



**CULTURAL FACILITIES CORPORATION**  
(incorporating Canberra Theatre Centre and ACT Museums & Galleries)  
CIVIC SQUARE CANBERRA, ACT 2608  
PO. Box 939, CIVIC SQUARE ACT 2608 Telephone: (02) 6207 9139



**Our reference: CFCFOI2020-002**

via email:

Dear

### **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 1 September 2020.

Specifically, you have requested information relating to copies of all Canberra Theatre Centre Front of House Performance Reports for the period 1 March 2020 to 31 August 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 29 September 2020.

### **Decision on access**

I have decided to grant partial access to these reports. Personal information relating to the name of the Duty Front of House Manager for each report has been redacted. Patron numbers for each report is considered commercial in confidence and is redacted for each report after considering the Public interest test.

The reports are compiled and released to you at Attachment A 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](mailto: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](mailto:ian.tidy@act.gov.au).

Yours sincerely



Ian Tidy  
Chief Finance Officer  
Cultural Facilities Corporation  
28 September 2020

**Attachment A**

**Canberra Theatre Centre – Front of House  
Performance Reports**

**Period 1 March 2020 to 31 August 2020**

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Spamalot  
Perf. Date: Sunday, 1 March  
Perf Time: 2020 1330 & 1900  
Perf No.: 6 & 7 / 7  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1317 & 1838  
Clearance: 1332 & 1902  
Curtain Up: 1334 & 1903  
Interval: 1425 & 1955  
Doors Closed: 1443 & 2014  
Curtain Down: 1544 & 2115

### Event Information:

NTR

### Maintenance:

NTR

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Kathy Lette  
Perf. Date: Wednesday, 4 March 2020  
Perf Time: 2000  
Perf No.: 1 of 1  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1940  
Clearance: 2000  
Curtain Up:  
Interval: -  
Doors Closed: -  
Curtain Down: 2104

#### Event Information:

Post show meet & greet/signing commenced at 2104. Numbers were difficult to count as many, many patrons congregated in the foyer and huddled around Kathy. Bollards were in place, but were removed at Kathy's request. Numbers were estimated at between [REDACTED]. Final patron left the foyer at 2205

#### Maintenance:

Water leaks from the ceiling light closest to Cloaks where the timber and carpet floor meets. Also water leaking behind the paint causing bubbling in the corner near the glass doors leading on to Theater Lane (FOH Office side, not BO side). This leak has also caused problems in the downstairs FOH store room where a bucket had to be placed to catch the water leaking from the ceiling. Water is also leaking into the Marketing Room. FoH staff attempted to stem the flow by mopping and placing towels, but water was replacing as soon as it was mopped away.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Cedric Burnside  
Perf. Date: Friday, 6 March 2020  
Perf Time: 2000  
Perf No.: 1 of 1  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1947  
Clearance: 2000  
Curtain Up: 2001  
Interval: 2039  
Doors Closed: 2115  
Curtain Down: 2243

#### Event Information:

Post show meet/greet and signing by both the feature artist and the support act. Approximately [REDACTED] guests. Last patron left the foyer at 2325.

NFTR

#### Maintenance:

Water is still pooling in the Marketing Room.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Australian Tenors  
Perf. Date: Saturday, 7 March 2020  
Perf Time: 1400  
Perf No.: 1 of 1  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1335  
Clearance: 1359  
Curtain Up: 1402  
Interval: 1524  
Doors Closed: 1544  
Curtain Down: 1634

#### Event Information:

Post-show meet-and-greet and signing. Approximately [REDACTED] Last patron left the foyer at 1717.

#### Maintenance:

Some of the locks in the Link Bar fridges aren't functioning correctly.  
There is a leak coming from the rear-load fridge between POS2/3.  
POS at terminal 2 went down during service, rebooted a number of times before it restarted.  
Tap on POS 5 EFTPOS is not functioning.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Joep Beving  
Perf. Date: Saturday, 7 March 2020  
Perf Time: 2000  
Perf No.: 1/1  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1940  
Clearance: 2000  
Curtain Up: 2002  
Interval: NTR  
Doors Closed: NTR  
Curtain Down: 2040

#### Event Information:

Post show signing, approximately [REDACTED] patrons stayed behind and it finished at 2226

#### Maintenance:

One of the oyster lights outside door 4 Playhouse is not working. There was a small puddle found in the storage room near the staff change rooms, a bucket was placed down there but there was a small amount of water that had not fallen into the bucket.

### FOH Performance Report

**Duty Manager:**

**Event:** International Womens Day In Conversation

**Perf. Date:** Sunday, 8 March 2020

**Perf Time:** 1200

**Perf No.:** 1/1

**Venue:** Link Bar

**Pax:**

**Doors Open:** NTR

**Clearance:** NTR

**Curtain Up:** 1202

**Interval:** NTR

**Doors Closed:** NTR

**Curtain Down:** 1509

### Event Information:

NTR

### Maintenance:

NTR

### FOH Performance Report

**Duty Manager:** [REDACTED]

**Event:** International Womens Day Concert

**Perf. Date:** Sunday, 8 March 2020

**Perf Time:** 1900

**Perf No.:** 1/1

**Venue:** The Playhouse

**Pax:** [REDACTED]

**Doors Open:** 1839

**Clearance:** 1905

**Curtain Up:** 1908

**Interval:** 2021 & 2116

**Doors Closed:** 2035 & 2138

**Curtain Down:** 2254

### Event Information:

Marketing screens only working on screens near cloaks (3 screens) no other working; Show was held at commencement to allow for welcome to country person to arrive at venue (this was done at 1906 and show commenced at 1908) and first Act set went longer than expected so first interval shortened to 15 minutes to claw back some time at the request of Jem; Patron complained of downlight pointed towards audience seating, advised BOH who were aware of issue and rectified; Patron seated in E23 complained of the volume of the show at first interval, offered earplugs and to relocate but also advised would notify BOH which was done; Patron seated in M22/M23 left the venue at 2015 complaining they had been abused by the patrons seated next to them - when prompted further, the daughter had been talking and was told to be quiet by another patron however the mother didn't like her daughter being spoken to like that - we offered to relocate, however as their tickets were complimentary they wanted to just go home, at interval I went to speak with the patrons who allegedly abused the other patrons and they were not there and did not return to those seats after interval

### Maintenance:

NTR

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Family Values - Gala Opening  
Perf. Date: Wednesday, 11 March 2020  
Perf Time: 2000  
Perf No.: 1/5  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1940  
Clearance: 2001  
Curtain Up: 2002  
Interval: NA  
Doors Closed: NA  
Curtain Down: 2131

#### Event Information:

Pre-show In Conversation. [REDACTED]. Up: 1904 Down: 1928  
Post-show Gala. [REDACTED]. Last Patron 2258

#### Maintenance:

NTR

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Family Values  
Perf. Date: Thursday, 12 March 2020  
Perf Time: 2000  
Perf No.: 2/5  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1940  
Clearance: 2000  
Curtain Up: 2130  
Interval: -  
Doors Closed: -  
Curtain Down: 2132

### Event Information:

Post Show Q&A: Up 2137 - Down 2204. [REDACTED]

### Maintenance:

2 of the 4 oyster lights outside the PH bathrooms are not working.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Family Values  
Perf. Date: Friday, 13 March 2020  
Perf Time: 2000  
Perf No.: 3/5  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1940  
Clearance: 2003  
Curtain Up: 2004  
Interval: NA  
Doors Closed: NA  
Curtain Down: 2134

#### Event Information:

A patron was allocated to seat J1 which preshow had been removed due to standard configuration, before the show had begun it had been put in and the show went ahead, after talking to box office it was a known issue that they had tried to mention to FOH but it was too busy to do so, the patron was patient while the seat was being put in. After the show, an older gentleman had a fall just outside door 3 while coming down the stairs from door 9, I talked to the gentleman and he assured me that he was ok just a little embarrassed. A patron who saw the incident also assured me the fall was rather gentle.

#### Maintenance:

Staff have reported that door 15 PH was difficult to unlock

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Family Values  
Perf. Date: Saturday, 14 March 2020  
Perf Time: 1400 & 2000  
Perf No.: 4 & 5 / 5  
Venue: The Playhouse  
Pax: [REDACTED]

Doors Open: 1343 & 1941  
Clearance: 1400 & 2000  
Curtain Up: 1401 & 2001  
Interval: NA  
Doors Closed: NA  
Curtain Down: 1530 & 2130

#### Event Information:

1400 show tactile tour [REDACTED] [REDACTED], the access patron who booked K2 & 3 did not attend the 1400 show. After talking to the ushers working the matinee, we believed that many patrons did not come to see the show. Just before the evening show started I asked the ushers to do a rough head count of the patrons remaining. Of the [REDACTED] tickets sold approximately [REDACTED] seats were filled leaving [REDACTED] seats vacant. These seats had tickets assigned to them, only [REDACTED] of these seats were uncollected tickets.

#### Maintenance:

Soft closing mechanism of the door outside door 3 PH was disconnected. Door 15 PH lock is causing difficulty. Two oyster lights near the PH toilets are not working and two lights within the male toilets are also not working. The vent just inside door 16 PH has a dent in it and rattles with loud noises.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Where You Are Festival Launch  
Perf. Date: Friday, 10 July 2020  
Perf Time: 1000  
Perf No.: 1/1  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 0930  
Clearance: 1000  
Curtain Up: 1000  
Interval: NA  
Doors Closed: NA  
Curtain Down: 1049

#### Event Information:

Post launch media interviews down 1115.

#### Maintenance:

NTR

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Chris Endrey + Friends  
Perf. Date: Friday, 7 August 2020  
Perf Time: 2000  
Perf No.: 1/1  
Venue: Link Bar  
Pax: [REDACTED]

Doors Open: 1900  
Clearance: nil  
Curtain Up: 2000  
Interval: 2104  
Doors Closed: 2120  
Curtain Down: 2205

#### Event Information:

Harriet visited and wished us all the best of luck at 1900.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

Observations-actions requiring attention prior to next event:

Table numbers should be assigned to Patrons as they enter as that makes it easier to ensure patrons don't split up or move upon entering.

FOH Covid Safe Plan breaches or reportable patron events:

Mingling during the interval and after the show was a challenge as patrons were quite difficult and did not always adhere to the regulation issued but ACT Health.

Patrons standing and drinking was also challenging due to how foreign this felt compared to a non-covid performance, patrons were questioning staff repeatedly and were unhappy about the inconvenience of moving to a table or putting their drink down.

Staff related Covid breaches/issues:

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

All in all, the show ran very smoothly and both patrons and staff really enjoyed getting back into the rhythm of live performances and patron services.

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

General Comments/Learnings from this event to improve procedures:

**Maintenance:**

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: The Pod People  
Perf. Date: Saturday, 8 August 2020  
Perf Time: 2030  
Perf No.: 1/1  
Venue: Link Bar  
Pax: [REDACTED]  
  
Doors Open: 1900  
Clearance: N/A  
Band 1: 2026 to 2058  
Interval: 2058 to 2117  
Band 2: 2117 to 2144  
Interval: 2144 to 2204  
Band 3: 2204 to 2250  
Curtain Down: 2250

#### Event Information:

Canberra times photographer in venue from 1900-2000; Doors opened 1.5 hours prior to show commencement; Patron was asked to cloak her bag as it contained liquor; Tickets collected were [REDACTED], however patrons in venue were [REDACTED] with [REDACTED] band members. At the end of the night the band members entered the link bar and were mingling with patrons and were asked to move on; Patrons on tables 2 and 11 were forced to return to their seats by security as were dancing and were also refused service at the bar

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events: Due to the length of time from doors open to show commencement, we had several issues with patrons mingling and had to monitor this closely to ensure compliance. No physical distancing in smoking area, however as these patrons were directed to Legislative Assembly was not policed by our staff. Two patrons attempted to dance and were escorted back to their seats by security

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

Marketing room is leaking again, and is also leaking in a new spot near the AV equipment;

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Canberra Writers Festival  
Perf. Date: Saturday, 15 August 2020  
Perf Time: 1030 / 1230  
Perf No.: 1/6 and 2/6  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 1014 / 1208  
Clearance: 1030 / 1230  
Curtain Up: 1033 / 1230  
Interval: N/A  
Doors Closed: N/A  
Curtain Down: 1131 / 1332

#### Event Information:

1030 show: Patron seated in T25 relocated as complained re camera in sight line; Microphone and Q&A for both shows managed by CT usher staff; post show book signing - [REDACTED] pax, last patron left at 1157 1230 show: Three book signers post show, [REDACTED] pax, last patron left at 1350. No Canberra Writers Festivals volunteers noted throughout the event and were expecting them on site to assist with social distancing. Dymocks selling books throughout the event, no comms taken; Patrons exited via emergency doors from first show to allow flow of patrons for COVID plan

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

Observations-actions requiring attention prior to next event: Umbrellas were left in link foyer and patrons had to return back in to venue to collect so need to plan a better process for this and cloaks when we commence taking cloaks again

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:

No door number (the security reference number) on CT glass door closest to bar; door 6 LH side not staying open (slowly closes); Leak in store room downstairs; Several issues with security access passes and change of access, Neil contacted and contractor on site, however glass doors are still not responding to our access codes so remain unlocked

**FOH Performance Report**

Duty Manager: [REDACTED]  
Event: Canberra Writers Festival  
Perf. Date: Saturday, 15 August 2020  
Perf Time: 1630 & 1830  
Perf No.: 3 & 4 / 6  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 1607 & 1811  
Clearance: 1630 & 1830  
Curtain Up: 1630 & 1830  
Interval: NTR  
Doors Closed: NTR  
Curtain Down: 1732 & 1934

**Event Information:**

NTR

**COVID Notes:**

**Plan Version: FOH Covid Safe Plan Version August 2020 v1.1**

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:**

In the Canberra Theatre foyer, the down lights located along the right as one enters the CT foyer from the Link area, as well as the light above the male toilets were not working tonight.

**FOH Performance Report**

Duty Manager: [REDACTED]  
Event: Canberra Writers Festival  
Perf. Date: Sunday, 16 August 2020  
Perf Time: 1030  
Perf No.: 5 / 6  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 1013  
Clearance: 1030  
Curtain Up: 1031  
Interval: NTR  
Doors Closed: NTR  
Curtain Down: 1133

**Event Information:**

Post show signing with a pax of [REDACTED]

**COVID Notes:**

**Plan Version: FOH Covid Safe Plan Version August 2020 v1.1**

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:**

Down lights not working scattered through out Canberra Theatre foyer.

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Canberra Writers Festival  
Perf. Date: Sunday, 16 August 2020  
Perf Time: 1830  
Perf No.: 6/6  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 1807  
Clearance: 1830  
Curtain Up: 1830  
Interval: NA  
Doors Closed: NA  
Curtain Down: 2002

#### Event Information:

Book signing scheduled post show, however this wasn't announced and as such patrons did not stay. Host announced post show drinks in link bar, with [REDACTED] pax staying until 2100; Dymocks selling books however no commissions taken.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

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:

Several patrons complained theatre was cold, called stage door at 1805 who confirmed it was only 17.8 degrees and rebooted system - the venue remained cold throughout the event both in the theatre and foyer; Marketing screens not working

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Witchskull  
Perf. Date: Friday, 21 August 2020  
Perf Time: 2000  
Perf No.: 1/1  
Venue: Link Bar  
Pax: [REDACTED]

Doors Open: 1900  
Clearance:  
Curtain Up: 2029  
Interval: 2105  
Doors Closed: 2128  
Curtain Down: 2224

#### Event Information:

A couple came to CTC this evening hoping to see animal farm. Box Office checked and notifications were sent to them informing them the show was not on, they unfortunately had not checked their Email. Patrons were overall compliant to staff instructions although standing and drink was a recurring issue. Qr codes for the menu worked very well, along with walking patrons to designated tables, gave staff the opportunity to inform the patrons about some house keeping too. Security stepped in and stop a band member discretely handing out drinks from back of house to patrons. Security sent a few patrons who were smoking on the terrace down to the Legislative Assembly out of the rain.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

#### Maintenance:

NTR

### FOH Performance Report

Duty Manager: [REDACTED]  
Event: Link Bar Live - Brass Knuckle Brass Band  
Perf. Date: Saturday, 22 August 2020  
Perf Time: 2030  
Perf No.: 1/1  
Venue: Link Bar  
Pax: [REDACTED]

Doors Open: 1900  
Clearance: NA  
Curtain Up: 1900  
Interval: NA  
Doors Closed: NA  
Curtain Down: 2202

#### Event Information:

[REDACTED] Patrons with tickets for Sydney Comedy Festival Showcase arrived at doors. BO staff member required to deal with patrons, slowing down check in process.  
Marketing screens late coming on and not orientated correctly.  
No cash bar sales, contactless payment only.  
Last patron 2235.

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.1

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: Michael Simic  
Perf. Date: Friday, 28 August 2020  
Perf Time: 2000 (see note)  
Perf No.: 1/1  
Venue: Link Bar  
Pax: [REDACTED]

Doors Open: 1900  
Clearance:  
Curtain Up: 2005  
Interval: 2109  
Doors Closed: 2134  
Curtain Down: 2230

#### Event Information:

No cash bar sales, all EFTPOS. Doors opened at 1900 - [REDACTED] between 1900 and 1930 with three patrons leaving advising they were going to have a pre-dinner drink somewhere that was more lively; Show scheduled to commence at 2030 in Venueops and BOH notes, however patrons, website and box office were of the understanding show commenced at 2000 - Michael was advised and was happy to go live early noting all patrons with the exception of one table was in the venue. Artist entered link bar post show to meet and greet patrons, ensured physical distancing was maintained, with last patron to leave at 2300. Security guard in attendance from 1830-2300

#### COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.5

Observations-actions requiring attention prior to next event: Interval made it difficult to manage mingling as this crowd wanted to talk and socialise; Patrons at bar tables wanted to stand at their table and drink so had to monitor that closely to ensure covid plan met

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: Canberra 2060  
Perf. Date: Monday, 31 August 2020  
Perf Time: 1900  
Perf No.: 1/7  
Venue: Canberra Theatre  
Pax: [REDACTED]

Doors Open: 1800  
Clearance: 1904  
Curtain Up: 1904  
Interval:  
Doors Closed:  
Curtain Down: 1956

#### Event Information:

Changes were made to seating arrangements by Nathan post finalising with box office, so seats had to be re-allocated; Issues with single patrons, as we had the reviewer no show which meant patron was on her own - we had a parent waiting for her children so in agreeance with Nathan she was provided with a complimentary seat and contact details obtained for contact tracing if required - discussed with Nathan and BOH solution for upcoming shows if single patrons - will place additional table where this is [REDACTED] or one of BOH will join show; Drinks break mid show from 1934-1937; Patrons invited to stay for a drink/chat post show, with last patron leaving at 2016

#### COVID Notes:

##### Plan Version: FOH Covid Safe Plan Version August 2020 v1.5

Observations-actions requiring attention prior to next event: Given the show is interactive, single patrons combined with another group, whilst seated initially at 1.5 metres moved themselves closer together and had to share items etc - Nathan to announce at start of show reminder on social distancing and ushers to reiterate especially to solo patrons

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