Dept	Location	ID	Cost	Event
23/01/21	8.50	0.50	8.30	17.30	8:15	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
23/01/21	8.50	0.50	8.30	17.30	8:28	17:38	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:18	17:38	8:30	17:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
23/01/21	8.50	0.50	8.30	17.30	8:17	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	6.00	0.50	8.30	15.00	8:16	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:24	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:18	17:30	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:24	17:30	8:30	17:15	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1	1	COVID
23/01/21	8.50	0.50	8.30	17.30	8:18	17:29	8:30	17:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	COVID
23/01/21	8.50	0.50	8.30	17.30	8:24	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:24	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
23/01/21	2.50	0.00	15.00	17.30	8:56	17:48	9:00	17:15	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
23/01/21	8.50	0.50	8.30	17.30	8:28	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
24/01/21	9.75	0.50	8.15	17.45	7:53	17:50	8:00	17:15	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:03	17:32	8:15	17:15	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
24/01/21	8.50	0.50	8.30	17.30	8:19	17:30	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:28	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1	1	COVID
24/01/21	6.00	0.50	8.30	15.00	8:14	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:24	17:30	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:18	17:32	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:15	17:29	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:24	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1	1	COVID
24/01/21	8.50	0.50	8.30	17.30	8:27	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Bluey's Big Play Live On Stage - Rescheduled
24/01/21	8.50	0.50	8.30	17.30	8:26	17:31	8:30	17:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre

Attachment C

Canberra Theatre Centre COVIDSafe Operations Report – version 1.14



OFFICIAL

Canberra Theatre Centre - COVIDSafe Operations

Version 1.14

Original document creation: June 2020

Current version updated: 13th January 2021

At The Canberra Theatre Centre, the health and safety of staff and public attending our venue is the number one priority. The Canberra Theatre Centre is closely monitoring the evolving coronavirus situation to ensure we operate in line with government guidelines and the National COVID-19 Safe Workplace Principles.

The following are the individual Department Plans for COVID operations currently in place for January 2021

- Administration
- Technical
- Box office
- Front of House

These plans will be continually reviewed and updated as we progress through the easing of COVID restrictions.

Maximum Occupancy signage for venue, rooms and offices are displayed throughout the building

OFFICIAL

PRODUCTION/EVENT - COVID SAFE PLAN

PRODUCTION/EVENT NAME:

SHOW/EVENT TIMES: DATES:

RUNTIME: INTERVAL DURATION:

VENUE:

These event specific details form part of The Canberra Theatre Centre Covid Safe Plan

Version December v1.14

Production

- Production has reviewed the CTC Covid Safe Plan and provided a production/event Covid Safe Plan?
 - YES/NO
- Production has requested any variation/exemption to the CTC Covid Safe Plan?
 - YES/NO
 - If YES, details:
- Production has identified a member of cast or crew to be considered as a High Risk?
 - YES/NO
 - If YES, details:
- Production has audience interaction for performance?
 - YES/NO
 - If Yes details:

Venue Auditorium

- Expected audience capacity, per show: -
- Balconies open? YES/NO/NA
- Are any High-Risk groups expected to attend? YES/NO
 - If YES, details:

Venue Foyers

- Other stages or events in operation at show times? YES/NO
 - If YES;
 - Do any of these performances require back to back turn around creating audience group crossover? YES/NO
 - If YES, how is this managed:
 - Is there a crossover conflict with patron arrivals in Link bar or foyers? YES/NO
 - If YES, how is this managed:
 - Is there a crossover conflict with patron access to Link bar or foyers during interval? YES/NO
 - If YES, how is this managed:
 - Is there a time conflict for Covid cleaning between performances? YES/NO
 - If YES, how is this managed:

Canberra Theatre Centre Administration Covid -19

Operational Procedure

Staff:

- Workspaces in the administration area may be occupied concurrently, particularly noting that the layout means that persons occupying the desks are facing away from each other as well as achieving the 1.5m separation.
- The round tables in the centre of the Education and Marketing work areas may be used for a maximum of three persons, evenly spaced.
- The Board Room may be used for a maximum of five persons, ensuring 1.5m separation between seats on each side of the table, and not facing anyone directly across the table.
- The lounge seats in the reception area may be used by a maximum of two persons – one on the couch and one on one of the two armchairs only.
- All single occupant offices can accommodate one to two persons – one at the desk, and one in a visitor's chair opposite providing both do not lean forward at the same time.
- Only one person is permitted in the administration lift at any one time.
- Only one person is permitted in the kitchen at any one time. Care should be taken not to crowd the corridor outside. Put used crockery, cutlery etc straight in the dishwasher yourself after use. Do not handle anyone else's dirty items.
- Before emptying the dishwasher, hands should be sanitised.
- Only two persons in the photocopy / file room at a time.
- Incidental proximity, e.g. passing in the corridor, walking past desks, is acceptable. Make every effort not to touch each other, or cough or breathe in the direction of another person. Note that there is insufficient separation to lean on a low partition and talk to occupants of a desk (e.g. Education, Venue Ops, Marketing, PA to the Director).
- If visiting anyone in an office that leads to a corridor, you must not linger and obstruct the path of others.
- In the toilets, use of both cubicles (female) or cubicle and urinal (male) concurrently is acceptable due to the high partitions. However, only one person at a time should occupy the open area at the hand basin. Care should be taken not to brush past another in the doorway, and not to crowd the corridor outside.
- Minimise sharing of equipment (e.g. phones - including mobiles – computer keyboards, car keys etc). If any equipment needs to be shared, sanitise before and after each use.
- Sanitising Spray and/or wipes will be provided throughout the office area, and in the car.
- When using the company car, you must sanitize all touch points (steering wheel, door handle, etc) after use.
- And remember the general recommendation – if you don't feel well, stay away.

The Canberra Theatre Centre Technical Department

Covid-19 Operational Procedure

Technical Staff:

- **If feeling unwell**
 - Contact department supervisor and work group immediately if you meet any of the following criteria according to the national Covid-19 guidelines;
 - **Confirmed case**: a confirmed case of COVID-19 is person who tests positive for SARS-CoV-2 (the virus that causes COVID-19) on a specific validated test.
 - **Suspect case**: a suspect case of COVID-19 is someone who has symptoms of COVID-19 (such as fever, cough, sore throat, shortness of breath, loss of smell or loss of taste) and at least one epidemiological risk factor for COVID-19 exposure (including recent overseas or interstate travel, close contact with a confirmed COVID-19 case, or work in a healthcare setting with direct patient contact).
 - **Potential case**: a potential case has symptoms of COVID-19 (such as fever, cough, sore throat, shortness of breath, loss of smell or loss of taste) but no epidemiological risk factors for COVID-19 exposure (see above).
 - **Person in quarantine**: A person in quarantine is someone who has potentially been exposed to COVID-19 and is required to stay isolated at home for 14 days to see if they develop symptoms. Quarantine in the ACT is mandatory for people who have recently returned from overseas, recently been to an interstate hot spot, or had close contact with a confirmed COVID-19 case.
 - Seek medical testing as soon as possible
 - Do not return to work without medical clearance in writing
 - In a confirmed Covid-19 infection scenario, the staff member is required to list staff they have been in contact with and all movements around the venue
- **Working in small groups**
 - When safe and practical to do so, staff are rostered to work individually, in pairs or small groups
 - Rostered pairs or teams will be continually rostered together for contact tracing
- **Hygiene standards**
 - Use sanitizer stations at every opportunity
 - Cough into your elbow
 - Sneeze with a tissue. Dispose of tissues directly into a bin
 - Try not to touch your face, eyes, mouth
 - Use PPE masks and gloves when practical

- Distancing and contact
 - Face to face conversations for no longer than 15mins
 - Minimum distance of 1.5mtr with all close contact
 - No longer than 2 hours in a small room or confined space with another person
 - Where practical the limit of 1 person per 2m² will be applied
 - Back of House and stage areas are classified as a workspace and 1 person per 2m² applies to the calculation of total capacity for staff and production crew/performers
- Daily cleaning
 - Technical staff clean and wipe down surfaces with disinfectant and disposable cloths every morning
 - All door handles
 - Bathroom and kitchen taps
 - Common surface areas

Production operations:Hirers/Clients/Touring:

Touring productions must declare if traveling from or through a Covid -19 affected area prior to arriving at The Canberra Theatre Centre

Local back of house staff and production crew social distancing must be maintained wherever possible.

All productions/events are required to present a Risk and/or Covid-19 management plan for prior approval.

Informed Consent – Close Proximity:

Producers/ touring party / hirers must have appropriate controls and strategies in place regarding close proximity performers, and if appropriate have written, informed consent from performers to work in scenes that require close contact, and what control measures are in place.

- Back of House Venue Capacity
 - The Canberra Theatre Centre capacities are governed by the prevailing directions of ACT health at the time of performance, inclusive of;
 - Dressing rooms
 - Production rooms
 - Wardrobe
 - Greenroom
 - Total square meter space in The Canberra Theatre BOH is 275m²
 - Total square meter space in the Playhouse BOH is 186m²
 - These calculations do not include;
 - Toilets
 - Corridors
 - The stages
 - Basements
 - Floor plans for each venue outlining capacity for each room will be made available to productions in advance

- Pre-production
 - In-house pre-rigs are encouraged to set up as much as possible before production arrival
 - Where possible equipment, scenery, or gear to be delivered in advance to enable install and set up prior to bump-in
- Bump in
 - If no touring loaders available, CTC may use third party crew hire to unload trucks
 - If large numbers of crew are required for bump in, stagger department shifts for alternate stage time where possible
 - CTC crew and touring crew are to maintain physical distancing where possible
 - Crew work alone or in pairs where possible
 - To minimize crew numbers sharing the stage, considerations are to be made to add extra time for bump in/tech
 - Set construction, focus, plot, sound checks, and all touring communication is to be run over radios and comms
 - External crew will be provided with separate radio packs for use during the season/event
- Tech/Rehearsal
 - Limit crew to essential persons only during tech/rehearsals
 - CTC are to have no contact with performers, where possible. Any close interaction with performers should only be by touring crew
 - Local Wardrobe staff cannot be used as dressers. They can perform maintenance tasks only
- Show
 - Performance run times and interval timings will be reinforced with hirers/productions. No variance of run times will be permitted once timings are confirmed.
 - Local and touring crew must have separate entry and common areas
 - All touring production personnel must enter and exit via stage door for contact tracing
 - Local/CTC crew are to avoid dressing rooms/green rooms
 - Where reasonably practicable, implement one-way traffic flow.
 - Ops positions should be limited to one operator per desk
 - Sound hold is to be kept at a maximum to allow distancing between patrons, operators, and desks
 - Lighting bio box and followspot positions are limited to operators only
 - No audience interaction or access to stage
 - All audio mics, headsets, comms, and radio kits have a cleaning regime before and after use
- Post show
 - Post show pre-recorded announcements reminding patrons of physical distancing while exiting may be played. This is show dependent
 - Radio comms, production desks, radios, audio, and lighting desks, follow spots and stage manager desks are to be cleaned with disinfectant post show

Departmental procedures:

- **Sound and technical equipment**

- Where reasonably practicable, allocate technical equipment to individuals (e.g. headsets, radio mics, hand tools) to minimise sharing.
- Clean and sanitise equipment after use.
- Additional time at the end of the day may be required for cleaning and sanitisation of equipment used.
- Colour coding or labelling equipment (with tape/stickers) to identify when equipment has been used and needs to be cleaned before next use.
- Where reasonably practicable, encourage performers to apply and remove their own radio mic, after instruction by the sound department. Where assistance is required, audio assistants should sanitise their hands between assisting performers and wear appropriate PPE (i.e. surgical face mask, masks made in accordance with published health guidelines).
- CTC crew will not handle musical instruments

- **Props**

- Where reasonably practicable, allocate props to individuals to minimise sharing.
- For high touch props, clean and sanitise after each performance, where reasonably practicable. Additional time at the end of the day may be required to ensure cleaning and sanitisation of high touch props used.
- Regularly clean other props (e.g. weekly).

- **Sets**

- Regularly clean high touch surfaces.
- Additional time at the end of the day may be required for cleaning and sanitisation of sets.

- **Hair & Makeup**

- Hair and makeup assistants are to be touring personnel only, unless by prior arrangement
- Where reasonably practicable, provide cast and performers with the option to do their own hair and makeup (including touch-ups and removal).
- Wash or sanitise hands prior to beginning any work on a performer, during as needed, and immediately after.
- For hair and makeup assistants, wear appropriate PPE (i.e. surgical face mask, masks made in accordance with published health guidelines) when physical distancing cannot be maintained.
- Encourage performers (or other workers) to sanitise hair and makeup kits regularly.
- Where performer's own supplies are not being used, ensure makeup applicators and removal supplies are single use, are stored in covered containers and disposed of safely.
- Where reasonably practicable, encourage performers to touch up and remove their own makeup.
- Hair and makeup supplies should only be handled by hair and makeup assistants or the individual performer (if using own supplies).
- If possible, allocate hair items to individual performers to minimise sharing.
- Regularly wash and clean wigs and hair extensions.
- Maintain at least 1.5m distance between hair and makeup stations unless suitable measures can be implemented such as wearing PPE.
- Wipe down makeup chairs and surrounding surfaces and equipment with disinfectant wipes between uses by different performers. This is to be performed by the Hirer, unless by prior arrangement.
- If safe to do so, provide hygiene station near the entrance of the makeup area.

- Wardrobe & Costume
 - Dressers should be touring personnel only, unless by prior arrangement
 - Clean and sanitise high-touch surfaces between fittings.
 - Costume fitters and performers should wash or sanitise hands before/after fitting or dressing cast and wear appropriate PPE (i.e. surgical face mask, masks made in accordance with published health guidelines) if physical distancing cannot be maintained.
 - Quick changes areas should be restricted to performer only unless prior arrangement for touring dresser assistance
 - Where reasonably practicable, prevent the sharing of costume pieces.
 - Regularly clean costumes.
- Orchestra / Musicians
 - Consider sneeze screens or mute shields between musicians and maintain physical distancing where orchestra pit allows.
 - Allow suitable distance between musicians/orchestra pit/performers and audience.
 - Where reasonably practicable, consider reduced numbers of musicians and/or staggered arrival and departure.
 - Musicians to wipe down or spray music stands with disinfectant prior to each performance.
 - Brass or woodwind instruments that require a spit valve to be emptied whilst playing must be cleaned up by the musician responsible for the instrument at the end of each performance
 - Clean and disinfect floors following each performance.
- Performers – actors, dancers, singers, opera, choirs
 - Encourage performers to perform own props checks, where possible.
 - Encourage performers to dress themselves, where possible.
 - Provide performers with bagged clean towels and laundry bags for used costume items. Require anyone interacting with performers at close range to wear appropriate PPE (including dressers, hair and makeup and costume/wigs).
 - Blocking should be considered to prevent fast changes which require assistance, and entrances/exits which may cause unnecessary congregation on a particular side of the stage
 - Set up dressing rooms and green room to facilitate physical distancing.
 - Prohibit sharing of comfort items such as hot water bottles, jackets, and slippers.
 - Allow for greater distancing between singers, if possible.

The Canberra Theatre Centre Box Office

Operational Procedure under Covid-19 restrictions

Staff:

- **Ensure you arrive well in advance of your rostered time**
 - Ensure your uniform is clean and presentable for every shift.
 - Upon arrival at the Box Office, please wash your hands prior to starting your shift or using any equipment.
 - Clock in for your shift using your own device (mobile phone) instead of the shared tablet.
 - Reduce hot desking where possible, use your assigned workstation.
Use alcohol swabs to clean the telephone, headset, and computer prior to use.
 - Do not use the centre workstation on the front counter
 - Check hand sanitizer stations in the foyer are fully stocked and operational before opening entry doors.

During your shift:

- **Keep the Box Office clean and sanitized at all times**
 - Only serve customers from the stations set up behind sneeze guards.
 - Do not keep pens and Eftpos machines on the front counter, provide them on an as necessary basis.
 - Encourage the use of etickets where possible to minimise contact and handling at all points of the event.
 - Ask for card payment if possible. If cash or cheque must be used, please wash your hands after handling.
 - Be conscious of serving the patrons quickly and efficiently so the time spent at the counter is kept to the minimum required.
 - Sneeze guards, benches, front counter, Eftpos machines, shared pens, workstations, and door handles must be cleaned at regular intervals using disinfectant.
 - Ensure sanitization stations are always fully stocked and operational.
 - Wash your hands and use sanitizer on regular basis.
 - No more than 4 people in the lunchroom space at any time. Always clean and sanitize all surfaces in the lunchroom after use.

At the end of your shift:

- Clock out of your shift using your own device (mobile phone) instead of the shared tablet.
- Double check sanitization stations are stocked and prepared for the next shift.
- Take your uniform home with you to be cleaned and prepared for the next shift.
- Ensure tissues and masks are disposed of safely.
- Leave a note for your supervisor to advise if supplies are running low on sanitizer, tissues, masks, or cleaning equipment.

Patrons/Public:**Front Counter – CTC Foyer**

- A permanent separation between patrons and box office counter staff is in place with the addition of Perspex sneeze guards at each of the ticketing terminals across the front counter.
- Floor decals will be installed on the floor adjacent to the counter to indicate to patrons where they should queue safely.
- Wherever possible, the use of electronic tickets will be encouraged to eliminate possible contact with the patron at the time of purchase or on event day upon presentation of ticket to usher staff.
- Cash and cheques will no longer be accepted, and contactless payments will be encouraged.
- POS terminals will be assigned for use by one staff member per shift and thoroughly cleaned and sanitized between shifts.
- Pens and Eftpos machines will not be stored on the front counter and will only be provided as required. Sneeze guards, benches, front counter, Eftpos machines, shared pens, workstations, and door handles will be cleaned at regular intervals using disinfectant.
- Where Box Office ticketing operations are conducted away from the Front Desk, appropriate safety measures will be in place to create separation between patrons and staff, either using sneeze guards or tables.

Call Centre – Box Office

- Upon arrival at the Box Office, staff will be asked to wash their hands prior to starting a shift or using any equipment.
- Staff will be required to clock into their shift using their own device (mobile phone) instead of the shared tablet. Hot desking will be limited, and staff will use their assigned workstations. Where a workstation needs to be shared, alcohol disinfectant swabs will be used to clean equipment between shifts.
- No more than 4 people will be allowed in the lunchroom space at any time and the space will be cleaned and sanitized after use.

Patron Contact Tracing

- In order to effectively trace all patrons and visitors entering the venue, Canberra Theatre Centre has applied a new step in the online purchase path which will allow the names and contact details for every attendee in the booking to be recorded.
- If a customer purchases a ticket through the Call Centre, details for all attendees will be recorded at the time of booking.
- Where a ticket was purchased prior to the COVID-19 pandemic where less patron details were required, a reminder email will be sent to the purchaser prompting them to log into their Canberra Ticketing account to provide the details.
- This new patron contact tracing service provided by QPAC complies with all venue and Territory privacy laws relating to the collection and storage of data.
- For events in the Link Bar patrons will enter CTC through Link Foyer South, here they will be greeted and will have their bookings confirmed by a member of staff, they will then be directed to record their name and contact details before receiving a wrist band which will be used to gain access to the venue and come in and out as required.
- The Check In CBR app has been registered and following fine tuning with ACT Health, will be made available to all patrons and visitors. Canberra Ticketing's data collection of names and contacts during the purchase path will remain CTC's primary attendee data record.

Warnings and Advice to Patrons

With new safety measures in place to protect staff and patrons against COVID-19, The Centre's terms and conditions of sale and entry have been reviewed and updated to include information and warnings about the spread of COVID-19

- Warnings for additional entry terms including check-in and screening will be displayed prominently on the website at the time of purchase, included in the electronic confirmation of purchase and verbally explained for any purchases made at the front counter.
- Prior to the day of performance, ticket purchasers will be sent an email and/or SMS reminding them of the new entry requirements and providing instructions on how to check-in upon arrival, if necessary, depending on the event.
- Patrons will be advised not to attend the theatre if they are feeling unwell, are displaying any symptoms of COVID-19 or have travelled from a Covid-19 hot spot. With advanced notice and where possible, Box Office staff will provide an exchange or refund in accordance with Live Performance Australia's Ticketing Code of Practice.
- Customised warnings regarding the spread of COVID-19 can be added at the discretion of the venue and promoter

Ticket Sales and Venue Capacity

Ticket sales and capacity for each of the venue will be determined by the relevant Restrictions in place at the time of the performance, and/or any Exemption granted by the ACT Chief Health Officer. Seating maps will be dynamic to allow for any changes in restrictions.

- All performances will require a pre-purchased ticket where the purchaser has recorded their contact details for tracing purposes.

The Canberra Theatre Centre Front of House

Covid-19 Operational Procedure

Staff:

Rostering

- FOH has been rostering staff to work in small groups. 4 to 5 groups spread throughout the week (no weekends), for day and evening shifts.

Physical distance from contractors, tech team and cast where applicable

- Currently, with construction work inside CTC, FOH staff duties have been specifically designed to limit or/and avoid physical contact with each other.
-

Strict guidelines on staff briefing by Duty Manager at commencement of shift with a standard briefing procedure as below:

- Enquiring if staff are well/unwell. If unwell, staff are reminded to go home immediately
- If a Covid-19 test should be conducted, a written clearance must be supplied by Staff in order to be rostered again

Hygiene standards

- Wash hands before starting work and at every opportunity during the shift
- Cough into your elbow
- Sneeze with a tissue. Dispose of tissues directly into a bin
- Try not to touch your face, eyes, mouth

Physical distancing

- Reminding staff to keep a minimum distance of 1mtr with all close contact
- Avoid small room or confined space with another person for longer than 2 hours

Mental well being

Enquire about staff mental wellbeing at every shift

- Contact tracing of Staff are rostered using an online system, where names and contact details are on file and traceable.
- In a confirmed case scenario, contacting all team members will be an efficient task

Patrons/Public:

Entry/Exit

Separate Entry/ Exit at main entrances into venue

- A separate entry and exit area will be provided at both entrances of the CTC. Entry and exit will be clearly marked with signage and separated by bollards.

Requirement of entry:

- Contact details for contact tracing will be required at the door if not already obtained via ticket purchase.
- FOH Concierge patrons greeting will include questions to identify if patrons have travelled from a Covid affected area

Sanitizing Stations

- Free standing sanitizing stations with touch free sanitizer will be provided at all points of entry, exit and other essential areas. All areas will be well-marked with signage.

Auditorium Entrance Queues

- In order to maintain physical distancing, clear lines and markers will be drawn or decal stuck on the floor to indicate safe distance. Bollards will be placed to direct traffic and assist in containing a smooth flow of crowd.

Signage

Various signage in accordance with and as recommended by ACT Health to be placed in clear vision to patrons.

Information on signage at main entrances will include:

- *Stay 1.5m apart*
- *Sanitize your Hands*
- *Inform the staff if you are unwell*

Capacity

Signage indicating capacity in various areas including toilets will be displayed.

Signs will be placed at all main entrances into the theatre, entrances into the auditoriums and other targeted traffic areas.

Foyers***Link Bar– Pre/Post show and interval***

- Tables and chairs arranged 1.5m apart.
- Patrons advised to be seated before consuming any purchases from the bar.
- Patrons encouraged not to mingle with another group.
- Staff will encourage physical distancing.
- CTC will provide touch free bins throughout the venue.
- CTC will provide accessible hand sanitizing stations.
- CTC will provide masks and gloves as an option to patrons.
- Staff will wipe down 'high touch areas' such as cocktail tables, coffee tables, bar countertop and door handle before and after.

Link Bar– Canberra Theatre and Playhouse events

- Patrons will be allowed to purchase drinks at the bar to be consumed inside the venue, once seated.

Foyer announcement

Announcements by Duty Managers to remind patrons of restrictions.

The content of these announcements will include:

- *CTC is a Covid Safe responsible venue and we ask that you please always maintain physical distancing and practise good hand hygiene.*

Bar

- Patron distancing will be preserved by opening limited operating point of sale (POS) stations and providing floor marking (decals) for appropriate queuing distances.
- CTC will offer contactless pay-and-go payment method only.
- POS terminals will be assigned to one staff only.
- Terminals will be sanitized between each user and before and after each shift.
- Workers who handle money may wear gloves or sanitize hands between customers.
- Sneeze Guards will be provided at each POS machine at Link Bar, South Bar and Cloaks.
- Provide staff and patrons with optional face masks and gloves.

Cloaking

- CTC FOH will not be cloaking items during this period.
- If a patron should attend the venue with a large bag that cannot be taken into the venue due to WH & S reasons, staff will wear gloves to handle the bag.
- Complimentary face masks are available to patrons on request at cloaks

Flyers & Postcards (Marketing, Promotional Material)

- CTC FOH will not display any marketing material such as show flyers, hand bills, programs, or postcards in Link Foyer.

Seat Drops & Programs

- CTC FOH will not be seat dropping any flyers or programs during this period.

Cleaning & Sanitising

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). General cleaning and sanitisation will be carried out by staff during a show. Deep cleaning will be done by professional cleaners each morning (refer to CTC Chief Operating Officer for our FOH Cleaning contractor requirements and detailed CTC cleaning procedures during COVID).

- All 'high-touch areas' of the venue where there is regular human contact with surfaces will be cleaned and sanitised by staff preshow, pre interval, post interval and after each public event / performance.
- Extra cleaners may be added to the roster for fast- turnaround high touch cleaning of venue.
- Every professional, deep clean carried out by cleaners, will be documented utilising a venue Cleaning Check List. The check list will itemise all venue areas and its key surfaces for quick reference and cross-checking.
- The Check List will include a clear identification of both Cleaning and Disinfecting techniques and products to be used.
- Staff have been trained on how to dispose of cleaning products including PPE and other items safely after use.
- All metal and wooden seats, tabletops, and benches will be cleaned before and after each performance.
- Arms of chairs that are hard wooden surfaces and 'high-touch areas' will be cleaned and sanitised more frequently before and after each performance. Fabric will be wiped down with damp cloth at the end of the night and sprayed with a sanitiser.
- Booster seat covers have been washed and will be washed continuously following the next children's show.
- Staff have been trained in cleaning process and steps to ensure the cleanliness and sanitization of the venue.

Managing Restricted Capacity Inside Auditoriums

- Auditorium doors will be open at least 30 minutes prior to the performance to enable load in of patrons within the controlled allocated seating environment.
- In order to maintain physical distancing, clear lines, and markers (decals) will be placed on the floor to indicate safe distance. Bollards will be placed to direct traffic and assist in containing crowd where needed.
- Free standing sanitizing stations with touch free sanitizer will be provided at all points of entry, exit and other essential areas. All areas will be well-marked with signage.
- If a patron needs to exit the auditorium during a performance for any reason, they can move past other patrons seated in their aisle as long as there is no sustained contact. The same applies to re-entering.
- Patrons will be encouraged to adhere to the physical distancing rules.
- Patrons will be reminded by staff to remain seated in their allocated seats at all times.
- At the conclusion of a performance, an announcement will be made to remind patrons about exiting with care and adhering to physical distancing. Patrons will be encouraged to leave immediately via the closest exit doors with ushers also reminding them about the physical distancing rule. Mingling will not be encouraged.

Pre-Show

Entrance into Link Bar, Link South and auditorium foyers restricted to specific numbers determined by CTC in accordance with government regulations.

Interval - During relevant shows

- Patrons choosing to leave the auditorium will need to observe the '*closest to exit leaves first*' protocol to avoid aisle congestion.
- Patrons use of restrooms and foyer bars will be managed by ushers. Limiting the number of patrons entering restrooms and managing physical distancing in the queues.

Post-Show

Patrons to be informed prior to the commencement of the performance that post-show exit will be managed in an orderly manner.

- Patrons in disability access seating and their companions may be requested to leave first.
- FOH staff to manage numbers and queuing for restrooms post show.
- Patrons to be directed to the nearest exit unless requiring restrooms.

Joint Venue Operations

- Where performances are occurring at the same time in the Playhouse and the Canberra Theatre, there will be no coming together of audiences. This will be managed by staggering start and (if applicable) interval times so that the maximum foyer capacity and outdoor spaces is available to each discrete patron group.

Merchandise

If the production wishes to offer Merchandise post-show the following will apply:

- Merchandise sellers/company must provide the CTC FOH Manager with their COVID Safe Plan.
- Merchandise sellers must ensure that physical distancing is always adhered to. Queues to be managed according to current government regulations with clear signage visual to patrons.
- Merchandise cannot be handled by patrons in any way prior to purchase.
- Contactless payment only.
- No returns or exchanges would be allowed and all sales to be final.
- Merchandise sellers must be located where they do not block safe distancing for other patrons in the foyer areas looking to exit or use amenities.
- An invoice for sales commission will be sent to the company where payment can be made via bank transfer.

Food & Beverage

Any third-party contractors, such as external caterers, must provide the CTC FOH Manager with a COVID Safe Plan which is compliant with the relevant industry body code of practice. They must be provided with and acknowledge receipt of the venue's own COVID Safe plan and provide written acceptance of the health and safety measures in place on site.

Link Bar

- Sneeze guards positioned in front of the point of sale units.
- Floor markers (decals) to indicate physical distancing.
- Staff have been trained and provided with appropriate PPE and reminded to keep high standards of personal hygiene at all times.
- Any pre-ordered interval drinks in glassware to be covered with disposable tops for pick up (where relevant).
- Bar transactions will be contactless pay-and-go only.

Lifts

- Priority should be given to patrons with accessibility requirements and other patrons requiring assistance.
- Clear signage on lift capacity.
- Venue will instruct only patrons with mobility or other needs should use lifts.
- All control panels / buttons will be cleaned and sanitised regularly.

Toilets/ Restrooms

- Signage on capacity of restroom amenity according to current physical distancing requirements.
- In addition to signage, during high demand times – pre-show, interval, post-show – CTC will need to actively monitor and control occupancy with front of house staff.
- Provide signage, floor decals and bollards to indicate distancing requirements in the foyers where queuing takes place to enter amenities.

Disability Access

CTC will continue to provide full accessibility for all patrons including those with disabilities. This includes:

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

Procedure Accessibility

All communications must take into account accessibility, ensuring CTC message is able to be understood by everyone in our diverse community. This will include:

- Hearing Impaired.
- Sight Impaired.

Emergency Evacuation.

The need for physical distancing creates significant challenges when planning to evacuate a crowd during an emergency. External emergency evacuation assembly points will need to be able to accommodate the patrons / performers while maintaining distancing between unrelated groups.

NB: The goal of maintaining distancing between people becomes a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Emergency exit plans should reflect that moving patrons away from the most urgent hazard is the priority.

Patron Compliance

- It is the responsibility of the individual patron to ensure they observe physical distancing protocols as directed by the Australian, State and Territory Governments. Individuals are liable for fines if they do not comply with restrictions placed by the appropriate Chief Health Officer.
- CTC should have the right to refuse entry or ask a patron to leave if they are not complying with the published terms and conditions of venue entry including safety regulations. *Venue terms and conditions with specific COVID related terms can be found on the CTC website.*

Wet Weather:

- Labelled show specific umbrella buckets are located at ingress points for patrons, so not mix with alternate venue patron umbrellas. The buckets will then be relocated to show exit points at each venue for retrieval on exit .

GUIDANCE FOR POTENTIAL, SUSPECTED OR CONFIRMED CASES OF COVID-19 IN THE WORKPLACE

(UPDATED AS AT 3 August 2020)

The purpose of this document is to describe the immediate actions that a workplace needs to reduce the risk of exposure to, or transmission of, the virus in the event that a worker in the workplace develops COVID-19 symptoms, is diagnosed with COVID-19, or are directed to quarantine.

This guidance needs to be considered in conjunction with directorate COVID safe plans and workplace risk assessments.

The situation in the ACT

The expanded testing criteria outlined by ACT Health means that the majority of people now being tested for COVID-19 have a low probability of returning a positive test result. This is because people with relevant symptoms but no epidemiological risk factors (such as close contact with a known case or travel to a COVID-19 hotspot) are being routinely tested.

Workplaces must ensure that work areas are cleaned daily and reinforce the requirement for workers to clean their personal work areas regularly.

Case definitions

Confirmed case: According to the national COVID-19 guideline, a confirmed case of COVID-19 is person who tests positive for SARS-CoV-2 (the virus that causes COVID-19) on a specific validated test.

Suspect case: According to the national COVID-19 guideline, a suspect case of COVID-19 is someone who has symptoms of COVID-19 (such as fever, cough, sore throat, shortness of breath, loss of smell or loss of taste) and at least one epidemiological risk factor for COVID-19 exposure (including recent overseas or interstate travel, close contact with a confirmed COVID-19 case, or work in a healthcare setting with direct patient contact).

Potential case: For the purposes of this document, a “potential COVID-19 case” is defined as someone who has symptoms of COVID-19 (such as fever, cough, sore throat, shortness of breath, loss of smell or loss of taste) but no epidemiological risk factors for COVID-19 exposure (see above).

Person in quarantine: A person in quarantine is someone who has potentially been exposed to COVID-19 and is required to stay isolated at home for 14 days to see if they develop symptoms. Quarantine in the ACT is mandatory for people who have recently returned from overseas, recently been to an interstate hot spot, or had close contact with a confirmed COVID-19 case.

COVID-19 in the workplace

If a worker is unwell or has symptoms of COVID-19 (e.g. dry cough, fever, sore throat, shortness of breath, loss of sense of smell or taste), they must not attend the workplace. Workers must notify their manager *immediately*.

Regardless of the circumstances, workers who are being tested for COVID-19 due to having relevant symptoms must stay at home until their symptoms resolve and follow the advice given to them by ACT Health.

The ACT Public Service needs to be ready to respond to the following scenarios:

- A worker develops COVID-19 symptoms but has no known risk factors for COVID-19 exposure (i.e. the worker is a **potential case**);
- A worker develops COVID-19 symptoms and has a risk factor for COVID-19 exposure (i.e. the worker is a **suspect case**);
- A worker is directed to quarantine; or
- A worker is diagnosed with COVID-19 (i.e. the worker is a **confirmed case**).

Risk assessments

To reduce the risk of exposure to, or transmission of, the virus at work, when a workplace is notified of any of the above scenarios, they must consider the risk to the workplace and other workers through a risk assessment, and take reasonably practicable steps to reduce the risk.

Managers need to consider where the worker is currently working, whether they have been in contact with others at work, and the individual circumstances of the situation.

For further advice or if a workplace is unsure of the level of risk or the type of case that has been reported by a worker, the workplace should consult with the ACT COVID-19 helpline (8am-8pm) on 02 6207 7244. Where ACT Health provides advice to a workplace, this advice must be documented in the workplace risk assessment and followed.

Where a worker is diagnosed with COVID-19

Where a worker advises that they are a **confirmed case of COVID-19**, managers must speak with the worker and with ACT Health using the COVID-19 helpline, to understand the level of risk to others in the workplace, and the response required by the workplace. If the individual attended work while they were infectious, ACT Health will liaise directly with the workplace to identify details for contact tracing and to advise on any follow-up required such as cleaning or the management of close contacts.

Any advice received from ACT Health or Worksafe ACT must be included within the assessment and followed in the workplace.

The worker must follow the advice of, and cooperate with, ACT Health. This includes instructions to self-isolate and to not attend their workplace or any other public locations. The worker must keep the manager regularly updated on the advice given to them to reduce the exposure to or transmission of the virus to others at work. If a worker is working onsite at an ACTPS premise at the time of being informed of their diagnosis, or worked at an ACTPS premise in the 72 hours prior to the onset of symptoms, the manager should:

- isolate the worker from others and arrange for the worker to immediately leave the workplace safely, preferably using a personal mode of transport. If the employee is reluctant to leave the workplace, they can be directed to do so (authority provided under the Work Health and Safety Act 2011 and section 9(1)(c) of the *Public Sector Management Act 1994*).
- quarantine any areas used by the worker until advice is received from ACT Health on cleaning requirements
- ask the worker to seek advice from ACT Health or their medical practitioner, to follow this advice, and to regularly keep in touch with their manager.

Once the worker has safely left the workplace, the manager must contact relevant directorate/agency Human Resources (HR)/Corporate areas to notify them of the confirmed case, consider the risks, and arrange appropriate actions based on the level of risk, such as recording close contacts, quarantining areas of the workplace and arranging cleaning. The actions required to reduce the risk will be dependent on the advice received by ACT Health, the workplace risk assessment and the circumstances of the case (e.g. size of potential contamination, contact with others). The workplace must follow any instructions given to them by ACT Health.

Cleaning must be conducted in accordance with the SafeWork Australia COVID-19 cleaning guidelines and with any advice provided by ACT Health. The manager or worker must complete and submit an online work incident report if the worker has been working in a location out of their home during their infectious period (defined as while they were experiencing symptoms, or in the 48 hours prior to developing symptoms).

HR/Corporate must consider whether a notification to WorkSafe ACT is required. If the incident is notifiable, a notification must be made immediately after the workplace becomes aware of the incident by submitting the online incident notification template and identifying the incident as a 'notifiable incident' or by calling the ACT Government call centre on 13 22 81. During COVID-19, incidents are notifiable if:

- it is suspected that a person may have contracted COVID-19 and requires treatment in hospital; or
- meets the prescribed serious illness from within the workplace.

HR/Corporate should also consider what other actions required, such as the need to notify building management and co-tenants of a confirmed case of COVID-19 when located in a shared building.

The worker must not return to work at an ACTPS premise without advice from ACT Health that they can be safely released from isolation. ACT Health will provide all confirmed cases with a clearance letter stating that they have recovered from COVID-19 and have been released from isolation. The worker must speak with their manager prior to returning to work at an ACTPS premise.

Where a worker advises that they have symptoms of COVID-19

Where a worker advises that they have developed symptoms that could be consistent with COVID-19, the workplace should assess whether they have any epidemiological risk factors for COVID-19 (making them a **suspect case**) or not (making them a **potential case**).

If a worker is a suspect case

Where a worker advises of circumstances that indicate they are a **suspect case of COVID-19**, they must get tested for COVID-19 and isolate at home until they receive their test result. Their manager should speak with the worker to understand the level of risk and the response required by the workplace.

Any advice received from ACT Health or WorkSafe ACT included within the assessment and followed. The ACT COVID-19 Helpline (8am-8pm) on 02 6207 7244 should be contacted where further advice is required to manage the risk.

Where a worker is working onsite at an ACTPS premise, the manager must:

- isolate the worker from others and ask them to immediately leave the workplace safely, preferably using a personal mode of transport. If the worker is reluctant to leave the workplace, they can be directed to do so (authority provided under the Work Health and Safety Act 2011 and section 9(1)(c) of the Public Sector Management Act 1994).
- consider whether the area used by the worker needs to be quarantined until the daily workplace clean, an immediate routine clean should take place, or further cleaning should be requested
- ask the worker to seek advice from ACT Health or their medical practitioner, to follow this advice, and to stay in touch with their manager about the advice regarding staying at home or returning to the workplace.

Once the worker has safely left the workplace, the manager must contact relevant HR/Corporate areas to notify them of the suspected case, consider the risks, and arrange appropriate actions to reduce the risks based on the documented risk assessment.

HR/Corporate must consider whether a notification to WorkSafe ACT is required. If the incident is notifiable, a notification must be made immediately after the workplace becomes aware of the incident by submitting the online incident notification template and identifying the incident as a 'notifiable incident' or by calling the ACT Government call centre on 13 22 81. During COVID-19, incidents are notifiable if:

- it is suspected that a person may have contracted COVID-19 and requires treatment in hospital; or
- where there is a confirmed case of COVID-19 that is reliably attributable to a worker carrying out work that involves of providing care or treatment to a person; or contact with human blood or bodily substances.

Whether cleaning or other actions are required will be dependent on the advice provided by ACT Health, WorkSafe ACT, the workplace risk assessment and the circumstances of the case (e.g. size of potential contamination, contact with others). Cleaning must be conducted in accordance with the SafeWork Australia COVID-19 cleaning guidelines and with any advice provided by ACT Health.

If a worker is a potential case

Where a worker advises of circumstances that indicate they are a **potential case of COVID-19**, they must seek testing for COVID-19 and ensure that they follow any advice from the testing centre or their general practitioner.

Workers who are awaiting test results must stay at home until their symptoms have resolved and they receive a negative test result.

Workers must keep their manager regularly updated and follow any instructions in relation to work arrangements. Where a worker has recovered from their symptoms *and* received a negative test result, they must speak to their manager before attending the workplace so the manager can assess the risk for the workplace and other workers.

Managers should speak with the worker to understand the level of risk and the response required by the workplace including:

- whether the work area used by the worker needs to be quarantined until the next daily clean or whether an immediate routine clean should be conducted to reduce the risk
- any other factors that may change the risk, such as the presence of vulnerable workers in the workplace.

Where a worker is directed to quarantine

Where a worker advises that they have been directed to quarantine by ACT Health or another authority (e.g. NSW Health), but are asymptomatic, they must follow all advice provided by the health authority. Workers must keep their manager regularly updated about the advice given to them about their quarantine period.

Where a worker is working onsite at an ACTPS premise, the manager must:

- isolate the worker from others and ask them to immediately leave the workplace safely, preferably using a personal mode of transport. If the worker is reluctant to leave the workplace, they can be directed to do so (authority provided under the Work Health and Safety Act 2011 and section 9(1)(c) of the *Public Sector Management Act 1994*).

If the worker subsequently develops symptoms, they must get tested for COVID-19. If they attended the workplace within 72 hours prior to developing symptoms, they should notify their workplace and the workplace should follow the advice detailed above under "Where a worker is a suspect case".

If the worker is then diagnosed with COVID-19, they must notify their workplace, who must follow the advice detailed above under "Where a worker is diagnosed with COVID-19".

Working from home arrangements

Where a worker is already working from home and develops symptoms, gets directed to quarantine, or is diagnosed with COVID-19, the manager must speak with the worker to understand the level of risk and the response required by the workplace. Managers must also consider other risks such as the safety of the home environment for work and supporting the mental health of the worker.

The manager should consider whether establishing a working from home arrangement is reasonably practicable if the worker is feeling well during a period of being directed by ACT Health to quarantine or isolate at home. Where it is not reasonably practicable for a worker to be provided with a working from home arrangement, the manager and the worker should discuss appropriate leave arrangements. Where a manager is unsure what leave is appropriate, they should liaise with their relevant HR/Corporate area for further advice.

Where the situation is unclear

For situations where the actions required to reduce the risk are not clear, workplaces must:

- conduct and document a risk assessment, including other factors that impact on the level of risk;

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- seek advice from ACT Health by calling the ACT COVID-19 Helpline (8am-8pm) on 02 6207 7244 if they are unsure how to manage the risk;
 - document and follow any advice from ACT Health on managing the case;
 - regularly review their risk assessment and amend controls as required.

Leave arrangements

Workplaces should review the COVID leave arrangements to determine what type of leave should be accessed by workers in those scenarios listed above.

Further resources and information:

- ACT COVID-19 helpline (8am-8pm) on 02 6207 7244
- ACT Health COVID-19 website
- Chief Health Officer alerts page
- WorkSafe ACT
- WorkSafe ACT Workplace Cleaning checklist
- Safe Work Australia – Risk Assessments
- Safe Work Australia – Cleaning
- Safe Work Australia
- Department of Health
- ACTPS working from home checklist
- ACTPS leave entitlements during COVID-19
- CDNA National Guidelines

GUIDANCE FOR POTENTIAL, SUSPECTED OR CONFIRMED CASES OF COVID-19 IN THE WORKPLACE

