

Our reference: CFCFOI2020-003

via email:

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 October 2020.

Specifically, you have requested information relating to copies of all Canberra Theatre Centre Front of House shift reports for the period 1 September to 30 September 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 30 October 2020.

Decision on access

I have decided to grant partial access to these reports. Personal information relating to the name of the staff for each report has been redacted. Cost for this report is considered commercial in confidence and is redacted on this report after considering the Public interest test.

The shift reports are summarised and released to you at Attachment A to this letter. Please let me know if this does not meet your request.

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

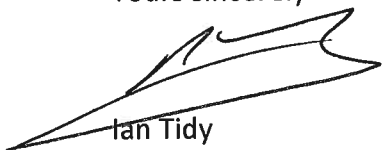
ACT Civil and Administrative Tribunal (ACAT) Review

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
29 October 2020

Attachment A

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

Period 1 September to 30 September 2020

Time Target Shifts Report for the month of September 2020- FOH

Code	Name	Date	Hours	Brk	Start	End	Act Start	Act End	Rost Start	Rost End	Type	Role	Cost	Event
		01/09/20	4.00	0.00	17:00	21:00	16:58	20:56	17:00	21:00	Normal	Bar Primary		Theatre
		01/09/20	4.00	0.00	17:00	21:00	16:58	16:56	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		01/09/20	4.00	0.00	17:00	21:00	16:58	20:56	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		01/09/20	4.00	0.00	17:00	21:00	16:46	20:56	17:00	21:00	Normal	Usher		Theatre
		01/09/20	4.00	0.00	17:00	21:00	17:01	20:56	17:00	21:00	Normal	Usher		Theatre
		01/09/20	4.00	0.00	17:00	21:00	16:57	20:56	17:00	21:00	Normal	Duty Manager		Canberra 2060 (Boho Commission)
		02/09/20	4.00	0.00	17:00	21:00	16:58	20:57	17:00	21:00	Normal	Usher		Theatre
		02/09/20	4.00	0.00	17:00	21:00	16:52	0:00	17:00	21:00	Normal	Bar		Theatre
		02/09/20	4.00	0.00	17:00	21:00	17:11	20:57	17:00	21:00	Normal	Bar Primary		Theatre
		02/09/20	4.00	0.00	17:00	21:00	16:50	20:57	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		02/09/20	4.00	0.00	17:00	21:00	16:50	20:58	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		02/09/20	4.00	0.00	17:00	21:00	16:52	0:00	17:00	21:00	Normal	Duty Manager		Canberra 2060 (Boho Commission)
		03/09/20	4.00	0.00	17:00	21:00	16:54	21:01	17:00	21:00	Normal	Bar Primary		Theatre
		03/09/20	4.00	0.00	17:00	21:00	16:46	21:01	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		03/09/20	4.00	0.00	17:00	21:00	16:54	21:00	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		03/09/20	4.00	0.00	17:00	21:00	16:51	21:04	17:00	21:00	Normal	Bar		Theatre
		03/09/20	4.00	0.00	17:00	21:00	16:58	20:59	17:00	21:00	Normal	Bar		Theatre
		04/09/20	4.00	0.00	17:00	21:00	16:54	21:03	17:00	21:00	Normal	Usher		Theatre
		04/09/20	4.00	0.00	17:00	21:00	16:58	21:04	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		04/09/20	4.00	0.00	17:00	21:00	17:02	21:01	17:00	21:00	Casual Unpaid Leave	Usher		Canberra 2060 (Boho Commission)
		04/09/20	4.00	0.00	17:00	21:00	16:45	21:03	17:00	21:00	Normal	Bar Primary		Theatre
		04/09/20	4.00	0.00	17:00	21:00	16:58	21:02	17:00	21:00	Normal	Bar		Theatre
		04/09/20	4.00	0.00	17:00	21:00	16:43	0:00	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		04/09/20	4.00	0.00	17:00	21:00	16:43	0:00	17:00	21:00	Normal	Duty Manager		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	12:00	16:00	11:49	15:57	12:00	16:00	Normal	Usher		Theatre
		05/09/20	4.00	0.00	12:00	16:00	11:54	15:59	12:00	16:00	Normal	Usher		Theatre
		05/09/20	4.00	0.00	12:00	16:00	11:58	15:58	12:00	16:00	Normal	Usher		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	12:00	16:00	11:56	15:57	12:00	16:00	Normal	Usher		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	12:00	16:00	11:59	16:00	12:00	16:00	Normal	Usher		Theatre
		05/09/20	4.00	0.00	12:00	16:00	11:44	0:00	12:00	16:00	Normal	Duty Manager		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	17:00	21:00	16:55	21:06	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	17:00	21:00	16:51	21:06	17:00	21:00	Normal	Usher		Theatre
		05/09/20	4.00	0.00	17:00	21:00	16:53	21:06	17:00	21:00	Normal	Bar		Theatre
		05/09/20	4.00	0.00	17:00	21:00	16:56	21:06	17:00	21:00	Normal	Usher		Canberra 2060 (Boho Commission)
		05/09/20	4.00	0.00	17:00	21:00	16:45	21:08	17:00	21:00	Normal	Bar Primary		Theatre
		05/09/20	4.00	0.00	17:00	21:00			17:00	21:00	Normal	Duty Manager		Canberra 2060 (Boho Commission)
		08/09/20	4.00	0.00	18:30	22:30	18:29	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:27	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30			18:30	22:30	Casual Unpaid Leave	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:30	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:27	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:28	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:27	22:30	18:30	22:30	Normal	Usher		COVID
		08/09/20	4.00	0.00	18:30	22:30	18:22	22:30	18:30	22:30	Normal	Duty Manager		COVID
		11/09/20	4.00	0.00	10:00	14:00	9:56	14:04	10:00	14:00	Normal	Usher		COVID
		11/09/20	4.00	0.00	10:00	14:00	9:52	0:00	10:00	14:00	Normal	Usher		COVID

Time Target Shifts Report for the month of September 2020- FOH

Code	Name	Date	Hours	Brk	Start	End	Act Start	Act End	Rost Start	Rost End	Type	Role	Cost	Event
		11/09/20	4.00	0.00	10:00	14:00	9:51	14:06	10:00	14:00	Normal	Usher		COVID
		11/09/20	4.00	0.00	10:00	14:00	9:47	14:08	10:00	14:00	Normal	Usher		COVID
		11/09/20	5.00	0.00	10:00	15:00	9:47	14:53	10:00	14:00	Normal	Usher		COVID
		11/09/20	7.00	0.00	17:00	0:00	17:07	0:21	17:00	23:00	Normal	Duty Manager		Link Bar Live
		11/09/20	6.25	0.50	17:15	0:00	17:10	0:08	17:15	23:00	Normal	Bar Primary		Theatre
		11/09/20	6.25	0.50	17:15	0:00	17:19	0:06	17:15	23:00	Normal	Bar		Theatre
		11/09/20	5.50	0.00	17:30	23:00		17:30	23:00		Casual Unpaid Leave	Usher		Link Bar Live
		11/09/20	6.00	0.50	17:30	0:00	17:26	0:05	17:30	23:00	Normal	Usher		Link Bar Live
		11/09/20	6.00	0.50	17:30	0:00	17:19	0:05	17:30	23:00	Normal	Usher		Link Bar Live
		11/09/20	6.00	0.50	17:30	0:00	17:27	0:05	17:30	23:00	Normal	Usher		Link Bar Live
		11/09/20	6.00	0.50	17:30	0:00	17:30	0:05	17:30	23:00	Normal	Usher		Link Bar Live
		11/09/20	5.50	0.50	18:00	0:00	17:57	0:03	17:30	23:00	Normal	Usher		Theatre
		12/09/20	4.50	0.00	17:00	21:30	16:56	0:00	17:00	21:30	Normal	Duty Manager		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:15	21:25	17:30	21:30	Normal	Usher		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:27	21:23	17:30	21:30	Normal	Usher		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:30	21:26	17:30	21:30	Normal	Usher		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:15	21:26	17:30	21:30	Normal	Usher		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:32	0:00	17:30	21:30	Normal	Usher		COVID
		12/09/20	4.00	0.00	17:30	21:30	17:22	21:26	17:30	21:30	Normal	Usher		COVID
		14/09/20	4.00	0.00	18:30	22:30	18:22	22:29	18:30	22:30	Normal	Usher		COVID
		14/09/20	4.00	0.00	18:30	22:30	18:17	22:29	18:30	22:30	Normal	Usher		COVID
		14/09/20	4.00	0.00	18:30	22:30	18:29	22:28	18:30	22:30	Normal	Usher		COVID
		14/09/20	4.00	0.00	18:30	22:30	18:29	22:28	18:30	22:30	Normal	Usher		COVID
		14/09/20	4.00	0.00	18:30	22:30	18:12	22:30	18:30	23:00	Normal	Duty Manager		COVID
		14/09/20	4.00	0.00	18:30	22:30		18:30	23:00		Casual Unpaid Leave	Duty Manager		COVID
		14/09/20	4.00	0.00	19:00	23:00	18:49	22:30	19:00	23:00	Normal	Usher		COVID
		14/09/20	4.00	0.00	19:00	23:00	18:55	22:29	19:00	23:00	Normal	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00		10:00	14:00		Casual Unpaid Leave	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00	9:53	14:09	10:00	14:00	Normal	Usher		COVID
		15/09/20	4.25	0.00	10:00	14:15	9:46	14:19	10:00	14:00	Normal	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00		10:00	14:00		Casual Unpaid Leave	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00		10:00	14:00		No Show	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00	9:57	14:03	10:00	14:00	Normal	Usher		COVID
		15/09/20	4.00	0.00	10:00	14:00	9:56	13:35	10:00	14:00	Normal	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:28	22:23	18:30	22:30	Normal	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:22	22:24	18:30	22:30	Normal	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:21	22:23	18:30	22:30	Normal	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:21	22:23	18:30	22:30	Casual Unpaid Leave	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:29	0:00	18:30	22:30	Normal	Usher		COVID
		16/09/20	4.00	0.00	18:30	22:30	18:23	22:24	18:30	22:30	Normal	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:21	22:31	18:30	22:30	Normal	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:42	22:30	18:30	22:30	Normal	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:32	22:32	18:30	22:30	Normal	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:22	22:30	18:30	22:30	Normal	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:21	22:30	18:30	22:30	Normal	Usher		COVID

Time Target Shifts Report for the month of September 2020- FOH

Code	Name	Date	Hours	Brk	Start	End	Act- Start	Act- End	Rost Start	Rost End	Type	Role	Cost	Event
		18/09/20	4.00	0.00	18:30	22:30			18:30	22:30	No Show	Usher		COVID
		18/09/20	4.00	0.00	18:30	22:30	18:16	22:32	18:30	22:30	Normal	Duty Manager		COVID
		19/09/20	4.00	0.00	10:00	14:00			10:00	14:00	No Show	Training		CTC Training
		19/09/20	4.00	0.00	10:00	14:00			10:00	14:00	Normal	Training		CTC Training
		19/09/20	4.00	0.00	10:00	14:00			10:00	14:00	Normal	Training		CTC Training
		19/09/20	4.00	0.00	10:00	14:00	9:43	13:13	10:00	14:00	Normal	Bar Primary		COVID
		19/09/20	4.00	0.00	10:00	14:00	9:53	13:11	10:00	14:00	Normal	Training		CTC Training
		19/09/20	4.00	0.00	10:00	14:00			10:00	14:00	Normal	Training		CTC Training
		21/09/20	4.00	0.00	18:30	22:30	18:16	22:26	18:30	22:30	Normal	Usher		COVID
		21/09/20	4.00	0.00	18:30	22:30	18:29	22:26	18:30	22:30	Normal	Usher		COVID
		21/09/20	4.00	0.00	18:30	22:30	18:28	0:00	18:30	22:30	Normal	Usher		COVID
		21/09/20	4.00	0.00	18:30	22:30			18:30	22:30	No Show	Usher		COVID
		21/09/20	4.00	0.00	18:30	22:30	18:21	22:27	18:30	22:30	Normal	Duty Manager		COVID
		24/09/20	7.00	0.50	9:00	16:30			9:00	16:30	Normal	Duty Manager		COVID
		24/09/20	7.00	0.50	9:00	16:30			9:00	16:30	Normal	Usher		COVID
		24/09/20	4.00	0.00	10:30	14:30	10:09	14:34	10:30	14:30	Normal	Usher		ACT Electoral Commission
		24/09/20	4.00	0.00	10:30	14:30	10:27	14:35	10:30	14:30	Normal	Usher		ACT Electoral Commission
		24/09/20	4.00	0.00	10:30	14:30	10:23	14:35	10:30	14:30	Normal	Usher		COVID
		24/09/20	4.00	0.00	10:30	14:30	10:13	14:41	10:30	14:30	Normal	Usher		COVID
		24/09/20	4.00	0.00	10:30	14:30	10:16	14:36	10:30	14:30	Normal	Usher		COVID
		25/09/20	4.00	0.00	10:00	14:00	9:45	14:03	10:00	14:00	Normal	Usher		COVID
		25/09/20	4.00	0.00	10:00	14:00	9:57	14:03	10:00	14:00	Normal	Usher		COVID
		25/09/20	4.00	0.00	10:00	14:00	9:56	14:01	10:00	14:00	Normal	Usher		COVID
		25/09/20	4.00	0.00	10:00	14:00	9:48	14:02	10:00	14:00	Normal	Usher		COVID
		25/09/20	5.00	0.00	10:00	15:00	9:47	15:05	10:00	14:00	Normal	Usher		COVID
		25/09/20	4.00	0.00	10:00	14:00	10:11	14:02	10:00	14:00	Normal	Usher		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:36	23:08	18:00	22:30	Normal	Usher		Live Evil
		25/09/20	5.00	0.00	18:00	23:00	17:57	23:08	18:00	22:30	Normal	Bar Primary		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:54	0:00	18:00	22:30	Normal	Usher		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:46	23:09	18:00	22:30	Normal	Usher		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:49	23:08	18:00	22:30	Normal	Usher		Live Evil
		25/09/20	5.00	0.00	18:00	23:00	17:55	0:00	18:00	22:30	Normal	Usher		Live Evil
		25/09/20	5.00	0.00	18:00	23:00	17:59	23:06	18:00	22:30	Normal	Bar		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:57	23:08	18:00	22:30	Normal	Usher		Live Evil
		25/09/20	5.00	0.00	18:00	23:00	17:55	23:07	18:00	22:30	Normal	Usher		COVID
		25/09/20	5.00	0.00	18:00	23:00	17:39	23:22	18:00	22:30	Normal	Duty Manager		Live Evil
		26/09/20	5.00	0.00	18:00	23:00	17:55	23:04	18:00	22:00	Normal	Usher		Emma Pask
		26/09/20	5.00	0.00	18:00	23:00	17:57	23:05	18:00	22:00	Normal	Usher		Emma Pask
		26/09/20	4.00	0.00	18:00	22:00			18:00	22:00	Casual Unpaid Leave	Usher		Emma Pask
		26/09/20	5.00	0.00	18:00	23:00	17:57	23:04	18:00	22:00	Normal	Usher		Emma Pask
		26/09/20	5.00	0.00	18:00	23:00	17:47	23:05	18:00	22:00	Normal	Bar Primary		COVID
		26/09/20	5.00	0.00	18:00	23:00	17:48	23:05	18:00	22:00	Normal	Bar		COVID
		26/09/20	5.00	0.00	18:00	23:00	17:56	23:04	18:00	22:00	Normal	Usher		Emma Pask
		26/09/20	5.00	0.00	18:00	23:00	17:55	23:08	18:00	22:00	Normal	Duty Manager		Emma Pask
		28/09/20	4.00	0.00	18:30	22:30	18:22	22:27	18:30	22:30	Normal	Usher		COVID
		28/09/20	4.00	0.00	18:30	22:30			18:30	22:30	Normal	Usher		COVID

Time Target Shifts Report for the month of September 2020- FOH																
Code	Name	Date	Hours	Brk	Start	End	Act Start	Act End	Rost Start	Rost End	Type	Role	Cost	Event		
		28/09/20	4.00	0.00	18:30	22:30	18:25	22:27	18:30	22:30	Normal	Usher		COVID		
		28/09/20	4.00	0.00	18:30	22:30	18:29	0:00	18:30	22:30	Normal	Usher		COVID		
		28/09/20	4.00	0.00	18:30	22:30	18:27	22:27	18:30	22:30	Normal	Usher		COVID		
		28/09/20	4.00	0.00	18:30	22:30	18:26	22:29	18:30	22:30	Normal	Duty Manager		COVID		
		30/09/20	5.00	0.00	17:30	22:30	17:25	22:28	17:30	22:30	Normal	Duty Manager		I Love China 2020		
		30/09/20	4.50	0.00	18:00	22:30	17:58	22:28	18:00	22:30	Normal	Usher		I Love China 2020		
		30/09/20	4.50	0.00	18:00	22:30	17:53	22:27	18:00	22:30	Normal	Usher		I Love China 2020		
		30/09/20	4.50	0.00	18:00	22:30	17:53	22:27	18:00	22:30	Normal	Usher		I Love China 2020		

Our reference: CFCFOI2020-003

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 October 2020, and the subsequent section 75 application for review of an access application decision made by you on 29 October 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.

Decision on application for review of access application decision

As confirmed with the Office of the Ombudsman on 16 November 2020, we now provide partial access to the performance reports for the period 1 September 2020 to 30 September 2020 and to the emails for non-Performance shifts occurring during the same period.

Personal information relating to the name of the staff for each report has been redacted. Performance attendance numbers is considered commercial in confidence and is redacted on these reports after considering the Public Interest test. CFC understands that you are agreeable to the proposed redactions.

The redacted performance reports are released to you at Attachment A and the emails for non-performance shifts are released to you at Attachment B 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/>.

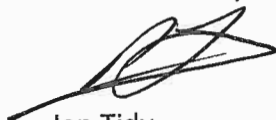
ACT Civil and Administrative Tribunal (ACAT) Review

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
18 November 2020

Attachment A

**Redacted Canberra Theatre Centre Performance
Reports for the period 1 September 2020 to
30 September 2020**

FOH Performance Report

Duty Manager: [REDACTED]
Event: Canberra 2060
Perf. Date: Tuesday, 1 September 2020
Perf Time: 1900
Perf No.: 2/7
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1800
Clearance: 1904
Curtain Up: 1904
Interval:
Doors Closed:
Curtain Down: 2000

Event Information:

staff report smelling gas in CT at approximately 1855 - investigated by BOH and nothing could be located so show commenced; Drinks break mid show 1935-1940; Guests invited to complete feedback forms post show, last patron departed at 2020

COVID Notes:

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

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Canberra 2060
Perf. Date: Wednesday, 2 September 2020
Perf Time: 1900
Perf No.: 3/7
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1800
Clearance: 1903
Curtain Up: 1905
Interval:
Doors Closed:
Curtain Down: 2005

Event Information:

Performance was live streamed and signs displayed showing this and patrons also advised as they were seated - one patron raised an issue, but only in relation to no prior warning; Music app in box office is not working so no music played in foyer. Post show Q&A and bar remained open, last patron departed at 2041

COVID Notes:

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

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]

Event: Canberra 2060: Futures with a Capital F

Perf. Date: Thursday, 3 September 2020

Perf Time: 1900

Perf No.: 4/7

Venue: Canberra Theatre

Pax: [REDACTED]

Doors Open: 1800

Clearance: 1903

Curtain Up: 1903

Interval: NA

Doors Closed: NA

Curtain Down: 1957

Event Information:

Last patron 2027

COVID Notes:

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

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:

General Comments/Learnings from this event to improve procedures:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Canberra 2060: Futures with a capital F
Perf. Date: Friday, 4 September 2020
Perf Time: 1900
Perf No.: 5/7
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1803
Clearance: 1902
Curtain Up: 1903
Interval: NA
Doors Closed: NA
Curtain Down: 2002

Event Information:

An additional table was placed between tables shared by multiple booking as it is clearer to enforce physical distancing.

During the drinks break, 9 people came to buy drinks.

Two uncollected tickets.

Last patron left at 2046.

COVID Notes:

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

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

Some of the black down lights in Canberra Theatre foyer not functioning.

FOH Performance Report

Duty Manager: [REDACTED]

Event: Canberra 2060: Futures with a Capital F

Perf. Date: Saturday, 5 September 2020

Perf Time: 1400

Perf No.: 6/7

Venue: Canberra Theatre

Pax: [REDACTED]

Doors Open: 1308

Clearance: 1409

Curtain Up: 1409

Interval: NA

Doors Closed: NA

Curtain Down: 1502

Event Information:

1 uncollected ticket.

The show went up a few minutes later than expected due to late patrons. After consulting [REDACTED], one of the hosts of the show, he suggested starting a few minutes later to maximise the number of people who were present for the start of the performance.

COVID Notes:

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

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

Some black down lights in Canberra Theatre Foyer not working.

FOH Performance Report

Duty Manager: [REDACTED]

Event: Canberra 2060: Futures with a Capital F

Perf. Date: Saturday, 5 September 2020

Perf Time: 1900

Perf No.: 7/7

Venue: Canberra Theatre

Pax: [REDACTED]

Doors Open: 1800

Clearance: 1900

Curtain Up: 1904

Interval: NA

Doors Closed: NA

Curtain Down: 2003

Event Information:

2 uncollected tickets.

7 patrons came to the bar during the drinks break.

Last patron left at 2039.

COVID Notes:

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

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: That's what she said
Perf. Date: Friday, 11 September 2020
Perf Time: 7 & 9pm
Perf No.: 1 & 2 / 2
Venue: Link Bar
Pax: [REDACTED]

Doors Open: 1607 & 2103
Clearance: NA
Curtain Up: 1906 & 2141
Interval: 1939 & 2217
Doors Closed: 1949 & 2228
Curtain Down: 2022 & 2303

Event Information:

First show, 4 tickets not collected.

Second show, 4 tickets not collected.

Patrons for both shows were very respectful and understanding of all the restrictions and regulations that CTC have put in place. They listened to staff and were well behaved throughout the night.

Last patron left at 2345

COVID Notes:

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

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:

General Comments/Learnings from this event to improve procedures:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: ACT Electoral Commission
Perf. Date: Thursday, 24 September 2020
Perf Time: 12:00
Perf No.: 1 of 1
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 11:30
Clearance: 12:00
Curtain Up: 12:01
Interval: n/a
Doors Closed: n/a
Curtain Down: 12:50

Event Information:

Patron details for contact tracing purposes collected by ACT Electoral representatives and handed to CTC post show. Copy with Box Office.

COVID Notes:

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

Observations-actions requiring attention prior to next event: NIL

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

Staff related Covid breaches/issues: n/a

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

Name of Officer: n/a

Documents requested from us: n/a

Documents provided to them: n/a

Any actions arising: n/a

Compliance feedback: n/a

General Comments/learnings from this event to improve procedures: n/a

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Live Evil
Perf. Date: Friday, 25 September 2020
Perf Time: 2000
Perf No.: 1/1
Venue: Link Bar
Pax: [REDACTED]

Doors Open: 1856
Clearance: NA
Curtain Up: 2000
Interval: 2106
Doors Closed: 2125
Curtain Down: 2226

Event Information:

A patron bought a drink at the bar with cash complaining that he was not told that there were only eftpos facilities available, after the bar staff calmly explained why CTC was not accepting cash he continued to be difficult. A float was put in to diffuse the situation and the bar staff were instructed to still only use eftpos. Two groups of four patrons who all knew each other booked two tables not knowing they could have booked one table of eight, we put two tables together for them.

Bar staff cut off a handful of patrons who were intoxicated, tonight's crowd was much more rowdy than previous nights.

During interval, One of the patrons on a table that was cut off was rather aggressive towards a staff member. He was angry because he had not been drinking much but was with some mates who were. I explained to the gentleman that if he and his table were not cut off for the entire night and they could go and get drinks after some time had passed. He relaxed a little after this although his demeanour to our staff member beforehand was much more aggressive than he was to me.

Two staff members and security broke up some patrons who were trying to start up a mosh pit at the back of the auditorium, they did it very quickly and security gave them a warning that if they did it again they would be asked to leave the venue.

After the first chat I had with the gentleman who was cut off, his table had had their drinks we cut him off again. I explained to him that his options were to either watch the rest of the show or I would ask security to escort him and his friends out. He was very resistant but remained for the final few songs. After this conversation I shut the bar a few minutes before the band finished.

Last patrons left at 2253.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.7

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: Emma Pask
Perf. Date: Saturday, 26 September 2020
Perf Time: 20:00
Perf No.: 1/1
Venue: Link Bar
Pax: [REDACTED]

Doors Open: 1850
Clearance:
Curtain Up: 1959
Interval: 2041
Doors Closed: 2104
Curtain Down: 2155

Event Information:

Doors opened slightly earlier in agreeance with all parties as several patrons arrived early and were waiting in the cold. Patrons sitting on table [REDACTED] were noted to be kissing rather passionately for an extended period of time, which was identified by several staff members - I only witnessed this once, and rather address directly, I spoke with patrons discretely around them who all advised they were ok with the situation and found it amusing so opted not to address it with the patrons and monitored their behaviour noting they only kissed once in front of me, with the gentleman then falling asleep - they didnt appear to be intoxicated however advised bar staff to refuse service if they came to the bar, which they didnt. Patron complained that chairs were uncomfortable so provided her with a booster seat. Security guard present for duration of show. Nothing to report from audio/lighting staff

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.7

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:

General Comments/ Learnings from this event to improve procedures:

Maintenance:

Bar stool was noticed to be broken as staff were cleaning- chair is not able to be salvaged and is in the office - suggest this be noted for all staff to check when cleaning as this could have ended very badly. POS3 Eftpos failed prior to show with error the transaction was unsuccessful because socket error IP socket not connected - pulled apart computer and checked all cables with this still not being fixed so used POS 4. Air-Conditioning/heating was noted to not be functioning properly, following review by myself and [REDACTED] and a call to [REDACTED] we contacted [REDACTED] at 1950 with them arriving at 2052. During interval several patrons complained about the cold and we advised [REDACTED] were on site - unable to obtain work number as this is generated during office hours, however [REDACTED] (technician) advised the boilers and pumps were not working however no fault had generated. The system had a high fault 1/1 flashing however he was unable to access this to see what it was. Once boilers/pumps activated the venue heated rather quickly.

FOH Performance Report

Duty Manager: [REDACTED]
Event: I Love China
Perf. Date: Wednesday, 30 September 2020
Perf Time: 1930
Perf No.: 1/1
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1859
Clearance: 1930
Curtain Up: 1930
Interval: N/A
Doors Closed:
Curtain Down: 2147

Event Information:

Two patrons arrived for The Reubens not realising it had been postponed; I Love China had three volunteers in the foyer pre-show handing out programs and temperature checking patrons; Whilst clearance was given at 1930, production commenced a video at 1920 which automatically ran into the show; It was difficult to determine end of show as speeches ended with cast taking VIPs on to stage at the end of the show via back of house at 2144 and photos ended at 2147; Several patrons tried to access the stage post show, and wanted to give gifts to the cast which was difficult to manage; Last patron left venue at 2157. Bar was not open this evening so no banking to report

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.7

Observations-actions requiring attention prior to next event: Cast need to be informed about physical distancing post show with patrons - it was hard for our staff to determine who had been backstage all day and who was a patron and with english being a slight barrier for some patrons this was difficult to manager

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:

General Comments/learnings from this event to improve procedures:

Maintenance:

No Marketing screens

Attachment B

**Redacted Canberra Theatre Centre Emails for non-
Performance shifts occurring during the period
1 September 2020 to 30 September 2020**

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 1:36 PM
To: [REDACTED]
Subject: FW: Time, roster info and jobs for Saturday and Monday
Attachments: Monday 2020 09 14.png; Saturday 2020 09 12.png

OFFICIAL

From: [REDACTED]
Sent: Wednesday, 9 September 2020 2:17 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Time, roster info and jobs for Saturday and Monday

OFFICIAL

Hi [REDACTED]

Times have been changed now. 5pm to 9.30pm 😊.

I have attached a screenshot of the shifts and staff.

For jobs on Saturday:

- Strip linen from 1st Aid Room as soon as you get in please and pop into washing machine
- Get a staff member to then dry and make up the bed before the end of shift. (please ensure it's not left in the machine over the weekend 😊 -thanks)
- Mop the floor and wipe down the sink in the 1st Aid Room
- Wipe down all tables and chairs and stick up against Link Bar counter
- Put away all bollards back into basement store room
- Wash all glasses that may have been left from Friday night show
- Tidy up kitchen
- Spend 30 minutes at least to test staff memory on the COVID Safe Plan.
- Start with when they first arrive for work....
 - what do they do from the moment they step into entrance
 - sanitise
 - cleaning PPE which spray and which cloth
 - wash hands
 - briefing include how they are
 - evacuation
 - safe phrase etc
 - run through venue doors (efficient understanding of opening and closing)
 - Ticket handling
 - Physical distancing with patrons
 - Other matter
- CT merch desk – please wipe down merch desk with warm soapy water (I feel it's greasy from human contact)
- South Bar counters please wipe down completely
- Ensure all crates in bar and kitchen are properly covered with cling wrap
- Role Play please

For jobs on Monday:

- Complete any job that you didn't manage to complete on Saturday
- PH venue stalls ONLY – wipe down wooden parts of the seats (including back of seat) with antibacterial spray and grey cloth
- Wipe all metal parts of legs/frame of seats with warm soapy water (don't use grey microfibre cloth)
- Spend 30 minutes at least to test staff memory on the COVID Safe Plan. (as you did on Saturday, you have a different team today)
- Start with when they first arrive for work...
 - what do they do from the moment they step into entrance
 - sanitise
 - cleaning – PPE – which spray and which cloth
 - wash hands
 - briefing – include how they are
 - evacuation
 - safe phrase etc
 - run through venue doors (efficient understanding of opening and closing)
 - Ticket handling
 - Physical distancing with patrons
 - Other matter
- Role Play please

Please call me if you should have any questions or need more information.

Thank you.

Original Message

From: [REDACTED]

Sent: Wednesday, 9 September 2020 11:06 AM

To: [REDACTED]

Subject: Saturday 12

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.

Hi [REDACTED]

I note that I'm rostered on 5-11 on Saturday but there doesn't appear to be a show on Can you please review and confirm

Thanks so much

Sent from my iPhone

This email is confidential and may contain legally privileged information. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this email in error, please notify us immediately by return email and delete the document.

14/09/2020

COVID

18:30

10:30

Canberra
a The...
Front of
House

18:30

18:30 - 23:00
Duty Manager
(PUBLISHED)

18:30 - 22:30
Usher
(PUBLISHED)

18:30 - 22:30
Usher
(PUBLISHED)

18:30 - 22:30
Usher
(PUBLISHED)

18:30 - 22:30
Usher
(PUBLISHED)

18:30 - 22:30
Usher
(PUBLISHED)

19:00 - 23:00
Usher
(PUBLISHED)

19:00 - 23:00
Usher
(PUBLISHED)

\$0.00

[REDACTED]
From:
Sent:
To:
Subject:

[REDACTED]
Wednesday, 7 October 2020 1:37 PM

[REDACTED]
FW: Jobs to be completed

OFFICIAL

From: [REDACTED]
Sent: Saturday, 12 September 2020 12:14 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Jobs to be completed

OFFICIAL

Good evening,

Tonight we ran right up to midnight and as a result were unable to finish everything. Things that need to be done:

- PH VIP room needs to be re dressed and sprayed down.
- Glasses in the kitchen need to be washed and put through again.
- Staff were able to do a quick clean of tables and chairs but a more thorough clean should be done.
- The same goes for bar surfaces.
- Bar needs to be mopped.
- Drains need water poured down them.
- Sign in / LFS Bar needs to be wiped down.
- Glass doors to both PH and CT need to be wiped down more thoroughly.

All in all, tonight ran really really well, the patrons were lovely, they all were obedient and had a good time. The service that our team gave our visitors was very good and I think that is what made tonight run so well.

Cheers

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 1:37 PM
To: [REDACTED]
Subject: FW: Things to remind staff on every shift

OFFICIAL

From: [REDACTED]
Sent: Wednesday, 16 September 2020 1:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Things to remind staff on every shift

OFFICIAL

Hi [REDACTED]

Most of our staff are aware of the procedures and protocols we follow for the Link Bar Band shows. However, I received a complaint from a patron that she was not aware that she could scan the menu off the QR code.

We need to constantly remind staff about house keeping procedures when they walk patrons to the tables. I have also put down some other stuff for you guys 😊

Things to remember: The Link Bar Live shows

1X FOH staff positioned next to Box Office staff at entrance (check in station)- to check names and allocate tables
1 FOH staff next to check in to slap wrist bands on patrons
2X FOH staff on standby to walk patrons to their allocated tables
Security to be positioned at entrance

When staff walk patrons to their tables;

Welcome them warmly.

Shine a torch on the rules and regulations A5 poster stuck on the table and say, "Please take a moment to read our rules for this event".

Shine the torch on the QR Code and say, "This is our QR code for the bar menu. Does everyone know how to use this?" If they say no, explain the steps to them.

Let them know that they will not be able to order from the code. It's only to view the menu.

Point to them where the water bottles and glasses are and say, "Please help yourself to complimentary water on the bar counter.

Finally let them know where the toilets are by saying, If you need the restrooms, they are located at the back where the red light is."

All staff must be alert about all our COVID restrictions and plan.

Please make sure they read our rules on the tables and the walls to understand what we need to monitor and tell the patrons.

Staff must be positioned in Link Bar and LFS and continue to monitor the patrons.

Clear tables when necessary and also monitor the bar queuing. Patrons must be reminded to keep 1.5m away from the other person/group.

Most importantly, everyone must smile and be pleasant the entire shift.

The Link Bar gigs are a little different to the venue gigs in the sense that staff are constantly in contact with patrons.

New Beer (non-alcoholic)- Heaps Normal

We have a new non-alcoholic beer called have Heaps Normal – another local in our fridges for sale.

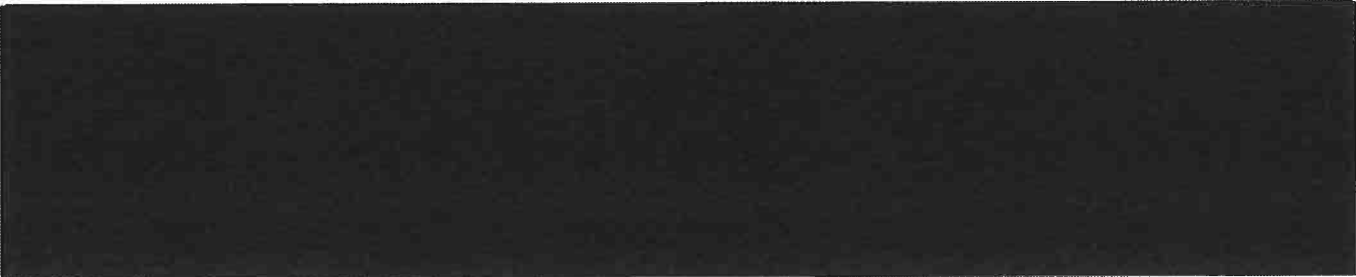
Although this is a non-alcoholic beer, our standard alcoholic beverages purchase rule will apply.

The argument is that although it contains the same level of alcohol as Kombucha (0.50% - a small trace found after alcohol removal), we do NOT want to encourage underage patrons/customers drinking beer.

Please inform all bar staff of this rule.

Happy to chat if you need further information about any pf the above 😊

Thank you.



[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 1:37 PM
To: [REDACTED]
Subject: FW: FW: Time, roster info and jobs for Saturday and Monday
Attachments: Friday 2020-09-18 .png

OFFICIAL

From: [REDACTED]
Sent: Friday, 18 September 2020 4:07 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: FW: Time, roster info and jobs for Saturday and Monday

OFFICIAL

Hi [REDACTED]
For tonight, please see roster attached.

Jobs are:

- Playhouse – all seats including legs, arms and back, panels, doors in stalls, B1 and B2

Please remind staff to work safely.

Do not bend over the seats to clean them.

Squat or sit to work safely.

Role play when you want to take a break.

Panel to unlock and lock the PH doors is located outside Dr 6 PH just above the stairs.

You have to arm the Playhouse once your shift is over. You can only arm it from the panel next to the stage door PH. Once you arm the PH, please quickly walk away from there. You only have 30 secs. Then arm Link Foyer before you go home.

Please call me if you need anything.

Thank you.

[REDACTED]

From: [REDACTED]
Sent: Monday, 14 September 2020 3:19 PM
To: [REDACTED]
Subject: Re: FW: Time, roster info and jobs for Saturday and Monday

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.

No worries

Thanks [REDACTED]

[REDACTED]
On Mon, 14 Sep 2020, 13:56 [REDACTED] wrote:

OFFICIAL

Hi [REDACTED]

Thank you for picking up the shift for tonight.

Really appreciate it.

Here's the email I sent [REDACTED] re jobs.

As you will have another team, please run the memory test exercise again tonight with this team.

Call me anytime if you need me.
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 September 2020 2:17 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: Time, roster info and jobs for Saturday and Monday

OFFICIAL

Hi [REDACTED]

Times have been changed now. 5pm to 9.30pm (M).

I have attached a screenshot of the shift and staff.

For jobs on Monday:

- Complete any job that you didn't manage to complete on Saturday
- PH venue stalls ONLY – wipe down wooden parts of the seats (including back of seat) with antibacterial spray and grey cloth
- Wipe all metal parts of legs/frame of seats with warm soapy water (don't use grey microfibre cloth)
- Spend 30 minutes at least to test staff memory on the COVID Safe Plan.
- Start with when they first arrive for work....

what do they do from the moment they step into entrance

sanitise

cleaning – PPE – which spray and which cloth

wash hands

briefing – include how they are

evacuation

safe phrase etc

run through venue doors (efficient understanding of opening and closing)

Ticket handling

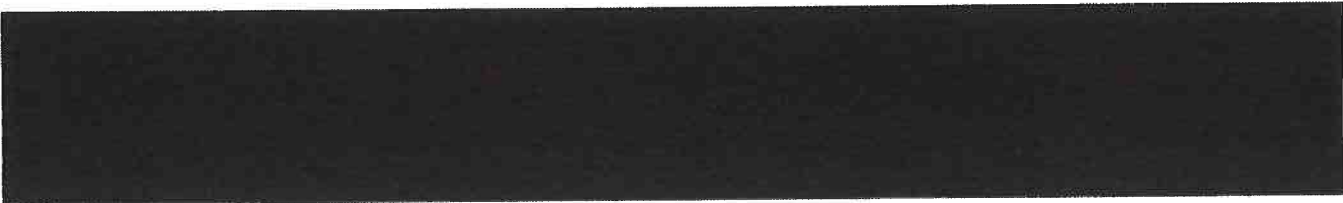
Physical distancing with patrons

Other matter

- Role Play please

Please call me if you should have any questions or need more information.

Thank you.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

18:30 - 22:30
Usher

18:30 - 22:30
Duty Manager

18:30 - 22:30
Usher

18:30 - 22:30
Usher

18:30 - 22:30
Usher

18:30 - 22:30
Usher

18:30 - 22:30
Usher

18:30 - 22:30
Usher

18:30

Caribe
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22:30

18:30

50.00

50.00

[REDACTED]
From:
Sent:
To:
Subject:

[REDACTED]
Wednesday, 7 October 2020 1:37 PM
[REDACTED]
FW: 21/9 CTC shift

UNOFFICIAL

From: [REDACTED]
Sent: Monday, 21 September 2020 4:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: 21/9 CTC shift

UNOFFICIAL

Hi [REDACTED]

For tonight can you please get the team to do the following:

Clean all CT treads. Hot and soapy + elbow grease should do the trick.

Move 20x tables & 20x chairs into CT Foyer in preparation for First Aid course. Can be stacked neatly in front of merch stand.

Sweep and mop all of kitchen, making sure to move everything not bolted to the ground and get into the hard to reach spots. The dry store and alcohol walk in fridge has already been done.

For the second half of the evening can you please run through some customer service training with the team.

Making sure to involve everyone in role play scenarios of seating patrons for Link Bar Live shows, ushering patrons to their seats in Theatre shows and service at the bar.

Please refer to [REDACTED] email 'Things to remind staff on every shift' for Link Bar Live notes.

Thanks
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 1:37 PM
To: [REDACTED]
Subject: FW: 25/10 and 26/10 shifts
Attachments: Friday 2020-09-25.png; Saturday 2020-09-26.png

OFFICIAL

From: [REDACTED]
Sent: Friday, 25 September 2020 5:31 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: 25/10 and 26/10 shifts

OFFICIAL

Hi [REDACTED]

Screen shots attached for tonight and tomorrow night.

For tonight please put [REDACTED] at registration desk with box office.

For tomorrow night, please put [REDACTED] there.

They are on the ball and know what to do.

Inform them to only give the first few 2 patrons/groups seating options as they arrive.

After that, just nominate at first come first served.

Friday 25/10/20 – Link Bar Live Show – 8pm start (approx. 2 hours w/interval)

Band Name - Live Evil

Genre- Covers Metal Band

Saturday 26/10/20 – Link Bar Live Show – 8pm start (approx. 2 hours w/interval)

Band Name – Emma Pask

Genre- Jazz

[REDACTED]

Tables and chairs have been set in LB and LFS for tonight. You need to set the tables and chair in the Link Foyer. Please set them identical to the others as image below.
Please remove the Link Foyer table and chairs behind cages at end of night.

[REDACTED]

You will need to set the LF tables and chairs as image.

Please put all tables and chairs including cocktail tables and stools away into PH Reception Room post show.

Bollards can go there as well. Next shift is I Love China.

You don't have to arm the PH. [REDACTED] will do it.



Bar menu:

We don't have XPA on tap anymore

Also no more Crown

QR code has been updated

BAR FRIDGE:

The left ice cream fridge was turned off by someone last week.

We lost all the ice cream. Please get BPs to be mindful to switch light off on the fridge during shows but not power.

Free pour at bar:

Price is now \$10.

Updated on POS and menu on bar.

DO NOT open any other soft drink to use as mixers. Only the standard tonic, soda, dry ginger ale, coke, coke zero and sprite.

If a patron wants orange juice or lemon lime bitters as mixer, he/she will need to purchase it separately.

Another thing that I notice our staff doing is torching patrons as they walk them to the tables.

This is not necessary. They have to remember that this is a club/pub type situation.

The torch is only to explain our house keeping.

Please include these 4 house keeping matters in your briefing for the staff to carry out as they walk patrons to tables.

Shine the torch on the rules and regs on the table and remind patrons to have a read

Shine the torch on the QR code and explain that the bar menu can be scanned via the code

Point to the complimentary water and tell patrons they are welcome to it

Point to the amenities to tell patrons where they are

Finish with - 'if you have any questions, please don't hesitate to call us. SMILE' 😊

Please run a quick training with [REDACTED] and [REDACTED] on how to walk patrons to tables as they have not done a bar gig before.

Wouldn't hurt to refresh everyone's memory again.

Please bring

Manual timesheets:

Please ensure staff fill out the manual timesheets.

I can't think of anything else. You can call me anytime if you have any questions.

Thank you.



FUNCTION	START	END	LOCAL...	DEPT...	AREA	PURCH...	START TIME	COMMENTS	STATUS	LEAD...	LEADOUT LOSS	4.0...	1022
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18:00 - 22:30 Duty Manager (PUBLISHED)	18:00 - 22:30 Bar Primary (PUBLISHED)
18:00 - 22:30 Bar (PUBLISHED)	18:00 - 22:30 Usher (PUBLISHED)
18:00 - 22:30 Usher (PUBLISHED)	18:00 - 22:30 Usher (PUBLISHED)
18:00 - 22:30 Usher (PUBLISHED)	18:00 - 22:30 Usher (PUBLISHED)
18:00 - 22:30 Usher (PUBLISHED)	18:00 - 22:30 Usher (PUBLISHED)

19:00	22:10	Canter a The...	Front of House	18:00		\$0.00	\$0.00
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urday, 26/09/2020

18:00 - 22:00 Duty Manager (PUBLISHED)	18:00 - 22:00 Bar Primary (PUBLISHED)
18:00 - 22:00 Bar (PUBLISHED)	18:00 - 22:00 Usher (PUBLISHED)
18:00 - 22:00 Usher (PUBLISHED)	18:00 - 22:00 Usher (PUBLISHED)
18:00 - 22:00 Usher (PUBLISHED)	18:00 - 22:00 Usher (PUBLISHED)

Emma Park

19:00

21:40

Carber
a The...
Front of
House

18:00

50.00

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 1:38 PM
To: [REDACTED]
Subject: FW: Tonight - 28/9/2020
Attachments: Monday 2020-09-28 .png

OFFICIAL

From: [REDACTED]
Sent: Monday, 28 September 2020 10:14 PM
To: [REDACTED]
Subject: FW: Tonight - 28/9/2020

OFFICIAL

Hi [REDACTED]

All jobs were completed tonight – separate email with notes

Cheers

From: [REDACTED]
Sent: Monday, 28 September 2020 5:17 PM
To: [REDACTED]
Subject: Tonight - 28/9/2020

OFFICIAL

Hi [REDACTED]

Roster attached.

You have 1 man short. [REDACTED] won't be in [REDACTED] has resigned.

For tonight, could you please get the team to:

- Clean The Playhouse Green Room
- There are some remaining rider drinks in the clear bucket
- Please send me an email on what they are and numbers of bottles
- Tidy kitchen
- Tidy cloaks room
- South Bar – we will utilise this space for Room on the Broom merchandise. Please pull out the left hand counter and move the media wall hard against the fridge to hide it . Then position the counter in front of that media wall
- Bring up a trestle table and place behind the right hand counter
- Set up the POS and fire it up to ensure that it's working
- I have left the scanning info on your keyboard as discussed. Please run through with staff. Training will be provided.
- CT treads – were done once and there is so much difference but could do with one more clean with warm soapy water please. Heating will be on in CT and PH for today 😊
- Role play

Please confirm jobs done for today.
As always, call me if you need anything.
Thank you [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, 28 September 2020 11:11 AM
To: [REDACTED]
Subject: Playhouse Green Room

OFFICIAL

Hi [REDACTED]

Were you aware the Playhouse Green room was used over the weekend? Have you got someone who can clear it before "I Love China" comes in tomorrow?
They used Dressing Room 4 as well but I can clean that up.



Regards

[REDACTED]

Event Function Start End Location Departure Area Attendance Staff Time Comments Shifts Labour Cost %

1/09/2020

COVID

18:30

22:30

Canberra
a Theatre

18:30

18:30 - 22:30 Duty Manager	18:30 - 22:30 Usher
18:30 - 22:30 Usher	18:30 - 22:30 Usher
18:30 - 22:30 Usher	18:30 - 22:30 Usher
18:30 - 22:30 Usher	

\$0.00