

Freedom of Information publication coversheet

The following information is provided pursuant to Section 28 of the *Freedom of Information Act 2016*.

FOI Reference : CFCFOI2021-006

Information	Status
1. Access application	Publicly available
2. Decision notice	Publicly available
3. Documents	Publicly available
4. Additional information identified	No
5. Fees	N/A
6. Processing time	2.5 hours
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [REDACTED]
Subject: Freedom of Information request - February 2021
Date: Wednesday, 3 March 2021 9:21:38 AM

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello [REDACTED]

The following request is made under the *Freedom of Information Act 2016*.

I seek access to copies of:

- 1) all Canberra Theatre Centre Front of House shift report for the period 1 February 2021 to 28 February 2021. These reports may take the form of actual Performance Reports, or may be emails to and or from the manager on duty to either the Deputy House Manager, the Acting House Manager, or others. For the sake of clarity, my request relates not only to shifts where performances have been held, but to all shifts.
- 2) the *Summary Front of House Shifts Report* for the period 1 February 2021 to 28 February 2021.
- 3) any updates to the CFC COVIDSafe plan released during February 2021.

Regards

[REDACTED]

Our reference: CFCFOI2021-006

[REDACTED]
via email: [REDACTED]

Dear [REDACTED],

FREEDOM OF INFORMATION (FOI) REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the act), received by the Cultural Facilities Corporation (CFC) on 3 March 2021.

Specifically, you have requested :

- 1) *'all Canberra Theatre Centre Front of House shift report for the period 1 February 2021 to 28 February 2021. These reports may take the form of actual Performance Reports, or may be emails to and or from the manager on duty to either the Deputy House Manager, the Acting House Manager, or others. For the sake of clarity, my request relates not only to shifts where performances have been held, but to all shifts.'*
- 2) *'the Summary Front of House Shifts Report for the period 1 February 2021 to 28 February 2021.'*
- 3) *'any update to the CFC COVIDSafe plan released during February 2021.'*

Authority

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

Timeframes

In accordance with section 40 of the Act, CFC is required to provide a decision on your access application by 1 April 2021.

Decision on access

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

The redacted performance reports for the period 1 February 2021 to 28 February 2021 are released to you at Attachment A to this letter.

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

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

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

Additional Charges

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

On-line publishing – Disclosure Log

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

Ombudsman Review

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

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

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

ACT Civil and Administrative Tribunal (ACAT) Review

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

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

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

Yours sincerely



Ian Tidy
Chief Finance Officer
Cultural Facilities Corporation
31 March 2021

Attachment A

Redacted Performance Reports

Period 1 February to 28 February 2021

FOH Performance Report

Duty Manager: [REDACTED]
Event: Umbilical Brothers
Perf. Date: Monday, 1 February 2021
Perf Time: 2000
Perf No.: 1/8
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 2005
Clearance: 2007
Curtain Up: 2009
Interval: N/A
Doors Closed: N/A
Curtain Down: 2139

Event Information:

In briefing with [REDACTED], they advised they would not be ready to open doors until 2000 as they were still setting up - this presented an issue for FOH due to the torrential rain this evening and the CYS foyer not having capacity for social distancing or to be seated whilst drinking when the outdoor area and/or venue cannot be used. We opted to open link bar pre-show and directed all patrons from CYS to link bar; We advised BOH to provide us with a 5 minute call of when they will almost be ready and we then walked patrons down to the venue via CT foyer and outside emergency doors near [REDACTED] to minimise time in the rain; Due to the lack of physical distancing options in the CYS foyer we opted to not open the bar post show for this evening; Given the style of show patrons waited post show to speak to the artists who were happy to pose for photos - last patron left at 2150

COVID Notes:

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

Observations-actions requiring attention prior to next event: We need to have a wet weather option in place as part of the covid plan

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:

Water leaks at front entrance way near cage (on wooden floor), VIP storeroom in playhouse and in merchandise/control cupboard. Large pools of water formed which we cleaned up but couldn't determine where they were coming from; Cupboard in CYS bar is broken and unable to be opened unless we remove the lock; Unable to lock open glass sliding doors at admin entry; large frosted round light and green drop light are out in CYS foyer

FOH Performance Report

Duty Manager: [REDACTED]
Event: Music at Midday
Perf. Date: Tuesday, 2 February 2021
Perf Time: 1200
Perf No.: 1 / 1
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1136
Clearance: 1201
Curtain Up: 1201
Interval: NA
Doors Closed: NA
Curtain Down: 1312

Event Information:

A number of patrons moved, [REDACTED]. The patron seated in [REDACTED] sat [REDACTED] down in [REDACTED] pre-show, not realising that the show was now allocated seating. When [REDACTED] was approached by a staff member along with the group of patrons seated in [REDACTED], [REDACTED] was reluctant to move but eventually relocated to [REDACTED] ticketed seat. The patron seated in [REDACTED] pulled out a tripod near the beginning of the show and started to film the performance. An usher approached and asked the patron to put the tripod away as it was impacting other patrons viewing experience and would be problematic in the event of an evacuation. Entrance from Civic Square was congested preshow as many of the patrons arrived at a similar time, one usher staff pulled to help with bus drop off in Theatre Lane.

[REDACTED] onsite for entire performance.

[REDACTED] Staff.

COVID Notes:

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

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Umbilical Brothers
Perf. Date: Tuesday, 2 February 2021
Perf Time: 2000
Perf No.: 2/8
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 2013
Clearance: 2017
Curtain Up: 2028
Interval: N/A
Doors Closed: N/A
Curtain Down: 2140

Event Information:

Requested if [REDACTED] could provide us with the house earlier today as despite it not raining we had [REDACTED] patrons attending- they advised they would not be ready to open doors until 2000 at the earliest again, so the decision was made to open Link Bar as per last night to ensure physical distancing amongst patrons. We directed all patrons from CYS to link bar with BOH notifying us when we would be ready to open doors - due to the significant delays, I checked with the artists twice past 2000 to check progress; Once doors were opened, the artists were on set playing with the laptop and putting up funny sentences on the screen for over ten minutes to entertain the crowd before the show commenced; [REDACTED] photographer was in the foyer pre-show - I was initially informed that [REDACTED] was taking photos of the show so checked with [REDACTED] who were ok however wanted to ensure [REDACTED] camera was quiet, and when I spoke to the photographer [REDACTED] informed me it was just audience photos (contact details have been provided for contact tracing if required); Artists spoke to usher during show asking for the air-con to be turned up, given that once this is turned on it is rather loud, we sought approval from BOH to do so and activated the air-con; Due to the lack of physical distancing options in the CYS foyer and the delay to the start of the show we opted to not open the bar post show for this evening; Given the style of show patrons waited post show to speak to the artists who were happy to pose for photos - last patron left at 2142

COVID Notes:

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

Observations-actions requiring attention prior to next event: Solution for capacity when production are running behind

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:

All maintenance issues from last night have had emails responded to with further details. Nothing else to report

FOH Performance Report

Duty Manager: [REDACTED]
Event: Green - Umbilical Brothers
Perf. Date: Wednesday, 3 February 2021
Perf Time: 2000
Perf No.: 3 / 7
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 1951
Clearance: 2004
Curtain Up: 2005
Interval: NA
Doors Closed: NA
Curtain Down: 2116

Event Information:

CYS Eftpos machine was not working tonight so we opened up the Link Bar preshow and locked up once all the patrons had moved down to CYS, approximately 7:51. Umbilical Brother asked if they could have a funny show warning reading 'Medium impact baby punching.' At approximately 8:12 a man entered the CYS foyer claiming he was looking for his phone which he left in the bathroom, after he briefly check the bathroom with my supervision he left saying that he must have left it somewhere else. After talking to the concierge stationed down there, he claimed the man approached the entrance to CYS earlier without wearing shoes but the man quickly left when he realised the concierge was there. [REDACTED] uncollected tickets. A few patrons stuck around for a couple of minutes talking to the Umbilical brothers, all patrons were out at 2124.

COVID Notes:

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

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Exit sign across from door [REDACTED] leading to alley facing legislative assembly is out.

FOH Performance Report

Duty Manager:	
Event:	Umbilical Brothers
Perf. Date:	Thursday, 4 February 2021
Perf Time:	2000
Perf No.:	4 / 7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1955
Clearance:	2003
Curtain Up:	2003
Interval:	NA
Doors Closed:	NA
Curtain Down:	2113

Event Information:

Link bar was opened for service preshow. Due to the increased capacity limits and the potential for rain we decided the Link bar would be more suitable as this gave patrons the ability to safely distance inside while also giving them the opportunity to be seated comfortably. Additionally, a patron arrived early wearing a moon boot accompanied by [REDACTED] partner, the two were both seated near the CYS entrance as [REDACTED] did not want to hold anyone up upon entry thus reducing the indoor seating capacity for drinking patrons. Should it rain tomorrow with a similar sized audience, distancing and other COVID-safe procedures will be impossible in CYS alone.

Tickets were handed out upon entry to the Link foyer by concierge staff in addition to their normal role. Usher staff positioned by CYS entrance to direct patrons up to Link foyer to be supervised preshow.

Patron made a passing remark to usher claiming [REDACTED] had arrived earlier than others but was entering the Studio later and was complaining that [REDACTED] might not have the best of seats. When the patrons entered [REDACTED] proceeded to sit in the front row.

A pair of patrons arrived at the CYS entry before the show had begun the usher stationed there explained that the bar facilities had been moved up to the Link and they would have to head up there as there was no supervision down at CYS. The patrons asked if they could use the bathrooms at CYS before they went up to the Link, the usher let them. They then proceeded to settle at CYS as they saw the patrons with the moon boot seated there patiently waiting. The usher then approached them again and reexplained the situation, the man was then verbally forceful with his insistence of staying there. The usher feeling a little overwhelmed and not wanting to escalate the situation let the pair stay.

[REDACTED] uncollected tickets

COVID Notes:

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

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Ocean Alley
Perf. Date:	Friday, 5 February 2021
Perf Time:	2000
Perf No.:	1 / 2
Venue:	Canberra Theatre
Pax:	
Doors Open:	1938
Clearance:	2002
Curtain Up:	2003
Interval:	2036
Doors Closed:	2103
Curtain Down:	2220

Event Information:

During the support act [REDACTED] threw up around [REDACTED], the man was escorted out into the foyer by security accompanied by the people [REDACTED] came with. They confirmed that [REDACTED] had been drinking heavily before [REDACTED] arrived to the theatre. [REDACTED] sat in the CT foyer while [REDACTED] recovered under the supervision of a security staff, an FOH staff and accompanied by [REDACTED] friends [REDACTED] threw up again in the bathroom and was then seated just outside of the emergency door into theatre [REDACTED] threw up once more before [REDACTED] parents picked 8:50pm.

[REDACTED] was caught vaping in the auditorium and was immediately warned that if [REDACTED] was to do it again [REDACTED] would be kicked out.

Around 9:40pm a bra was thrown at the stage, ushers were not sure who threw it on stage where it landed in front of the singer.

A [REDACTED] collapsed out in the PH loading zone car park at approximately 10:05pm. I called an ambulance as [REDACTED] partner told me [REDACTED] was diabetic and was having a reaction to something. While on the phone, a police car turned up and the officers exited the car to assist the patron. I gave the ambulance call over to the police as one of the officers said they have a medic crew nearby and they would arrive before an ambulance would. In the end the [REDACTED] was taken away to receive further treatment. This patron had earlier, rudely demanded straight spirits as that was all [REDACTED] could have which they explained we didn't serve.

Around the same time, a large number of the patrons stood up for a particular song of Ocean Alley's. This resulted in patrons making their way towards the stage where security and staff approached them telling them to return to their seats. Most patrons ignored staff and security's directions and continued to congregate at the front of the stage. Soon a large portion of the audience were at the front of the stage, spurred on by the band. FOH approached the crew of Ocean Alley to say that this was unacceptable. Once a large number of patrons were in front of the stage, patrons refused to go back to their seats. At one point, a few patrons attempted to make their way on stage who would quickly pulled off as Security and staff were at the front of the stage. Security and staff focused on keeping walk ways and exits clear of patrons but were unable to disperse the crowd. More security will be needed for the next show and production agreed.

Post show patrons were quickly encouraged to leave as there was a massive clean-up inside the auditorium.

Debriefing with security, they described the situation as uncontrollable as most of the audience members were young and to keep everyone safe, especially adhering to COVID practices, was impossible. The band MUST actively encourage the patrons to stay in their seats and to avoid a similar occurrence for tomorrow's show.

One of the patrons was noted saying to usher, "this is the first show back since COVID started, just enjoy it." The audience of this show displayed no regard to any COVID safe procedures even though multiple announcements were made regarding physical distancing and all FOH staff instructed patrons constantly that they must follow the protocols in place for their own safety.

Security staff
temp staff

COVID Notes:

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

Observations-actions requiring attention prior to next event: patrons must be instructed beforehand to sit in their seats at times. Difficult to manage once they congregate at stage.

FOH Covid Safe Plan breaches or reportable patron events:

Crowd ran to front of stage, ushers and security tried their best to contain and reseal patrons, instructions were ignored by patrons. Patrons danced and sang ignoring staff instructions.

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 under fractal weave sculpture are not working on both sides as well as lights running along stairway over the theatre.

FOH Performance Report

Duty Manager: [REDACTED]
Event: The Umbilical Brothers
Perf. Date: Friday, 5 February 2021
Perf Time: 2000
Perf No.: 5/7
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 1950
Clearance: 2000
Curtain Up: 2000
Interval: NA
Doors Closed: NA
Curtain Down: 2108

Event Information:

CYS patrons accommodated in LFS for pre show bar and box office.

COVID Notes:

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

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

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Ocean Alley
Perf. Date: Saturday, 6 February 2021
Perf Time: 2000
Perf No.: 2/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1934
Clearance: 2000
Curtain Up: 2002
Interval: 2034
Doors Closed: 2059
Curtain Down: 2217

Event Information:

[REDACTED] security and [REDACTED] agency staff; Partially opened CT cage and set up two tables to allow for bag checks by security staff pre-show, just prior to interval we moved bag check tables to main entrances to assist with flow back into venue; Staff advised of smelling marijuana in link bar pre-show however upon investigation we couldn't sight anything and appeared to just be transfer smell; Refused alcohol to a [REDACTED] who was already holding two cans of beer, [REDACTED] then tried to drop this off at box office to mind them while [REDACTED] purchased more, however we noticed this and advised [REDACTED] couldn't purchase more; Duty Manager went down bar staff line to ID patrons and stamp them to assist with bar lines and ensure no alcohol served to any underage patrons - several patrons did not have ID so were refused service; Tickets sold for seats [REDACTED] however the sound/lighting desk was there so relocated to [REDACTED] Patrons arrived past interval and didn't have their tickets printed, as box office was closed and they could provide the booking confirmation the decision was made to allow them to their seats; Several patrons had their shoes off and were told they needed to put these back on - most were compliant but one patron was advised he would be removed from the premises if [REDACTED] didn't comply as [REDACTED] was walking to the bar/bathroom; Patron seated in [REDACTED] slipped and fell on the stairs coming back from the bar - [REDACTED] was embarrassed and said straight away it was [REDACTED] shoes that were the problem - provided an ice pack as [REDACTED] had a sore shin and [REDACTED] remained seated in the rear stall for the remainder of the show - post show [REDACTED] thanked staff for assistance; At 2153 security escorted patron seated in [REDACTED] and [REDACTED] friends outside of the venue - this patron was abusive to two FOH staff prior to security involvement and it then required [REDACTED] security guards to remove the patron from the venue via the emergency doors near door [REDACTED] - when I arrived the patron was being abusive, swearing and physically violent towards security who had shut the emergency doors, I opened the doors to let them back in as police were called. As we went to close the doors to keep the patrons out they kicked the door extremely hard towards myself and the [REDACTED] security guards. The security guard from the Govt premises next door was also in attendance. The police arrived within minutes and interviewed all parties. Security did not want to lay charges. At 2002 medical emergency was called at door [REDACTED] patron was extremely intoxicated and was carried out of the premises by [REDACTED] (this same patron was also told twice to stop dancing, however [REDACTED] did not leave [REDACTED] seat to attend the bar and purchase drinks so we suspect [REDACTED] was drinking prior to the show), [REDACTED] partner confirmed [REDACTED] had only been drinking and was not under the influence of drugs so we provided water and a registered nurse was on site to assist. Patron complained to staff at merchandise desk post show that [REDACTED] was handled by one of the ushers when [REDACTED] was dancing and as [REDACTED] was pushed down and as a result, rolled [REDACTED] ankle - staff offered to call me but the patron refused and upon checking with all staff, no one has recollection of this occurring; Several patrons ran to the stage and one patron on [REDACTED] second attempt was removed from the venue; The band announced that patrons needed to sit down, however the audience had a complete disregard for this announcement and were either abusive or completely ignored our staff and security then they were told to sit down;

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

Observations-actions requiring attention prior to next event: This type of performance is not able to be managed with our current covid restrictions

FOH Covid Safe Plan breaches or reportable patron events: Refer above

Staff related Covid breaches/issues: None

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	The Umbilical Brothers
Perf. Date:	Saturday, 6 February 2021
Perf Time:	2000
Perf No.:	6/7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1956
Clearance:	2004
Curtain Up:	2005
Interval:	NA
Doors Closed:	NA
Curtain Down:	2122

Event Information:

CYS patrons accommodated in LFS for pre show bar and box office.

COVID Notes:

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

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

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Leak in ceiling above door to CYS toilets. Tech notified.

FOH Performance Report

Duty Manager: [REDACTED]
Event: Umbilical Brothers
Perf. Date: Sunday, 7 February 2021
Perf Time: 2000
Perf No.: 7/7
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 1955
Clearance: 2002
Curtain Up: 2005
Interval: N/A
Doors Closed: N/A
Curtain Down: 2122

Event Information:

On entry to [REDACTED] door for [REDACTED] noted large patch of dried vomit which staff attempted to clean up with warm water, however may need to be cleaned with something stronger; Pre-show moved patrons to link bar given capacity restrictions and then escorted all patrons to CYS once doors were open; Usher advised BOH that an scooter was at the top of stairs outside admin entry, this was moved to allow access to artist who enters from outside; At 2130 [REDACTED] attempted to enter CYS bar advising [REDACTED] was waiting for [REDACTED] explained due to COVID and contact tracing [REDACTED] would need to wait outside; All tickets collected; Last patron left at 2135

COVID Notes:

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

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Merchandise room has flooded again, refer photo

FOH Performance Report

Duty Manager: [REDACTED]
Event: My Cousin Vlad
Perf. Date: Thursday, 25 February 2021
Perf Time: 20:00
Perf No.: 1 of 1
Venue: Courtyard Studio
Pax: [REDACTED]

Doors Open: 19:35
Clearance: 20:06
Curtain Up: 20:07
Interval: n/a
Doors Closed: n/a
Curtain Down: 21:07

Event Information:

Post show meet & greet held inside the venue. [REDACTED] pax remained. Last patron left at 21:31.
ticket sold over the bar. [REDACTED] uncollected tickets.

1

Plan Version: FOH Covid Safe Plan Version August 2020 v1.16

Observations-actions requiring attention prior to next event: NIL

FOH Covid Safe Plan breaches or reportable patron events: NIL

Staff related Covid breaches/issues: NIL

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: C.W.Stoneking
Perf. Date: Friday, 26 February 2021
Perf Time: 2000
Perf No.: 1 of 1
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1736
Clearance: 2005
Curtain Up: 2006
Interval: NA
Doors Closed: NA
Curtain Down: 2147

Event Information:

QR codes placed at doors [REDACTED] and [REDACTED] for patrons to scan upon entry into PH auditorium, patrons were instructed to do so by Concierge staff. Most patrons did so with a few who were reminded by usher at PH glass doors. Due to the support act falling through thus taking away the intended interval, a message was relayed from the DM office that the bar would be open from most of the show as there was no interval. Approximately [REDACTED] patrons ordered something from the bar after the commencement of the show. Bollards set up post-show for merch as we expected a queue, spare usher staff stationed to help with distancing. C.W made an announcement at the end of his performance indicating his intentions to come out into the foyer to sign merchandise, he arrived in the foyer at 2156 and returned through PH at 2025, last patrons left at this time too. [REDACTED] security staff

Plan Version: FOH Covid Safe Plan Version August 2020 v1.15

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:

Radio [REDACTED] the microphone cuts in and out very quickly making any messages from this radio sound like a helicopter.

FOH Performance Report

Duty Manager:	
Event:	Fiona O'Loughlin
Perf. Date:	Saturday, 27 February 2021
Perf Time:	2000
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1943
Clearance:	2001
Curtain Up:	2001
Interval:	Na
Doors Closed:	Na
Curtain Down:	2108

Event Information:

At 1845 [REDACTED] entered into the Link foyer and were escorted BOH. Merch sold pre and post-show by production. Concierge staff telling patrons on arrival to sign in using QR codes at entry into the auditorium. QR codes place at doors [REDACTED] with additional codes place upon entry into PH, most patrons are signing in with these new codes. During the show, Fiona put on a facemask (which was one of her merch items) and then passed to a patron to keep. Merch line post-show created with bollards and monitored by usher staff, Fiona came out post show to sign books at 2110 and left the foyer to Civic Square at 2139 [REDACTED] Pax for merch and signing post-show. [REDACTED], commented on how incredible the venue, the staff and the service was from all departments.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.15

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

Attachment B

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

Period 1 February to 28 February 2021

[illegible]

Attachment C

Canberra Theatre Centre COVIDSafe Operations Report – version 1.16



OFFICIAL

Canberra Theatre Centre - COVIDSafe Operations

Version 1.16

Original document creation: June 2020

Current version updated: 23rd February 2021

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

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

- Administration
- Technical
- Box office
- Front of House

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

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

CBR Check In App:

The Canberra Theatre Centre participates with and encourages the use of the CBR Check In App, in addition to our established patron data collection process. Multiple QR codes are used throughout the venue.

The **Canberra Theatre Centre** QR Code is displayed at all entrances for general public and visitors during non-performance times.

For venue specific tracing, The Canberra Theatre Centre QR Code is replaced by the following QR codes during performance times and production access.

Canberra Theatre QR Code is displayed at the entry doors to the Canberra Theatre Auditorium and at Stage Door

Playhouse QR Code is displayed at the entry doors to the Playhouse Auditorium and at Stage Door

The Courtyard Studio and Administration consistently display the Canberra Theatre Centre QR Code.

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 March v1.16

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

The Canberra Theatre Centre Technical Department

Covid-19 Operational Procedure

Technical Staff:

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

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

Production operations:Hirers/Clients/Touring:

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

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

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

Informed Consent – Close Proximity:

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

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

- Pre-production
 - In-house pre-rigs are encouraged to set up as much as possible before production arrival
 - Where possible equipment, scenery, or gear to be delivered in advance to enable install and set up prior to bump-in
- Bump in
 - If no touring loaders available, CTC may use third party crew hire to unload trucks
 - If large numbers of crew are required for bump in, stagger department shifts for alternate stage time where possible
 - CTC crew and touring crew are to maintain physical distancing where possible
 - Crew work alone or in pairs where possible
 - To minimize crew numbers sharing the stage, considerations are to be made to add extra time for bump in/tech
 - Set construction, focus, plot, sound checks, and all touring communication is to be run over radios and comms
 - External crew will be provided with separate radio packs for use during the season/event
- Tech/Rehearsal
 - Limit crew to essential persons only during tech/rehearsals
 - CTC are to have no contact with performers, where possible. Any close interaction with performers should only be by touring crew
 - Local Wardrobe staff cannot be used as dressers. They can perform maintenance tasks only
- Show
 - Performance run times and interval timings will be reinforced with hirers/productions. No variance of run times will be permitted once timings are confirmed.
 - Local and touring crew must have separate entry and common areas
 - All touring production personnel must enter and exit via stage door for contact tracing
 - Local/CTC crew are to avoid dressing rooms/green rooms
 - Where reasonably practicable, implement one-way traffic flow.
 - Ops positions should be limited to one operator per desk
 - Sound hold is to be kept at a maximum to allow distancing between patrons, operators, and desks
 - Lighting bio box and followspot positions are limited to operators only
 - No close contact audience interaction or access to stage
 - Production/performers have a shared responsibility under government guidelines and National COVID-19 Safe Workplace compliance to encourage patrons to remain seated during the performance.
 - All audio mics, headsets, comms, and radio kits have a cleaning regime before and after use
- Post show
 - Post show pre-recorded announcements reminding patrons of physical distancing while exiting may be played. This is show dependent
 - Radio comms, production desks, radios, audio, and lighting desks, follow spots and stage manager desks are to be cleaned with disinfectant post show

Departmental procedures:• **Sound and technical equipment**

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

• **Props**

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

• **Sets**

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

• **Hair & Makeup**

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

- Wardrobe & Costume

- Dressers should be touring personnel only, unless by prior arrangement
- Clean and sanitise high-touch surfaces between fittings.
- Costume fitters and performers should wash or sanitise hands before/after fitting or dressing cast and wear appropriate PPE (i.e. surgical face mask, masks made in accordance with published health guidelines) if physical distancing cannot be maintained.
- Quick changes areas should be restricted to performer only unless prior arrangement for touring dresser assistance
- Where reasonably practicable, prevent the sharing of costume pieces.
- Regularly clean costumes.

- Orchestra / Musicians

- Consider sneeze screens or mute shields between musicians and maintain physical distancing where orchestra pit allows.
- Allow suitable distance between musicians/orchestra pit/performers and audience.
- Where reasonably practicable, consider reduced numbers of musicians and/or staggered arrival and departure.
- Musicians to wipe down or spray music stands with disinfectant prior to each performance.
- Brass or woodwind instruments that require a spit valve to be emptied whilst playing must be cleaned up by the musician responsible for the instrument at the end of each performance
- Clean and disinfect floors following each performance.

- Performers – actors, dancers, singers, opera, choirs

- Encourage performers to perform own props checks, where possible.
- Encourage performers to dress themselves, where possible.
- Provide performers with bagged clean towels and laundry bags for used costume items. Require anyone interacting with performers at close range to wear appropriate PPE (including dressers, hair and makeup and costume/wigs).
- Blocking should be considered to prevent fast changes which require assistance, and entrances/exits which may cause unnecessary congregation on a particular side of the stage
- Set up dressing rooms and green room to facilitate physical distancing.
- Prohibit sharing of comfort items such as hot water bottles, jackets, and slippers.
- Allow for greater distancing between singers, if possible.

The Canberra Theatre Centre Box Office

Operational Procedure under Covid-19 restrictions

Staff:

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

During your shift:

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

At the end of your shift:

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

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

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

Call Centre – Box Office

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

Patron Contact Tracing

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

Warnings and Advice to Patrons

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

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

Ticket Sales and Venue Capacity

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

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

The Canberra Theatre Centre Front of House

Covid-19 Operational Procedure

Staff:

Rostering

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

Physical distance from contractors, tech team and cast where applicable

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

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

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

Hygiene standards

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

Physical distancing

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

Mental well being

Enquire about staff mental wellbeing at every shift

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

Patrons/Public:

Entry/Exit

Separate Entry/ Exit at main entrances into venue

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

Requirement of entry:

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

Sanitizing Stations

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

Auditorium Entrance Queues

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

Signage

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

Information on signage at main entrances will include:

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

Capacity

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

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

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

- Tables and chairs arranged 1.5m apart.
- Patrons 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

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 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

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If the worker:

