

Our reference: CFCFOI2021-001

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 12 January 2021.

Specifically, you have requested :

- 1) *'all Canberra Theatre Centre Front of House shift report for the period 1 December 2020 to 31 December 2020. 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 December 2020 to 31 December 2020.'*
- 3) *'any update to the CFC COVIDSafe plan released during December 2020.'*

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 10 February 2021.

Decision on access

I have decided to grant partial access to these reports. Personal information relating to the name of the staff for each report has been redacted. Cost for this report is

considered both personal information and commercial in confidence and is redacted on this report after considering the Public interest test.

The redacted performance reports for the period 1 December 2020 to 31 December 2020 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
9 February 2021

Attachment A

Redacted Performance Reports

Period 1 December to 31 December 2020

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Tuesday, 1 December 2020
Perf Time: 2000
Perf No.: 1/20
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1934
Clearance: 2000
Curtain Up: 2001
Interval: NA
Doors Closed:
Curtain Down: 2136

Event Information:

Pre-show function held in CYS commenced 1900, finished 1956 - [REDACTED]; CT Glass doors opened pre-show to allow VIP access in to Playhouse; Bar staff advised patrons when purchasing drinks that they couldn't stand and drink, despite this several patrons continued to drink whilst standing and were quite rude to me when I asked them to enter the venue or sit in the foyer to drink; Seats [REDACTED] need to be reviewed as [REDACTED] has no leg room or ability to sit back and the line marking for COVID doesn't allow us to move chairs - we pulled a chair out as this is where staff were seated, however will need to be amended if general public are seated there; Patrons advised hearing loop not working despite being tested; Playhouse emergency exit and LFS doors open post show to assist with egress, extremely difficult to maintain physical distancing with the crowd however staff were encouraging patrons to move along; Post show function commenced at 2145 and we closed bar at 2300 - [REDACTED] - cast stayed in green room following this

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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

FOH Covid Safe Plan breaches or reportable patron events: Several patrons were rude when advised to be seated to drink

Staff related Covid breaches/issues: N/A

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:

Seats [REDACTED] are broken, BOH are aware and will do a swap tomorrow; Door [REDACTED] door light is out

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Wednesday, 2 December 2020
Perf Time: 2000
Perf No.: 2/20
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1930
Clearance: 2000
Curtain Up: 2000
Interval: N/A
Doors Closed: N/A
Curtain Down: 2136

Event Information:

One access patron booked in, however additional patron arrived in wheelchar - they hadn't purchased an access seat but were comfortable in walking to their aisle seat; Patrons in seats [REDACTED] complained about being on the balcony, offered to review any available seating if they wanted to go to box office, however decided to stay in their seats (box office confirmed afterwards they only purchased their seats on 30/11). To assist with egress we opened LFS doors and an access outside playhouse VIP room with a staff member stationed there to direct patrons, however nobody exited the venue via either of these doors - the congestion issue appears to be on the stairs exiting the venue so may need to look at Balcony [REDACTED] down the [REDACTED] stairs (as you can walk across) and Balcony [REDACTED] down the other stairs - congestion in link bar was minimal this evening with traffic flowing

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event: Customer complained about physical distancing in [REDACTED] toilets and we should open CT toilets - I advised that we had Playhouse toilets available and apologised that he didn't feel safe in the venue

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

[REDACTED] on site investigating the beeping with LFS glass doors - advised the battery was dead which caused the fuse to blow - [REDACTED] left venue and returned following workshop visit and replaced the fuse

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Thursday, 3 December 2020
Perf Time: 2000
Perf No.: 3/20
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1929
Clearance: 2000
Curtain Up: 2001
Interval: N/A
Doors Closed: N/A
Curtain Down: 2136

Event Information:

Concierge placed at both entrances pre-show (same as we have done for the whole season of Wharf Revue thus far, I just haven't put it in the report), and heard several patrons comment about how lovely it was to be greeted when entering the venue; Patron in seat [REDACTED] inadvertently had [REDACTED] ticket cancelled and it was resold to another patron - box office relocated the [REDACTED] to the balcony and refunded [REDACTED] ticket and we provided [REDACTED] with a complimentary bottle of water; Post show, LFS glass doors and VIP playhouse doors were opened to assist with egress; Staff member inadvertently pressed the emergency door release and alarm sounded, however this was stopped with assistance of BOH

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event: Several patrons complained about the lack of physical distancing in the venue, both staff and myself explained the plan and approval but they wanted to pass on the feedback

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Friday, 4 December 2020
Perf Time: 2000
Perf No.: 4/20
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1930
Clearance: 2000
Curtain Up: 2001
Interval: NA
Doors Closed: NA
Curtain Down: 2137

Event Information:

Terrace bar activated and well patronised.

Patron egress ran smoothly via PH emergency exits, VIP room and main exits.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event: None

FOH Covid Safe Plan breaches or reportable patron events: None

Staff related Covid breaches/issues: None

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:

PH [REDACTED] box light is out.

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Saturday, 5 December 2020
Perf Time: 1400 & 2000
Perf No.: 5 & 6 / 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1329 & 1940
Clearance: 1400 & 2000
Curtain Up: 1401 & 2001
Interval: NA
Doors Closed: NA
Curtain Down: 1537 & 2138

Event Information:

Terrace bar was brought inside during setup as it started to sprinkle with rain around 3pm.
Egress via vip room with glass doors locked due to Canberra Comedy being at interval.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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, REFER TO CANBERRA COMEDY FESTIVAL REPORT.

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Carpet under door [REDACTED] PH is coming loose from the floor.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Canberra Comedy Festival
Perf. Date: Saturday, 5 December 2020
Perf Time: 1700 / 2030
Perf No.: 1/2 & 2/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1635 / 2004
Clearance: 1706 / 2030
Curtain Up: 1707 / 2032
Interval: 1802 / 2138
Doors Closed: 1822 / 2157
Curtain Down: 1927 / 2258

Event Information:

Security on site from 1700 to 2315; 1700 Show: Multiple seating issues with patrons as they hadn't looked at emails and updates from box office, this resulted in several unhappy patrons as they weren't in their original seats or their correct seats - this was all fixed at interval; Patrons in [REDACTED] did not have to relocate at all, however complained as there was a patron seated directly next to them (they were moved at interval when noted they were in the incorrect seats); One group of patrons had to be split in to single seats and details provided to [REDACTED] (comedy festival) who requested these so [REDACTED] could contact them post show and look after them; Primary seating issues were with [REDACTED] and [REDACTED] Patron was sold a bottle of champagne pre-show and wasn't aware they couldn't take it in to the venue, we kept it on ice for them and reserved a bar table for them at interval. Show ran over by 22 minutes, which didn't allow staff sufficient time to clean the theatre and undertake COVID clean, so we cleared rubbish only utilising staff from playhouse. South bar activated but not on the terrace due to wet weather. Egress via emergency doors, with glass doors locked to segregate arrival for second show.

2030 Show: Due to wet weather, first patrons started arriving at 1900 which caused seating issues as we could only hold patrons in link foyer south due to Wharf Revue being in main bar; COVID Safety officers arrived between 1900 and 1945 - refer attached report from [REDACTED] - they spent a significant time with [REDACTED] and had [REDACTED] not been here and the Duty Manager had to deal with this there would have been significant issues; Minimal ticket issues for this show as we were clearly able to identify the incorrect ticket as the original show time was 2000; box office relocated to merchandise in CT foyer due to Wharf Revue being in venue at same time; Staff were abused multiple times by patrons when advised they needed to be seated to drink, especially when we didn't have adequate seating with crossover of shows

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event: Please refer to separate email from [REDACTED] in relation to attendance of COVID officers

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Door [REDACTED] door) is not staying open

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Monday, 7 December 2020
Perf Time: 7/20
Perf No.: 1830
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1804
Clearance: 1831
Curtain Up: 1832
Interval: N/A
Doors Closed: N/A
Curtain Down: 2008

Event Information:

Cage closed at 1840 once Wharf Revue went up and latecomers were all in the venue to allow CT show access to link bar; VIP Playhouse and emergency exit doors used for egress as CT show was at interval at the same time as our curtain down - several patrons complained and demanded to be let through for various reasons - we had access patrons waiting at emergency doors at theatre lane for pick up

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Capital Dance
Perf. Date: Monday, 7 December 2020
Perf Time: 1630 & 1900
Perf No.: 1 & 2 / 2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1605 & 1840
Clearance: 1631 & 1900
Curtain Up: 1632 & 1901
Interval: NA & 1959
Doors Closed: NA & 2016
Curtain Down: 1742 & 2112

Event Information:

4pm show left via CT emergency exits and LFS glass doors.

Terrace Bar was operating for both entry and exit for Capital Dance which helped minimise congestion at the Link Bar for The Wharf Revue's entry. Having the flexibility of the Terrace Bar has been critical to ensuring separation between venues and making sure adequate seating and standing areas are available for all patrons who have purchased from the Bars.

Terrace Bar closed during interval as it started to rain, tables and chairs were brought into LFS to help accommodate to the patrons at interval.

Between the first and second show we closed the LFS cage as a physical barrier to limit mingling of patrons between shows. Having a small box office located at CT merch also ensure patrons would not cross paths.

First show moved patrons: [REDACTED] patrons around [REDACTED] moved to [REDACTED] to [REDACTED]
second show moved patrons: [REDACTED] to [REDACTED]

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: Music at Midday
Perf. Date: Tuesday, 8 December 2020
Perf Time: 1200
Perf No.: 1 / 1
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1129
Clearance: 1200
Curtain Up: 1200
Interval: NA
Doors Closed: NA
Curtain Down: 1322

Event Information:

Patrons moved during show: [REDACTED] and [REDACTED] moved to [REDACTED] to [REDACTED] to [REDACTED].
A patron in [REDACTED] was feeling a little dizzy upon entering the Canberra Theatre, our on-site [REDACTED] Medic attended.

The link foyer had a few patrons enter who were picking up patrons who had seen the show, some were waiting for around 15 minutes as they expected it to come down around 1. All patrons waiting were informed that the show was running a little overtime and all we happy to wait.

The most [REDACTED] emergency exit could not be opened for egress out of the foyer post show, a double bin was placed in front of the jammed door to help avoid confusion.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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:

The most [REDACTED] emergency exit could not be opened for egress out of the foyer post show.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Tuesday, 8 December 2020
Perf Time: 2000
Perf No.: 8/21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1932
Clearance: 2000
Curtain Up: 2001
Interval: N/A
Doors Closed: N/A
Curtain Down: 2139

Event Information:

Terrace bar activated however due to cold weather minimal patrons utilised this tonight; Egress via Playhouse VIP Room, main doors and LFS doors - no patrons utilised LFS doors; Several issues with POS system going down and eftpos and ended up with two systems working - refer separate email to FOH identifying issues

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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:

Green recycling bin has large crack in it at base

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Wednesday, 9 December 2020
Perf Time: 2000
Perf No.: 9/21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1931
Clearance: 2001
Curtain Up: 2002
Interval: N/A
Doors Closed: N/A
Curtain Down: 2138

Event Information:

Terrace bar activated pre show - construction works outside the Assembly continued on until 2020 so was noisy and unpleasant, however patrons remained outside; Playhouse VIP room, emergency exits and LFS doors opened for egress; Patrons arrived for next weeks show, however were happy to come back; Patrons arrived with old tickets however box office resolved this quickly and efficiently; Latecomer arrived in Door [REDACTED] and [REDACTED] showed them to their seats, however as they were seated in the middle of the row it appears as though they just sat at the first available seats as another patron complained at the end of the show advising [REDACTED] they didnt appreciate having patrons dumped next to them - this was a case of the patrons not listening and not wanting to inconvenience anyone rather than a COVID breach by FOH staff

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Issue with emergency door alarm on emergency exits from PH to theatre lane - the far [REDACTED] door will not open and then when it does the alarm goes off

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Thursday, 10 December 2020
Perf Time: 2000
Perf No.: 10/21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1930
Clearance: 2000
Curtain Up: 2000
Interval: N/A
Doors Closed: N/A
Curtain Down: 2136

Event Information:

Activated LFS bar inside instead of on the terrace due to weather; LFS, Playhouse VIP Room, Emergency doors and main doors utilised for egress

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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:

Toilets light in playhouse floor is flashing

FOH Performance Report

Duty Manager: [REDACTED]
Event: Classical Ballet: Through the Looking Glass
Perf. Date: Friday, 11 December 2020
Perf Time: 18:30
Perf No.: 1 of 2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open:	18:12
Clearance:	18:32
Curtain Up:	18:37
Interval:	19:18
Doors Closed:	19:38
Interval:	20:32
Doors Closed:	20:52
Curtain Down:	21:31

Event Information:

Show had a 6 mins lock out at beginning which ended at 18:43. A patron who had mobility issues requested for another seat if possible that was closer to the doors. [REDACTED] had been allocated a ticket in [REDACTED] and [REDACTED] was relocated to [REDACTED] [REDACTED] was very grateful. Programs were paid for at the bar and collected from a company representative. We set the representative up at the cloaks desk, pre show and at South bar at 1st interval to hand out programs to patrons. Terrace Bar activated. CB patrons entry via main doors and LFS doors. 1st interval for CB patrons contained in CT Foyer, LFS and Terrace only. CT cage shut during 1st interval. Link Bar arrival was scarce at that time. It was a pity that we were unable to send CB patrons to the Link Bar. Weather was cold and windy but we kept the Terrace Bar open which had long queues at 1st interval. Patrons were frustrated and tried to get into the Link Bar to avoid waiting. Ushers explained the reason for the separation of audience. They were frustrated but accepted the reason given. It was a happier crowd for the 2nd interval as they were allowed into the Link Bar. A few patrons were reminded not to stand and drink alcohol to which they were abiding [REDACTED] patrons moved from [REDACTED] and [REDACTED] to [REDACTED] and [REDACTED]. Patrons exited via CT emergency doors, LFS glass doors and main, front and back entrances. As we cleared all the patrons, CT cage was shut to exit Wharf Revue patrons.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events: n/a

Staff related Covid breaches/issues: n/a

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Door [REDACTED] - if facing the door from [REDACTED] Foyer, the [REDACTED] side door will not stay open.

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Friday 11 December 2020
Perf Time: 20:00
Perf No.: 11 of 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 19:40
Clearance: 20:00
Curtain Up: 20:02
Interval: n/a
Doors Closed: n/a
Curtain Down: 21:39

Event Information:

Terrace Bar was activated tonight. Wharf Revue patrons arrived much later tonight. It was too cold for them to take their drinks out onto the terrace. Patrons exited via main entrances once CT cage was shut. PH VIP Room and all PH emergency doors used for extra egress post show.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events: n/a

Staff related Covid breaches/issues: n/a

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Saturday 12 December 2020
Perf Time: 14:00
Perf No.: 12 & 13 of 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 13:40/19:40
Clearance: 14:03/20:00
Curtain Up: 14:07/20:01
Interval: n/a
Doors Closed: n/a
Curtain Down: 15:45/21:39

Event Information:

MATINEE REPORT:

Terrace Bar was not activated this afternoon due to cold and windy weather. Clearance given 3 minutes later due to delay in loading in elderly patrons. Patrons exited via PH VIP Room, all PH emergency doors and both main entrances, as interval for CB had concluded and area had been wiped down. as soon as TWR patrons had exited the Link Bar area, high touch cleaning occurred once again in preparation for the CB 2nd interval. Access service - [REDACTED] patrons attended tactile tour.

EVENING REPORT:

Terrace Bar was not activated this evening due to cold and windy weather. Tables and chairs set up in LFS. Patrons arrived via main doors only and exited via PH VIP room, main front and back entrances and all PH emergency doors.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events: n/a

Staff related Covid breaches/issues: n/a

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Dr [REDACTED] box light not working. [REDACTED] lift not working.

FOH Performance Report

Duty Manager: [REDACTED]

Event: Classical Ballet: Through the Looking Glass

Perf. Date: Saturday, 12 December 2020

Perf Time: 14:30

Perf No.: 2 of 2

Venue: Canberra Theatre

Pax: [REDACTED]

Doors Open:	14:10
Clearance:	14:30
Curtain Up:	14:35
Interval:	15:16
Doors Closed:	15:36
Interval:	16:29
Doors Closed:	16:49
Curtain Down:	17:31

Event Information:

Show had a 6 mins lock out at beginning. Terrace Bar not activated due to cold and windy weather. South Bar activated instead. A patron who had been allocated a seat in [REDACTED] requested to be relocated as she complained that the patron in [REDACTED] (right next to [REDACTED]) was not only physically distanced but was coughing badly. [REDACTED] relocated to [REDACTED]. [REDACTED] was happy. Just like the previous evening, programs were paid for at the bar and collected from a company representative. We set the representative up at the South Bar counter during pre show and at cloaks for the rest of the show. CT cage was opened to let CB patrons through once Wharf Revue patrons had been loaded and the Link Bar area cleaned. CB patrons entry via LFS doors only. Patrons exited via CT emergency doors, LFS glass doors and main, front and back entrances.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events: n/a

Staff related Covid breaches/issues: n/a

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Door [REDACTED] - if facing the door from CT Foyer, the right side door will not stay open. Some [REDACTED] lights in CT are not working.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Dance Northside - We Made It!
Perf. Date: Sunday, 13 December 2020
Perf Time: 10:00 & 15:30
Perf No.: 1/2 & 2/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 9:49 & 15:16
Clearance: 10:00 & 15:30
Curtain Up: 10:01 & 15:31
Interval: N/A & 16:09
Doors Closed: N/A & 16:28
Curtain Down: 10:51 & 17:11

Event Information:

Both shows : Programs sold by Dance Northside - set up at LFS Bar with [REDACTED] volunteers roaming, payment by donation only - provided them with sandbags for their banner/sign; Egress via LFS Doors, Main Doors and Emergency exits 10:00 Show -

[REDACTED] requested we be provided with the house late due to the organisation of young children hence doors at 949; Several patrons were asked to stop taking photos and videos as per [REDACTED] instructions, with parents being rude and irritated by this request; Patrons arrived with tickets to room on the broom, as show had started we allowed them to sit in Row [REDACTED] and confirmed with box office they had tickets for the show - their actual tickets were these seats anyway; Several patrons post show wanted photos in front of the Dance Northside banner which was in front of LFS, however as we had already closed the cage and undertaken the COVID clean of the area we couldnt allow them access but they could return at 1430 as this would be open again 15:30 Show - Patron had booked a seat and we were advised [REDACTED] needed a double seat, so BOH moved the centre armrest in row [REDACTED] and also provided a temporary chair in the [REDACTED], however there must have been a miscommunication as the patron didnt require the seating width; Chaneoka Festival commenced in civis square approx 16:30 with several attendees trying to access our facilities however we refused entry due to COVID tracing requirements; Nothing else to report

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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:

lights in toilets near door are out; CANB of Canberra Theatre sign is out; Several spotlights in CT Foyer are out; Drains in theatre lane are emitting a sewerage smell - we flushed all the drains and sinks to try and get the water moving to no avail

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Monday, 14 December 2020
Perf Time: 1830
Perf No.: 14/21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1800
Clearance: 1831
Curtain Up: 1832
Interval: NA
Doors Closed: NA
Curtain Down:

Event Information:

Some of the marketing screens not working (LH side of playhouse sign, both screens at cloaks, screen closest to theatre lane, screen at box office, RH side of theatre sign); LFS bar activated on terrace pre show; Patron complained that cloaks wasn't open for his saddle bag, explained the reason and that there would be room under [REDACTED] seat and [REDACTED] would have a spare seat next to [REDACTED] as well - saw patron post show and was happy; Egress via Playhouse VIP, Emergency exit, main doors and LFS doors

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.12

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:

Door 9 light box out, Toilet sign in playhouse is out

FOH Performance Report

Duty Manager: [REDACTED]
Event: Wharf Revue
Perf. Date: Tuesday, 15 December 2020
Perf Time: 2000
Perf No.: 15/21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1931
Clearance: 2001
Curtain Up: 2001
Interval: N/A
Doors Closed: N/A
Curtain Down: 2137

Event Information:

Patron arrived at 1959 eating a tub of food and advised [REDACTED] couldn't take it in to playhouse, [REDACTED] then waited outside and continued to eat, and I explained we were about to close doors and there was a lockout, [REDACTED] continued to stand there eating and I reiterated we were closing doors, [REDACTED] continued to stand there so advised door [REDACTED] to close and she was extremely irritated that we had closed doors on [REDACTED] despite keeping them open for a minute longer than required; Patron seated on balcony [REDACTED] came down to the bathroom with 2 minutes before curtain down so let [REDACTED] stand inside door [REDACTED] for the end of the show; Patron moved from seat [REDACTED] to [REDACTED]; [REDACTED] cast came through foyer post show to greet guests outside

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

Right hand side of doors [REDACTED] and [REDACTED] and left hand side of door [REDACTED] do not stay open and need a chock; Marketing screens already been reported and aware of issue;

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Wednesday, 16 December 2020
Perf Time: 1400 & 2000
Perf No.: 16 & 17 / 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1330 & 1330
Clearance: 1400 & 2001
Curtain Up: 1400 & 2001
Interval: NA
Doors Closed: NA
Curtain Down: 1537 & 2137

Event Information:

2 pm show: Patrons moved from [REDACTED] to [REDACTED] and [REDACTED] to [REDACTED] Terrace bar was not opened due to staff shortage and rain.

8 pm show: patrons moved from [REDACTED] to [REDACTED]. LFS bar opened but not put outside due to more potential rain, tables and chairs placed on terrace to help alleviate seating and drinking restrictions.

Tables and chairs spread throughout the Link foyer so patrons could distance while being seated.

Tables and chairs setup for [REDACTED] post 8 pm show in Link foyer.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

Door 9 box light in the play house is not working.

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Thursday, 17 December 2020
Perf Time: 2000
Perf No.: 18 / 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1732
Clearance: 2000
Curtain Up: 2000
Interval: NA
Doors Closed: NA
Curtain Down: 2138

Event Information:

Terrace bar opened to help accommodate patrons who had purchased drinks, which has been crucial in our efforts to ensure patrons are able to drink while standing up outside and remain seated while drinking inside. Patrons were compliant to instructions from concierge and usher staff with regard to Covid restrictions and distancing. Patrons entered and exited the venue orderly following distancing measures.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

Doors [REDACTED] and [REDACTED] currently require chocks to stay open during entry and egress.
Light on the end of [REDACTED] row door [REDACTED] side in the Playhouse is not working.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Blueys
Perf. Date: Friday, 18 December 2020
Perf Time: 1815
Perf No.: 1/4
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1750
Clearance: 1815
Curtain Up: 1816
Interval: N/A
Doors Closed: N/A
Curtain Down: 1900

Event Information:

Terrace bar activated; Concierge questioned all patrons to ensure they haven't been on Northern Beaches in the past week; Usher placed on door [REDACTED] to assist with entry of crew as part of the show; merchandise sold by Blueys crew; Bubbly Uppy at the end of the show, which caused patrons to move towards the stage to reach for bubbles - our staff were unable to stop this; Homeless [REDACTED] sat with patron on terrace bar who was waiting for his children - confirmed with patron that [REDACTED] didn't want us to move on the [REDACTED]; Patron in wheelchair in [REDACTED] was filming continuously, [REDACTED] asked [REDACTED] to cease and [REDACTED] advised [REDACTED] paid for a ticket so [REDACTED] would film it, [REDACTED] then wanted to, second usher then explained that [REDACTED] ticket gave [REDACTED] access to the show and not to film it, [REDACTED] then checked [REDACTED] terms and conditions of [REDACTED] ticket and ceased filming; Pull up banner set up by merchandise was touched and pushed by children, with one child causing it to collapse - the banner did not touch the child and just caused a fright; Difficult to maintain social distancing in merchandise line despite having staff there to monitor; Blueys sign was causing congestion as people were trying to exit via emergency doors, so have relocated this for tomorrow's show and advised Blueys crew of the reasons; Walked Patron with breathing apparatus from door [REDACTED] to door [REDACTED] via the theatre post show so [REDACTED] could be collected in theatre lane without having to walk around; Harmonica [REDACTED] walked through foyer post show (ushers initially missed this as thought [REDACTED] was a patron coming from the toilets) [REDACTED] then sat on the front steps before [REDACTED] was moved on; [REDACTED] agency staff

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Friday, 18 December 2020
Perf Time: 2000
Perf No.: 19 / 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1931
Clearance: 2001
Curtain Up: 2001
Interval: NA
Doors Closed: NA
Curtain Down: 2137

Event Information:

CT glass doors locked for Bluey's exit as patrons had begun arriving for The Wharf Revue. A member of the public who had been sitting outside the legislative assembly approached a patron sitting by [REDACTED] on the terrace a few minutes before Bluey had come down. The patron had agreed for the [REDACTED] to sit with him while [REDACTED] waited for [REDACTED] family to come out. A second member of the public approached a couple on the terrace to serenade them with [REDACTED] harmonica, I caught the eye of the [REDACTED] seated and motioned if he would like me to step in at which [REDACTED] declined. After the [REDACTED] finished [REDACTED] song [REDACTED] too left. The bar man posted outside confirmed that both interactions were not malicious in any way and our patrons involved had no issues regarding being approached. Wharf Revue ran smoothly with no hitches.
[REDACTED] agency staff.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

Oyster light near stair leading up to door [REDACTED] PH not working.

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Saturday, 19 December 2020
Perf Time: 1400
Perf No.: 20 & 21 of 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1333
Clearance: 1401
Curtain Up: 1402
Interval: NA
Doors Closed: NA
Curtain Down: 1538

Event Information:

Patrons booked in [REDACTED] moved to seats [REDACTED].

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

Observations-actions requiring attention prior to next event: None

FOH Covid Safe Plan breaches or reportable patron events: None

Staff related Covid breaches/issues: None

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Blueys
Perf. Date: Saturday, 19 December 2020
Perf Time: 9:30 & 12:00 & 14:30
Perf No.: 2/4 & 3/4 & 4/4
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 9:03 / 11:29 / 14:00
Clearance: 9:31 / 12:02 / 14:32
Curtain Up: 9:32 / 12:03 / 14:32
Interval: N/A
Doors Closed: N/A
Curtain Down: 10:15 / 12:46 / 15:16

Event Information:

9:30 show - TV filming on stage from 830-9; child walked in to glass doors at LFS despite having bar table and hand sanitiser in place - confirmed child ok with no injuries; Patron refused to park pram in parking area due to security reasons so parked outside door [REDACTED]; Patron arrived with suitcase, advised we didn't have cloaking facilities however [REDACTED] knew one of the production staff who took [REDACTED] bag backstage; Child knocked head on ramp railing under door [REDACTED] confirmed child ok with no injuries; Production filming show seated in [REDACTED]; Photo wall presented issues with physical distancing and caused people to congregate despite our ushers assisting - moved the wall and created a plan for the second show, however still an influx of patrons in the one area. Egress via emergency doors only; Armed glass doors post show which then set off an alarm when we accessed theatre;

12:00 Show: Terrace bar activated from 9am until midday when it was closed due to staff and bar being in direct sunlight - moved bar inside; Patrons in [REDACTED] moved to [REDACTED] as were late and patrons in [REDACTED] moved to [REDACTED]; Egress via emergency doors only; Moved photo wall and created a snake line to ensure egress was not blocked; Merchandise line caused issues blocking egress - have moved bollards to create another snake hoping this eases some congestion; Staff found a gift bag under seat post show, addressed to [REDACTED] - delivered to merchandise who confirmed there was a [REDACTED] in the show and provided to cast - later noted this was for a patron called [REDACTED] and bag was returned to them;

14:30 Show Ingress via LFS only as Wharf Revue commenced at 14:00 - additional staff as concierge to make sure patrons were entering the correct venue; Wharf Revue patrons took up all of the seating on terrace which caused a crossover between patrons for each show and attempted on several occasions to enter LFS as there was insufficient seating in link bar and playhouse foyer; COVID cleaning completed of link bar and cage opened at 1410 as there were several latecomers for Wharf Revue who had to remain in link bar due to 7 minute lockout; [REDACTED] seated in [REDACTED] lost [REDACTED] wedding ring down orchestra pit - advised BOH and obtained details for patron advising we wouldn't be able to look for it until later due to bump out (ring has since been found and patron notified; Post show patrons took photos on the photo wall with last patron leaving at 15:45

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

toilet in link bar - on right is continuously leaking; Can we please look at removing perspex marketing stands on wall in foyer as patrons are using this for rubbish

FOH Performance Report

Duty Manager: [REDACTED]
Event: Dave Hughes
Perf. Date: Saturday, 19 December 2020
Perf Time: 1930
Perf No.: 1/1
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1859
Clearance: 1934
Curtain Up: 1935
Interval: N/A
Doors Closed: N/A
Curtain Down: 2043

Event Information:

Entry via LFS doors only with South Bar and Terrace bar activated (3xPOS) with temporary box office also set up; [REDACTED] concierge and [REDACTED] security to make sure patrons were going to correct show as Wharf Revue in PH at 20:00; [REDACTED] photographer in venue pre-show; [REDACTED] patrons arrived with incorrect tickets and show held to ensure these patrons were re-seated; patron in seat [REDACTED] was intoxicated and advised bar staff to not serve any further alcohol, however [REDACTED] didnt present at the bar again following this instruction; Dave Hughes advised patrons at end of his show to take a photo, so staff didnt stop photography - we were advised of this prior to the show; Egress via Emergency doors only. [REDACTED] agency staff and [REDACTED] security staff

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Wharf Revue
Perf. Date: Saturday, 19 December 2020
Perf Time: 2000
Perf No.: 20 & 21 / 21
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1930
Clearance: 2001
Curtain Up: 2001
Interval: NA
Doors Closed: NA
Curtain Down: 2137

Event Information:

LFS Cage was closed for load in as patrons for Dave Hughes had been arriving at a similar time. Show ran smoothly, patrons complied with Covid procedures.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

The plinth of the Fractal Weave sculpture has a side panel that is falling away.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Human Nature
Perf. Date: Monday, 21 December 2020
Perf Time: 1930
Perf No.: 1/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1902
Clearance: 1932
Curtain Up: 1933
Interval: 2021
Doors Closed: 2041
Curtain Down: 2129

Event Information:

South Bar activated instead of Terrace Bar due to poor weather; All patrons asked by [REDACTED] concierge staff whether they had been to arease noted in NSW by ACT Govt; Patrons arrived early as requested, and we had significant seating issues in the venue prior to doors being opened; Patron in row [REDACTED] seat [REDACTED] was rather large, so we arranged to open to armrest for [REDACTED] - [REDACTED] also complained about the lack of cloaking facilities; Patron in seat [REDACTED] complained about the lack of physical distancing, offered to relocate [REDACTED] and [REDACTED] refused saying [REDACTED] preferred the seat [REDACTED] was in; Health professionals in seats [REDACTED] complained about the lack of physical distancing and were relocated to [REDACTED]; Patron in [REDACTED] relocated to [REDACTED] as [REDACTED] had back issues and wanted to stand; Patrons in [REDACTED] complained about patrons in front filming the show, relocated to [REDACTED] and spoke to the patrons filming (Human Nature confirmed photography and filming allowed in briefing) and requested they dont film the whole show; Patron in [REDACTED] relocated to [REDACTED] as they advised they were immunosuppressed; Patron in [REDACTED] wanted to move to sit with [REDACTED] friends in [REDACTED] advised we couldnt because of COVID; Patrons were continually singing, and were rude and abrasive to staff despite the announcement by Human Nature at the start - we had to advise several patrons in the front of the theatre if they continued to sing they would be asked to leave - overall we tallied over [REDACTED] patrons who were asked to stop singing - our staff had to lean in to tell these patrons to stop singing which compromised their safety - masks were offered to staff once we knew the extent of the situation; The main complaint was why can they chant and cheer but can't sing; [REDACTED] father was in the audience and waited post show to be taken backstage via stage door; [REDACTED] security personnel; Staff had to clean green room and reset rider, which was done so with family and band backstage with permission

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

Observations-actions requiring attention prior to next event: The no signing rule needs to be addressed by either signage or offering masks to patrons who are singing

FOH Covid Safe Plan breaches or reportable patron events: Please see above

Staff related Covid breaches/issues: Please see above

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

All marketing screens were not working; Show relay for theatre was playing video but no sound which was frustrating given there is a lockout at the commencement of the show where they explain no singing and dancing etc; Door ■ closest to theatre lane is not staying open

FOH Performance Report

Duty Manager: [REDACTED]
Event: Human Nature
Perf. Date: Tuesday, 22 December 2020
Perf Time: 1930
Perf No.: 2/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1859
Clearance: 1934
Curtain Up: 1935
Interval: 2022
Doors Closed: 2041
Curtain Down:

Event Information:

Terrace bar activated pre-show however moved indoors for interval given inclement weather; Access patron was seated in the foyer with two minutes until curtain up, so spoke with them and assisted them to door [REDACTED] - the delay in giving clearance was to allow this patron to their seat; Patron in [REDACTED] had a professional camera and was asked to put this away and then took out her phone and recorded continuously over two songs including the talking in between - I spoke with [REDACTED] and [REDACTED] said [REDACTED] was only filming the songs. I spoke with the patron again at interval and [REDACTED] advised that at every other show [REDACTED] is allowed [REDACTED] DSLR camera and they never have an issue and I explained the instructions we had been given by the tour manager. During interval I had several patrons complain about the ongoing filming so spoke with [REDACTED] who confirmed to let it go as the band were noticing ushers more than they were the extended filming - following this, staff only stopped flash photography; Box office provided copies of seating maps which allowed staff to relocate patrons without the need to send to box office - [REDACTED] to [REDACTED], [REDACTED] to [REDACTED] to [REDACTED] to [REDACTED] to [REDACTED] to [REDACTED] Post show assisted access patron out via door [REDACTED] and waited outside with [REDACTED] until [REDACTED] carer returned with the car; FOH staff reported smoke smell in kitchen, investigated by BOH and couldnt locate anything; Patrons singing tonight was minimal besides a few key songs, and once again the biggest complaint was being encouraged to cheer but not being able to sing; Following the song where patrons were asked to shine their torch, several patrons continued to take photos with the flash on which was difficult to control given the volume; Patron in foyer in wheelchair waiting for taxi until 2225; Green room cleaned post show; [REDACTED] security personnel

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.13

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:

Door [REDACTED] side) is still not staying open; Loud beeping coming from comms room downstairs

Attachment B

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

Period 1 December to 31 December 2020

Date	Hours	Brk	Start	End	Act Start	Act End	Rost Start	Rost End	Status	Type	Profile	Role	Shift	Dept	Location	Location ID	Cost	Event
05/12/20	7.75	0.50	15:45	0:00	15:35	23:57	15:45	22:00	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1		Theatre
05/12/20	7.50	0.25	15:45	15:45	23:30	15:41	23:32	15:41	23:32	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
05/12/20	7.50	0.25	15:45	20:45	15:49	15:49	15:45	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID
05/12/20	7.75	0.50	15:45	0:00	15:40	23:56	15:45	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Theatre
05/12/20	8.00	0.25	15:45	0:00	15:44	0:02	15:45	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Canberra Comedy Festival Gala
05/12/20	8.00	0.25	15:45	0:00	15:32	0:04	15:45	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Canberra Comedy Festival Gala
05/12/20	8.25	0.25	15:45	0:15	15:32	0:04	15:45	22:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		Canberra Comedy Festival Gala
05/12/20	8.00	0.25	15:45	0:00	15:43	0:00	15:45	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Canberra Comedy Festival Gala
05/12/20	7.75	0.50	15:45	0:00	15:43	23:57	15:45	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Theatre
05/12/20	4.00	0.00	18:30	22:30	18:14	22:34	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
05/12/20	4.25	0.00	18:30	22:45	18:27	23:01	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
05/12/20	4.25	0.00	18:30	22:45	18:19	22:45	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
05/12/20	4.00	0.00	18:30	22:30	18:35	22:35	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		Theatre
05/12/20	4.00	0.00	22:51	22:52	22:51	22:52	17:30	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Theatre
07/12/20	6.00	0.50	14:30	21:00	14:17	21:04	15:00	19:00	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1		Capital Dance - Glow
07/12/20	7.50	0.00	14:30	22:00	14:18	21:59	14:30	22:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		Theatre
07/12/20	7.50	0.50	15:00	21:00	14:57	0:00	15:00	19:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Theatre
07/12/20	5.50	0.50	15:00	21:00	14:57	0:00	15:00	19:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		COVID
07/12/20	5.50	0.50	15:00	21:00	14:57	20:58	15:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID
07/12/20	6.25	0.50	15:00	21:45	14:47	21:51	15:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Capital Dance - Glow
07/12/20	6.25	0.50	15:00	21:45	14:47	21:51	15:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Capital Dance - Glow
07/12/20	6.25	0.50	15:00	21:45	14:47	21:51	15:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Capital Dance - Glow
07/12/20	4.50	0.00	16:30	21:00	16:26	20:58	16:30	21:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
07/12/20	4.28	0.00	16:41	20:58	16:41	20:58	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		COVID
07/12/20	4.27	0.00	16:44	21:00	16:44	21:00	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		Theatre
07/12/20	4.00	0.00	16:45	20:45	16:37	20:44	16:45	20:45	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
07/12/20	4.00	0.00	17:00	21:00	16:53	20:59	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		COVID
07/12/20	4.00	0.00	17:00	21:00	16:53	20:59	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
07/12/20	3.97	0.00	17:00	20:58	16:56	20:58	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		COVID
07/12/20	3.97	0.00	17:00	20:58	16:53	20:58	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
07/12/20	4.00	0.00	17:00	21:00	16:50	20:58	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.75	0.00	9:00	13:45	16:50	20:58	17:00	21:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		COVID
08/12/20	7.25	0.50	9:00	16:45	14:05	19:05	10:00	14:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		COVID
08/12/20	4.00	0.00	10:00	14:00	9:57	14:05	10:00	14:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Theatre
08/12/20	4.00	0.00	10:00	14:00	9:59	14:06	10:00	14:00	Authorised	Normal	Casual Theatre	Special Functions	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.50	0.00	10:30	14:30	10:01	14:36	10:30	13:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:21	14:31	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:18	14:27	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:15	14:28	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:27	14:28	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:07	19:18	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:28	18:25	10:30	14:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Music @ Midday
08/12/20	4.00	0.00	10:30	14:30	10:17	14:40	10:30	14:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.50	0.00	18:00	22:30	17:57	22:26	18:00	22:30	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6		Theatre
08/12/20	4.00	0.00	18:15	22:15	18:16	22:11	18:15	22:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse	6		Theatre
08/12/20	4.00	0.00	18:30	22:30	18:15	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:26	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:30	0:00	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:28	22:44	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:23	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:23	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
08/12/20	4.00	0.00	18:30	22:30	18:24	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse	6		COVID
08/12/20	4.00	0.00	18:30	22:30	18:24	22:25	18:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		COVID
09/12/20	4.00	0.00	9:00	13:00	18:12	22:37	18:00	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
09/12/20	4.50	0.00	18:00	22:30	18:12	22:37	18:00	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6		Theatre
09/12/20	4.00	0.00	18:15	22:15	18:13	22:17	18:15	22:15	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
09/12/20	4.00	0.00	18:30	22:30	18:22	22:30	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
09/12/20	4.00	0.00	18:30	22:30	18:14	22:29	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
09/12/20	4.00	0.00	18:30	22:30	18:21	22:28	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020
09/12/20	4.00	0.00	18:30	22:30	18:22	0:00	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6		The Wharf Revue 2020

Code		Name		Event															
Date	Hours	Bk	Start	End	ActStart	ActEnd	RostStart	RostEnd	Status	Type	Profile	Role	Shift	Dept	Location	Location ID	Cost	Event	
21/12/20	5.25	0.00	17:30	22:45	17:29	22:50	17:30	22:40	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.25	0.00	17:45	22:00	17:31	21:53	17:45	21:45	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1		Theatre	
21/12/20	4.50	0.00	18:00	22:30	17:58	22:37	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:52	22:33	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:50	22:34	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:43	22:34	18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.00	0.00	18:00	22:00	17:53	22:03	18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:45	22:32	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:55	22:34	18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		COVID	
21/12/20	4.00	0.00	18:00	22:00	18:06	0:00	18:00	22:00	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1		Theatre	
21/12/20	4.75	0.00	18:00	22:45	17:48	22:48	18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.50	0.00	18:00	22:30	17:55	22:32	18:00	22:00	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1		Theatre	
21/12/20	4.75	0.00	18:00	22:45	17:42	22:48	18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	4.00	0.00	18:00	22:00	17:48	22:01	18:00	22:00	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1		COVID	
21/12/20	4.00	0.00	18:30	22:30	18:27	0:00	18:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
21/12/20	5.25	0.00	17:30	22:45			17:30	21:30	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1		Theatre	
22/12/20	4.25	0.00	17:45	22:00			17:45	21:45	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.75	0.00	18:00	22:45			18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Theatre	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Theatre	
22/12/20	4.75	0.00	18:00	22:45			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.50	0.00	18:00	22:30			18:00	22:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Theatre	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.50	0.00	18:00	22:30			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		Human Nature: Christmas Classics, Hits & More	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Concierge	SHIFT	Front of House	Canberra Theatre	1		Theatre	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
22/12/20	4.00	0.00	18:00	22:00			18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
22/12/20	3.33	0.00	9:00	12:20					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	3.12	0.00	9:00	12:07					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	4.62	0.00	9:00	13:37					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	3.77	0.00	9:00	12:46					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	5.60	0.50	9:00	15:06					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	3.77	0.00	9:00	12:46					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	5.48	0.50	9:00	14:59					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	0.73	0.00	9:00	9:44					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	3.67	0.00	9:00	12:40					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	0.42	0.00	9:00	9:25					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	3.12	0.00	9:00	12:07					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	4.00	0.00	10:00	14:00			10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	4.00	0.00	10:00	14:00			10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	
23/12/20	4.00	0.00	10:00	14:00			10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1		COVID	

Attachment C

Canberra Theatre Centre COVIDSafe Operations Report – version 1.13



OFFICIAL

Canberra Theatre Centre - COVIDSafe Operations

Version 1.13

Original document creation: June 2020

Current version updated: 14th December 2020

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 December 2020

- 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 v1.13

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 4m² will be applied
 - Back of House and stage areas are classified as a workspace and 1 person per 4m² 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:

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.
 - No more than 2 people serving customers at the front counter at any time.
 - 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 2 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.
- In order to socially distance between staff, a maximum of 2 counter staff will operate at any given time. Staff will not use terminal 2 to ensure they are 1.5m from the team member at any time.
- 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 2 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 or are displaying any symptoms of COVID-19. 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.

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



If the worker:

