

Our reference: CFCFOI2020-004

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 31 October 2020.

Specifically, you have requested :

- 1) *'all Canberra Theatre Centre Front of House shift report for the period 1 October 2020 to 31 October 2020. These reports may take the form of actual Performance Reports, or may be emails to and or from the manager on duty to either the Deputy House Manager, the Acting House Manager, or others. For the sake of clarity, my request relates not only to shifts where performances have been held, but to all shifts.'*
- 2) *'the Summary Front of House Shifts Report for the period 1 October 2020 to 31 October 2020.'*
- 3) *'the latest iteration of the CFC COVIDSafe plan.'*

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

The redacted performance reports for the period 1 October 2020 to 31 October 2021 are released to you at Attachment A to this letter.

The redacted emails for non-Performance shifts occurring during the same period are released to you at Attachment B to this letter.

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

The current Canberra Theatre Centre COVID Safe Operations Plan is released to you at Attachment D 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
29 October 2020

Attachment A

Redacted Performance Reports

Period 1 October to 31 October 2020

FOH Performance Report

Duty Manager: [REDACTED]
Event: Room on the Broom
Perf. Date: Thursday, 1 October 2020
Perf Time: 12:00 & 16:00
Perf No.: 1/7 & 2/7
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1130 / 1528
Clearance: 1201 / 1602
Curtain Up: 1204 / 1605
Interval: NA
Doors Closed: NA
Curtain Down: 1301 / 1702

Event Information:

12:00 show: Stair lights out during load in, reported and fixed for second show; House lights were too low to allow adequate lighting for load in, reported and fixed for second show; 5-6 patrons complained that the sound was too loud and this was also reported for review with BOH; Scanning done by ushers and box office for the first time, noting that this ran smoothly with some minor glitches with the system that caused minor delays which we don't foresee being an issue for future shows; Merchandise sold by CT staff in Link bar for both shows; Media call at 1400

16:00 show: Patron in seat [REDACTED] was filming [REDACTED] from sound desk shined his torch on patron and then radioed BOH to alert FOH staff as due to the angle we weren't able to note the patron was filming; Canberra Times photographer [REDACTED] in foyer pre show taking socials photos; Patron was seating in [REDACTED] which was close to sound/lighting desk and seemed annoyed with the light from the desk, however this was noted in his body language rather than anything said by [REDACTED]; Patrons in [REDACTED] arrived who had been reallocated following covid re-sale and brought their old tickets, were re-seated in row [REDACTED] and provided with complimentary ice creams, with show being held for a minute whilst this was dealt with. Need to address stage in link bar especially with childrens shows as this was dangerous with the curtains and cables.

COVID Notes:

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

Observations-actions requiring attention prior to next event: Main entrance doors became quite congested, so arranged for three sanitising stations to be placed there and suggest this be implemented for future shows

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? NO

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Marketing signs not working in link bar - reported to marketing

FOH Performance Report

Duty Manager: [REDACTED]
Event: Room on the Broom
Perf. Date: Friday, 2 October 2020
Perf Time: 10:00 / 12:00
Perf No.: 3/7 & 4/7
Venue: Canberra Theatre
Pax: [REDACTED]
Doors Open: 9:29 / 11:32
Clearance: 10:04 / 12:01
Curtain Up: 10:05 / 12:02
Interval: N/A
Doors Closed: N/A
Curtain Down: 11:03 / 13:01

Event Information:

10:00 show: Children were playing on stage and between the curtains in link bar [REDACTED] and [REDACTED] team were fantastic and ended up placing themselves next to the stage to ensure safety of patrons until such time as they could work out a solution; FOH staff assisted with scanning patrons; Patron in Row [REDACTED] had baby capsule on seat as well as babe in arms and due to physical distancing asked her to remove the capsule and leave outside with the prams - this was returned to [REDACTED] post show; Patron in [REDACTED] complained about physical distancing as patrons were directly in front of [REDACTED] so relocated in to Row [REDACTED] Patron in Row [REDACTED] relocated to [REDACTED] Patron in Row [REDACTED] moved to [REDACTED] patron in [REDACTED] relocated to [REDACTED] Patron in [REDACTED] relocated to [REDACTED]; [REDACTED] and [REDACTED] booked in however [REDACTED] didn't arrive as their bus didn't turn up, show held to allow load in of [REDACTED]; 2 x patrons from the [REDACTED] group moved to [REDACTED]; Patron at door 6 was offered first aid by [REDACTED] as their child had scratched a scab and was bleeding however they refused; As patrons were lining up for the venue, several children were observed playing with the switch on doors (the white switch that keeps our doors propped open) - our ushers are unable to stop this as they are at the top of the stairs loading in patrons, and it meant the doors kept closing - we may need to look at positioning this switch higher; Patrons loaded out emergency exit doors to enable patrons for midday show to be in the foyer. Unable to sweep venue between shows due to limited time to COVID clean before next shows
12:00 show: [REDACTED] in venue; Patrons in Row [REDACTED] expressed concerns about physical distancing as were directly behind people in front, advised of exemption and offered to move to row [REDACTED] however declined; Patron in [REDACTED] complained to box office about her seat being relocated, box office offered to relocate [REDACTED] which [REDACTED] denied, [REDACTED] then was aggressive towards [REDACTED] on Door 6, I spoke with [REDACTED] for the status and agreed we would offer [REDACTED] a refund if [REDACTED] wanted - spoke with patron, [REDACTED] wanted a refund and to remain in the show which I advised was not possible, [REDACTED] claimed to have received no correspondence which is incorrect, and was of the opinion the whole venue was not physically distanced - again offered to relocate to the rear or refund but [REDACTED] declined; Patron relocated to Row [REDACTED] and was unhappy as was originally in Row [REDACTED] and relocated due to physical distancing but didn't read [REDACTED] email - there were multiple cases of this and box office will be able to report more.
Patrons in [REDACTED] moved to [REDACTED]
[REDACTED] filmed patrons exiting the theatre + short interview with [REDACTED]

COVID Notes:

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

Observations-actions requiring attention prior to next event: None

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:

Light in bathroom near door 2, above stall 1 is out; Tape over cables near door 4 has come off and cables exposed reported to BOH prior to 10am show

FOH Performance Report

Duty Manager: [REDACTED]
Event: Room on the Broom
Perf. Date: Saturday, 3 October 2020
Perf Time: 1000, 1200 & 1600
Perf No.: 6, 7 & 8 / 8
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 0934 & 1132 & 1528
Clearance: 1014 & 1203 & 1603
Curtain Up: 1014 & 1203 & 1604
Interval: NA
Doors Closed: NA
Curtain Down: 1111 & 1300 & 1702

Event Information:

16 bookings needed to be reseated as all of these seats were double booked, patrons were very unhappy as it took FOH and Box office several minutes to rectify the issues.

10am seat reallocations [REDACTED] moved to [REDACTED] moved to [REDACTED] moved to [REDACTED]
moved to [REDACTED] moved to [REDACTED] moved to [REDACTED] moved to [REDACTED] moved to [REDACTED]
[REDACTED] moved to [REDACTED] (to maintain physical distancing), [REDACTED] moved to [REDACTED] moved to [REDACTED]

After consulting with Box Office, we discovered how to visually determine if a ticket was correct or had an old seats number. We caught 15 old sets of tickets and redirected them to Box Office. As a result, the 12am show had no patrons who needed to be moved and the show went up on time.

For the 10am show, patrons queued outside CTC in civic square, not all were adhering to physical distancing. This was a result of there only being one sanitizer station outside. One FOH staff member stationed outside helped maintain distancing along with additional sanitizer stations and this alleviated the congestion.

At 1220 Stage Door was notified that some of the fabric surrounding the lighting rig had been pulled down by children before the 12am show.

4pm midway through the show a mother and her child moved from [REDACTED] to [REDACTED]

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:

Maintenance:

FOH Performance Report

Duty Manager:	
Event:	Gig Economy
Perf. Date:	Saturday, 10 October 2020
Perf Time:	1900 & 2130
Perf No.:	1 & 2 / 2
Venue:	Link Bar
Pax:	
Doors Open:	1802 & 2048
Clearance:	NA
Curtain Up:	1903 & 2137
Interval:	1939 & 2213
Doors Closed:	1952 & 2227
Curtain Down:	2016 & 2256

Event Information:

last night (9th of October) several patrons turned up for Arj Barker during our cleaning and training shift. We informed them that the show had been postponed, they would need to check their emails and if they had any issues to contact Box Office.

Access patron for first show turned up a few minutes after the show had started but was seated quickly and was thankful for the reserved table we had set aside. Both groups of patrons tonight were lovely, followed covid policies and social distancing and were respectful and curious to staff members. Last patrons left at 2325.

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:

Maintenance:

FOH Performance Report

Duty Manager:

Event:

Return to Woomera

Perf. Date:

Thursday, 15 October 2020

Perf Time:

1930

Perf No.:

1/2

Venue:

Link Bar

Pax:

Doors Open:

1833

Clearance:

1930

Curtain Up:

1945

Interval:

N/A

Doors Closed:

N/A

Curtain Down:

2133

Event Information:

Announcement made at 1937 that there would be a short delay as one of the guest speakers hadn't arrived - guest speaker arrived at 1940 and show commenced at 1945. The seating arrangement/ticketing for this type of event needs review as the seats were in lots of 2pax, however there were several groups of 3 or 5 who wanted to sit together - the original plan was to move seats across to join, however this limited aisle access/fire egress so opted to seat patrons across the aisle from one another, then creating a separate aisle for any single seat patrons. Patron provided with a band aid, refused any other first aid (had just scratched themselves); Bar kept open until end of show given how quiet it was; Last patron left at 2152

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.8

Observations-actions requiring attention prior to next event: Potentially review seating arrangements

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? No

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Pass access to CT glass doors isn't working when they are locked (my pass, [redacted] pass [redacted] pass and [redacted] passes all failed to work when doors were locked). Carpet needs to be taped down in link bar near wooden floor

FOH Performance Report

Duty Manager: [REDACTED]
Event: Return to Escape from Woomera
Perf. Date: Friday, 16 October 2020
Perf Time: 1930
Perf No.: 2/2
Venue: Link Bar
Pax: [REDACTED]

Doors Open: 1836
Clearance: NA
Curtain Up: 1934
Interval: NA
Doors Closed: NA
Curtain Down: 2127

Event Information:

Return to Escape from Woomera ran very smoothly, patrons were perfect with regards to Covid restrictions, distancing and everyone was proactive with regards to sanitizing.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.9

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:

FOH Performance Report

Duty Manager: [REDACTED]
Event: Prok Knuckle Brass Band
Perf. Date: Saturday, 17 October 2020
Perf Time: 2015
Perf No.: 1/1
Venue: Link Bar
Pax: [REDACTED]

Doors Open: 1902
Clearance: NA
Curtain Up: 2015
Interval: 2115
Doors Closed: 2130
Curtain Down: 2226

Event Information:

Emcee opened the night at 2015, the band started playing at 2035. At one point of the show some of the cast came off side stage and performed a little dance as part of their performance but were clean that patrons should join their dance but from their seat. This meant the patrons could participate with the performers without breaking restrictions which went down very well with patrons.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.9

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:

FOH Performance Report

Duty Manager:	
Event:	Normal
Perf. Date:	Wednesday, 21 October 2020
Perf Time:	1930
Perf No.:	1/4
Venue:	The Playhouse
Pax:	
Doors Open:	1959
Clearance:	2007
Curtain Up:	2007
Interval:	N/A
Doors Closed:	N/A
Curtain Down:	2126

Event Information:

Dress rehearsal with invited guests only; FOH staff managed box office/contact tracing given it was guest list only; Start time of performance was delayed until 2000 as one of the performers was unwell, [REDACTED] addressed patrons in the foyer to advise of the delay as most of these were his guests; House was given to FOH late as they wanted to allow the unwell artist to familiarise herself with the stage, and as we were about to hand back the house at 2003 [REDACTED] approached me and advised that [REDACTED] wanted all patrons in the sight line of the video camera to be moved as she didn't want any back of heads in the footage so FOH moved all these patrons to new seats ensuring they were physically distanced, hence the show commencing even later than expected; Performance was filmed and photographed by professional photographers; Tonight we had tables and chairs in link bar which made for a great ambience in the venue and obviously assisted with the delayed start time, with all patrons maintaining physical distancing; Production interviewed patrons in link bar post show, with last patron leaving at 2148

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

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

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? No
If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Marketing screens not activated

FOH Performance Report

Duty Manager:	
Event:	Normal
Perf. Date:	Thursday, 22 October 2020
Perf Time:	1930
Perf No.:	2/4
Venue:	The Playhouse
Pax:	
Doors Open:	1914
Clearance:	1931
Curtain Up:	1931
Interval:	NA
Doors Closed:	NA
Curtain Down:	2051

Event Information:

Due to the no standing and drinking regulation, many patrons stayed in the foyer even after the five minute bell was called. This caused a small congestion of patrons moving through the glass doors when the two minute. This was not an issue for this show, however for future shows with larger crowds this will be something to keep in mind.

The company brought us some flyers for our ushers to hand out at the door. I told them that we could not hand them out to patrons as part of our Covid plan but patrons could come pick them up at the bar where contact could be controlled.

Last patrons left at 2135

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

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:

FOH Performance Report

Duty Manager:	
Event:	Normal
Perf. Date:	Friday, 23 October 2020
Perf Time:	1930
Perf No.:	3/4
Venue:	The Playhouse
Pax:	
Doors Open:	1910
Clearance:	1934
Curtain Up:	1935
Interval:	N/A
Doors Closed:	N/A
Curtain Down:	2056

Event Information:

asked us to move the programs to the bar counter as she wanted patrons to be able to view and look through the book - advised due to covid safety we could move to the counter and have behind the plastic screens which was ok with once we explained the reasons; Student from school group arrived early and tried to take a nap below box office counter, requested move to a seat and provided with water; We had four patrons arrive for Anh Do, however box office was still open and spoke with them who were all happy with the rescheduled date; The covid screening at glass doors needs to be reviewed as tonight we only had patrons and we rang the bells four times without anyone moving in to the venue - it wasn't until I rang the last bell advising doors were closing that patrons started to move, however this created a back log at doors and the show going up late; Several cast and patrons mingled in the link bar post show, however as they were social distancing this fell within our COVID plan and last patron left at 2118. Programs sold over the bar and kept POS1 open post show for any sales, with no merchandise sales for the event

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

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

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? 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: Normal
Perf. Date: Saturday, 24 October 2020
Perf Time: 1930
Perf No.: 4/4
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1911
Clearance: 1931
Curtain Up: 1932
Interval: NA
Doors Closed: NA
Curtain Down: 2050

Event Information:

One patron came into the venue with a ticket that did not process, after some troubleshooting we were told [REDACTED] was a guest of the director who had not been known to us. After taking [REDACTED] details [REDACTED] was seated. Again, we had a surge of patrons trying to enter the Playhouse when the five minute bells were run causing a small amount of congestion at the glass doors.

Two late-comers opted for different seat than their allocated one: [REDACTED] moved to [REDACTED] and [REDACTED] moved to [REDACTED]
Last patrons left at: 2132

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

Observations-actions requiring attention prior to next event:

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

FOH Performance Report

Duty Manager: [REDACTED]
Event: ACT Election Declaration of Results
Perf. Date: Wednesday 28 October 2020
Perf Time: 11:00
Perf No.: 1
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 10:38
Clearance: 11:01
Curtain Up: 11:02
Interval: n/a
Doors Closed: n/a
Curtain Down: 11:27

Event Information:

Set up commenced by Elections ACT- from 10am. Tickets were not distributed via Elections ACT representatives as previously planned. Box Office handled tickets instead to ensure efficient patron tracing. At around 11.22am, I was notified by an usher that a photographer had walked up onto stage and positioned [REDACTED] on 'stage right' to take photos. I called BOH to check if that was an arrangement made by them. I was notified that BOH noticed [REDACTED] presence but did not want to interrupt the proceedings and therefore left [REDACTED] there. In the meantime, usher DR 3 was put on alert to stop the photographer from going up on stage again once [REDACTED] steps down. The show came down 2 minutes later.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

Observations-actions requiring attention prior to next event: n/a

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

Staff related Covid breaches/issues: n/a

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

n/a

FOH Performance Report

Duty Manager:	
Event:	Contour 556 Symposium
Perf. Date:	Thursday, 29 October 2020
Perf Time:	1630
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1610
Clearance:	1636
Curtain Up:	1639
Interval:	NA
Doors Closed:	NA
Curtain Down:	1910

Event Information:

Scanning of tickets done at PH doors by ushers. Scanning devices not working efficiently, slowing down load in and delaying curtain up. In particular, scanners were not working for BO printed tickets but worked better with digital tickets and patron printed tickets.
Interval cancelled because of time constraints.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Gordi
Perf. Date:	Friday, 30 October 2020
Perf Time:	2000
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1940
Clearance:	2001
Curtain Up:	2001
Interval:	2030
Doors Closed:	2100
Curtain Down:	2208

Event Information:

A patron was concerned because there were sitting directly behind someone moved from seat [REDACTED]
A couple of patrons asked if there was a lock out for the show as it said there was on the website but there was no lockout.
For the support act we did not have all of our patrons in. Because there was a chance late-comers would come, I stationed the staff with the scanning devices on the entries to make sure everyone is scanned in.
Gordi came out into the foyer to say a quick hello to a few patrons.
[REDACTED] patrons bought merch post show.
Last Patrons left at 2234

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

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:

FOH Performance Report

Duty Manager: [REDACTED]
Event: Hooked on Classics
Perf. Date: Saturday, 31 October 2020
Perf Time: 1930
Perf No.: 1/1
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1859
Clearance: 1932
Curtain Up: 1933
Interval: 2026
Doors Closed: 2046
Curtain Down: 2147

Event Information:

Other than a few old tickets sneaking through, everyone was seated correctly and in a timely manner. Patrons were very understanding when they needed to be moved. On one occasion [REDACTED] needed to be moved from one side of the venue to the other, the couple sitting next to them very kindly offered to move to the new seats in their place as the couple were a little nervous about walking around. In the end the [REDACTED] couple decided that they would move but it was reassuring to know that CTC's audiences are aware of the restriction and are happy to go the extra mile.

Patrons moved from [REDACTED] to [REDACTED] and from [REDACTED] to [REDACTED] to maintain physical distancing.

A few patrons pre-show were left standing with alcohol unable to drink because a large number of patrons arrived early for this show, they were not standing for long but as a result we brought out a few stacks of chairs for patrons to sit and drink at prior to the show.

During interval [REDACTED] moved to [REDACTED] and [REDACTED] moved to [REDACTED]

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.10

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:

Attachment B

redacted emails for non-Performance shifts

Period 1 October to 31 October 2020

From: [REDACTED]
To: [REDACTED]
Subject: RE: Shift on Monday 6/10/2020
Date: Tuesday, 24 November 2020 9:15:40 AM

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 6 October 2020 10:18 PM
To: [REDACTED]
Subject: FW: Shift on Monday 6/10/2020

OFFICIAL

Hi [REDACTED]

In addition to the below we also did;

Training – scanning and greeting customers and prepping them for doors
Cleaned all the coffee urns and metal water jugs on the outside
Washed all the gloves – these are out to dry
Moved all out of date stock out of the corner and swept/mopped

Any questions, let me know

From: [REDACTED]
Sent: Tuesday, 6 October 2020 4:09 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Shift on Monday 6/10/2020

OFFICIAL

Hi [REDACTED]

Hope you had a great weekend
Roster for today attached.

For today, please:

- Bag all booster seats, tie the bags and store them back in dungeon
- Bring back all the tables and chairs from VIP room and stack them up against the bar
- Cocktail tables and bar stools to be stacked against curved wall
- [REDACTED] needs light duties, so [REDACTED] can do a thorough and accurate stock take for us (all bar stock – do NOT include any out of date beverage in the kitchen)
- Put away the trestle table including dressing at South Bar
- Collect all sand bags around CT into shopping trolley in CT merch and push it into Link Bar
- Mop up wet floor in bar (fridge leaked)
- Wash and polish the plastic champagne flutes in the kitchen (they were under the bar fridge and

water leaked into the tub). Cling wrap the tub.

- Tidy up kitchen

Please call me if you need anything



From: [REDACTED]
To: [REDACTED]
Subject: RE: Shift on 9/10 & 10/10
Date: Tuesday, 24 November 2020 9:16:24 AM
Attachments: [image004.png](#)

OFFICIAL

From: [REDACTED]
Sent: Friday, 9 October 2020 3:34 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Shift on 9/10 & 10/10

OFFICIAL

Hi [REDACTED]

POS 3 is now fixed.
So we can use POS 2 and 3 as normal for tomorrow.

2 more jobs for tonight please:
Please bring the CTC media wall forward and place it in front of the counter in South Bar.
The registration desk will still be the second counter

Line up the bollards and signs for entry and exit.
Thanks.

[REDACTED]

From: [REDACTED]
Sent: Friday, 9 October 2020 3:11 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Shift on 9/10 & 10/10

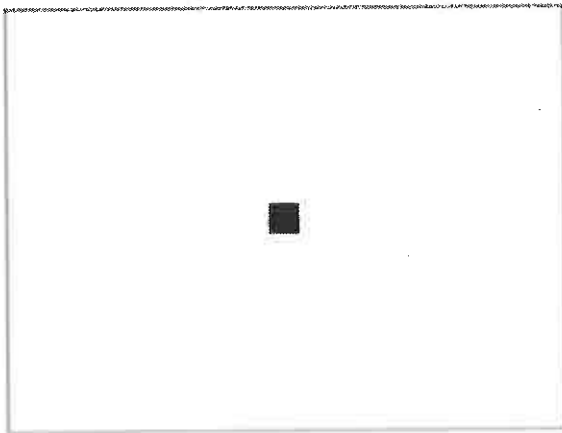
OFFICIAL

Hi [REDACTED]

Screen shots attached for Friday and Saturday night. Your start time has been moved to 5pm for Saturday.
Hope this is ok. Otherwise let me know.

For tonight:

- Rider is set on a trolley in the coke fridge for tomorrow. Please do NOT put away
- Set up all the tables and chairs in Link Bar
- Set up all bar stools and cocktail tables in LFS
- We have 1 broken bar stool. So Table [REDACTED] will have CYS bar stools (in Foyer West)
- Do not place them in Link Foyer as Box Office will be open on Saturday morning
- Wipe down all the tables and chairs and set like the image below



- Set up bar for Saturday
- I would like you to please train [REDACTED] on the POS and talk through the menu including how to process payments etc and then include [REDACTED] in relation to other bar matter and free pouring.
- Others can prepare for tomorrow including water bottles in the kitchen, glasses, so that we are ready to go on Saturday
- Role play elements of customer service as you see fit

Also for today [REDACTED] has hurt [REDACTED] ankle [REDACTED] said that [REDACTED] is ok to come in to work. Please keep an eye on [REDACTED] and I am happy for [REDACTED] to clock out earlier if need be. Please send me an email to confirm f [REDACTED] did.

For tomorrow night, it's a Link Bar Live gig.

Details for show on Saturday:

There will be 2 shows on the same day, just like That's What She Said.

Saturday 10/10/20 – Link Bar Live Show

Show Time: 7pm & 9.30pm

Doors and Bar open times: 6pm and 9pm

Event Name – The Gig Economy

Genre- Comedy

- Please put [REDACTED] at registration desk with Box Office. Inform [REDACTED] to only give the first 2 patrons/groups seating options as they arrive. After that, just nominate at first come first served.
- 7pm show – 1X access patron in wheel chair – [REDACTED] – please place RESERVE sign on table
- Might be a good idea to pop someone at the back door just in case [REDACTED] parks in disabled and needs entry via back door
- 2 tables of 8 for the 7pm show under [REDACTED]
- [REDACTED] will come and get rider from you at around 5.15pm on Saturday.

RIDER

2 x red wine bottle

1 x white wine bottle

1 x sparkling bottle

12 beers, assorted

6 juices, OJ

6 soft drink, 2 cokes/2 sprites/2 ginger ale

12 waters

(For any additional beverage or changes, please send me an email)

- No cash, so don't float
- POS 3 is not working. Please use POS 1 and 2

NOTE: Please exit the 1st show patrons via both front and back main doors.

Place 1X usher on each door for customer service.

Patrons for second show will enter via LFS glass doors

When 1st show patrons have left, start cleaning the LFS tables and chairs first, and then clean Link Bar side.

This is to prepare for patrons arriving early for the second show.

Place a black pin board outside the office door to block out light /sound as discussed before.

Please remove the Link Foyer table and chairs behind cages at end of night.

We have a board member attending the [REDACTED] show on Saturday.

[REDACTED] knows. Please alert [REDACTED] and entire team at briefing.

Get them to look at [REDACTED] photo to refresh their memory.

[REDACTED] will give [REDACTED] plenty of feedback.

So remind the team to uphold the family name

I am happy for you to allocate [REDACTED] a table in the 3rd row closest to the bar.

RESERVED sign will suffice. Don't put [REDACTED] name on the table.

I will be in for the first part of the evening. We can chat about a suitable table for [REDACTED]



REMINDER:

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.

Hot chocolate is now working.

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

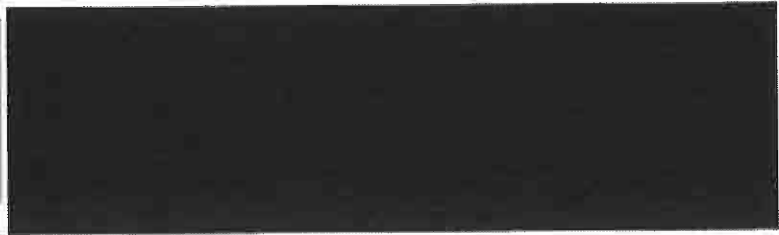
Finish with - 'if you have any questions, please don't hesitate to call us. SMILE'

Lastly, we have locked you in as DM for Hooked on Classics on 31/10/20.

Please lock in date and we will send you the week's shift later.

I can't think of anything else. I will see you on Saturday

Thank you.



From: [REDACTED]
To: [REDACTED]
Subject: FW: Shifts on 12/10 and 13/10
Date: Tuesday, 24 November 2020 9:15:09 AM

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 13 October 2020 9:36 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Shifts on 12/10 and 13/10

OFFICIAL

Hi [REDACTED]

Apologies for not sending an update last night, as I was working again tonight and thought I'd give you an update on everything at once.

- All jobs from yesterday and today have been completed and we have cleaned the balconies in Playhouse as well (they are cleaning them now so will be done by 1030pm)
- The blue chairs have all been set out – whilst we note the configuration isn't the best this was the only way we could fit 104 chairs with the distance required all on the carpet
- [REDACTED] have signed the form as requested
- I was not informed that [REDACTED] would not be attending shifts tonight so tried to call them – we need to get better at communicating this as I don't think either were very happy when I called

I have informed all staff of how Woomera will work and issues with the traffic so they leave plenty of time to get to their shifts.

Cheers

From: [REDACTED]
Sent: Tuesday, 13 October 2020 2:49 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Shifts on 12/10 and 13/10

OFFICIAL

Hi [REDACTED]

How did last night go?

For an additional job today, tech have brought in the remaining blue chairs from BOH.

Please go through each chair and pick out the cleanest and any that's not torn.

We need 104 left in Link Bar as that's our maximum capacity for Woomera.

The rest can go back into the cupboard next to Door 3 CT.

Please clean the fabric and frame including legs with soapy water and leave to dry.

Configuration for Woomera is 2 chairs with 1m gap and then 2 chairs again and so on.

1m gap between rows.

Also, some people have not signed off on the swipes that they had collected.

I have left the sign sheets on the money table.

You have [REDACTED] tonight.

You also have [REDACTED] on 15/10 on Thursday.

Please get them to sign and date.

Could you also please put a date down against your signature

COVID Safe Induction form:

Please remind staff who have not read and signed the form to do so.

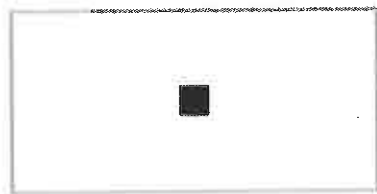
I have left the forms on the money table.

Forms are alphabetical.

Please send me an email to list all jobs done for yesterday and today.

Thank you so much.

[REDACTED]



[REDACTED]

From: [REDACTED]

Sent: Monday, 12 October 2020 3:17 PM

To: [REDACTED]

Cc: [REDACTED]

Sub Shifts on 12/10 and 13/10

OFFICIAL

Hi [REDACTED]

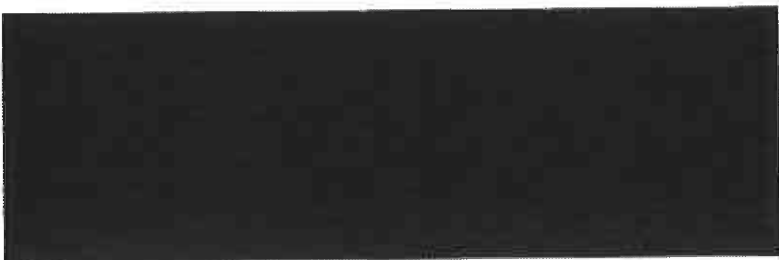
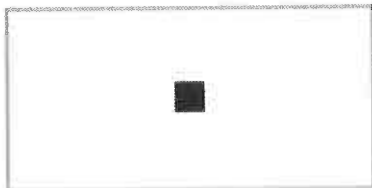
Hope you had a great weekend.

For today and tomorrow, please do the following. Jobs can be spread out for both days.

- Put away all tables, chairs, cocktails tables and bar stools into PH reception room.
- Bring out all the padded blue chairs from Door 3 CT cupboard into Link Bar (open both cages for easy access)
- Just stack them up next to bar
- I will get tech to bring the rest in tomorrow and they can be cleaned tomorrow night
- Wipe down the glass doors (PH, CT, Elvis and main doors) with Windex and clean chux or paper towels (staff have been wiping the glass with grey microfibre and Eucoclean/Ajax which has left unsightly streaks)
- Please remind everyone that when they wipe down high touch areas such as door handles, they cannot use the same cloth to do the glass surface
- Wipe down the entire South bar area including shelves and counters
- Note [REDACTED] won't be in today
- Leave all the bollards as they are for Woomera
- Clean entire PH (with soapy water) in preparation for CYT's Normal from 21 to 24 October 2020

Will update tomorrow if there is anything more.

Thank you so much



From: [REDACTED]
To: [REDACTED]
Subject: FW: Shift today - 27/10/20
Date: Tuesday, 24 November 2020 9:14:31 AM

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 27 October 2020 5:04 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Shift today - 27/10/20

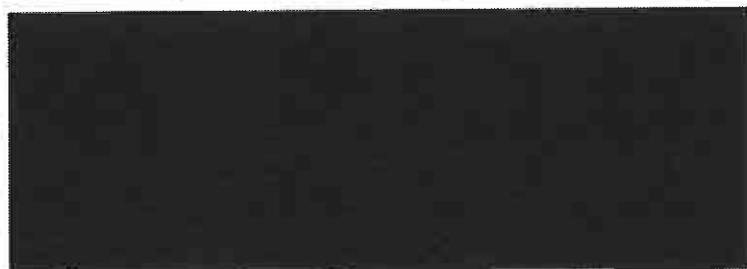
OFFICIAL

Hi [REDACTED]

Hope you had a restful weekend

- Finish setting up CYS
- Bring out 1X extra square table and 4 chairs into Link Bar to make it 9
- Set up 2X trestle tables in Link Bar closest to the cage
- Bring in the CT merch counter into Link Bar and fire up the POS
If you have issues with the machine, please call IMPOS for support to get it working
- Remove all the German beer from the bar fridge and store in rider fridge. Please do a count for me
- We now have Capital XPA that arrived this afternoon. Please stock the LFS, CYS and bar fridges.
Updated on menu
- Go through scanning procedure again, if need be
- Role Play if you have more time

Thank you [REDACTED]
[REDACTED]



Attachment C

Canberra Theatre Centre – Summary Front of House Shift Report

Period 1 October to 31 October 2020

Time Tarex Shifts Report for the month of October 2020 - FOH

Code	Name	Date	Hours	Bk1	Start	End	Act	Act End	Rest	Rest End	Status	Type	Profile	Role	Shift	Dept	Location	Location ID	Cost	Event
		01/10/20	0:00	0:00	0:00	0:00	14:35	16:08			Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	7:00	1:00	10:00	18:00	9:55	7:57	10:00	18:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	7:00	1:00	10:00	18:00	13:48	18:06	10:00	18:00	Authorised	Normal	Merchandise Sell	Merchandise Sell	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	6:75	1:00	10:15	18:00	10:03	18:03	10:15	18:00	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	6:25	1:00	10:45	18:00	10:39	18:02	10:45	18:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	6:25	1:00	10:45	18:00	10:45	17:59	10:45	18:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	6:25	1:00	10:45	18:00	10:36	18:01	10:45	18:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	6:25	1:00	10:45	18:00	10:09	13:53	10:45	18:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	6:25	1:00	10:45	18:00		10:45	10:45	18:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	6:00	1:00	11:00	18:00	11:01	8:44	11:00	18:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	5:50	1:00	11:30	18:00	11:25	18:03	11:30	18:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:25	0:00	8:00	12:15	7:57	12:13	8:00	13:30	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	5:00	0:00	8:15	13:15	8:02	13:15	8:15	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:00	8:45	13:30	8:45	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:41	13:39	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:40	13:39	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:50	0:00	8:45	13:15	8:44	8:45	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:50	0:00	9:00	13:30	8:58	0:00	9:00	13:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:50	0:00	9:00	13:30	8:44	13:39	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:75	0:00	9:00	13:30	8:45	13:49	9:00	13:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	5:50	0:00	8:00	13:30	8:01	13:59	8:00	13:10	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:25	0:00	8:15	12:30	8:14	12:59	8:15	13:10	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:50	0:25	8:45	13:30	8:41	13:37	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:41	13:38	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:50	0:25	8:45	13:30	8:42	13:36	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:75	0:00	8:45	13:30	8:40	13:36	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:35	0:00	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:45	13:38	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:75	0:00	8:45	13:30	8:42	13:37	8:45	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:25	0:25	9:00	13:30	8:41	13:41	9:00	13:10	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:50	0:00	9:00	13:30	8:59	13:37	9:00	13:10	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:50	0:00	9:00	13:30	8:44	13:41	9:00	13:10	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:00	0:00	15:00	19:00	14:56	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:55	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:55	19:00	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:57	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:52	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:45	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:45	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:49	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:00	0:00	15:00	19:00	14:43	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:00	0:00	15:00	19:00	14:54	19:05	15:00	19:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:56	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:58	19:01	15:00	19:00	Authorised	Normal	Casual Theatre	Merchandise Sell	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:58	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	Theatre
		01/10/20	4:00	0:00	15:00	19:00	14:55	19:02	15:00	19:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	Room on the Broom
		01/10/20	4:00	0:00	15:00	19:00	14:55	0:00	15:00	19:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	1:25	0:00	9:00	10:15					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	3:00	0:00	9:00	12:00					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	1:75	0:00	9:00	10:45					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	8:00	0:50	9:00	17:30					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	3:00	0:00	9:00	12:00					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	4:50	0:00	9:00	13:30					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	7:25	0:50	9:00	16:45					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	4:00	0:00	9:00	13:00					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	5:00	0:00	9:00	14:00					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	4:50	0:00	9:00	13:30					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	3:25	0:00	9:00	12:15					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		01/10/20	4:50	0:00	9:00	13:30					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID

Time Target Shifts Report for the month of October 2020 - FOH																				
Code	Name	Date	Hours	Bk	Start	End	Act	Art	Start	End	Not End	Station	Type	Profile	Role	Shift	Dept	Location	Location ID	Event
		06/10/20	2.75	0.00	9:00	11:45							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	2.00	0.00	9:00	11:00							Authorized	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	1.50	0.00	9:00	10:30							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:32	22:26	18:30	22:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:59	22:26	18:30	22:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:24	0:00	18:30	22:30			Authorized	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:30	22:26	18:30	22:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:32	22:27	18:30	22:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:52	22:26	18:30	22:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		06/10/20	4.00	0.00	18:30	22:30	18:28	22:26	18:30	22:30			Authorized	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	5.75	0.50	9:00	15:15							Authorized	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	1.00	0.00	9:00	10:00							Authorized	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	2.50	0.00	9:00	11:30							Authorized	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	4.50	0.00	9:00	13:30							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	6.75	0.50	9:00	16:15							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	1.00	0.00	9:00	10:00							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	3.75	0.00	9:00	12:45							Authorized	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	COVID
		07/10/20	4.75	0.00	9:00	13:45							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30	17:15	21:33	17:30	21:30			Authorized	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30	17:27	21:27	17:30	21:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30	16:59	21:30	17:30	21:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30	16:59	21:30	17:30	21:30			Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30							Authorized	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	COVID
		09/10/20	4.00	0.00	17:30	21:30	17:30	21:32	17:30	21:30			Authorized	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	COVID
		10/10/20	6.00	0.50	17:15	23:45	16:41	0:04	17:00	23:30										

Code	Name	Act	Start	End	Hour	Bk	Date	Act	Start	End	Hour	Bk	Date	Type	Status	Profile	Role	Shift	Dept	Location	Location ID	Cont	Event
							06/10/20		2:25	0:00	9:00	11:45					Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20		2:00	0:00	9:00	11:00					Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20		1:50	0:00	9:00	10:30					Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:32	22:26	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:53	22:26	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:24	0:00	18:30	22:30	Authorised	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:24	0:00	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:30	22:26	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:30	22:27	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:52	22:27	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							06/10/20	4:00	0:00	18:30	22:30	18:28	22:26	18:30	22:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	5:75	0:50	9:00	15:15						Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	1:00	0:00	9:00	10:00						Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	2:50	0:00	9:00	11:30						Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	4:50	0:00	9:00	13:30						Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	2:50	0:00	9:00	11:30						Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	6:25	0:50	9:00	16:15						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	1:00	0:00	9:00	10:00						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	3:25	0:00	9:00	12:45						Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre		COVID
							07/10/20	4:25	0:00	9:00	13:45						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30	17:15	21:33	17:30	21:30	Authorised	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30	17:27	21:27	17:30	21:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30	16:59	21:30	17:30	21:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30	16:59	21:30	17:30	21:30	Authorised	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30						Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
							09/10/20	4:00	0:00	17:30	21:30												

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

Code	Name	Date	Hours	Start	End	ACT	Start	End	Vol	Event
		14/10/20	7.50	0.50	9.00	17.00				COVID
		14/10/20	4.00	0.00	9.00	13.00				COVID
		14/10/20	4.75	0.00	9.00	13.45				COVID
		14/10/20	2.00	0.00	9.00	11.00				COVID
		14/10/20	3.25	0.00	9.00	12.15				COVID
		14/10/20	5.50	0.50	9.00	15.00				COVID
		14/10/20	3.25	0.00	9.00	12.15				COVID
		14/10/20	2.25	0.00	9.00	11.15				COVID
		14/10/20	6.25	0.50	9.00	16.15				COVID
		14/10/20	3.25	0.00	9.00	12.15				COVID
		14/10/20	0.50	0.00	9.00	9.30				COVID
		14/10/20	3.50	0.00	9.00	12.30				COVID
		15/10/20	4.50	0.00	17.30	22.00	17.24	22.14	17.30	Return to Escape From Woomera - RESCHED
		15/10/20	4.25	0.00	17.45	22.00	17.40	22.12	17.45	Theatre
		15/10/20	4.25	0.00	17.45	22.00	17.38	22.30	17.45	Theatre
		15/10/20	4.00	0.00	18.00	22.00	17.45	22.11	18.00	Return to Escape From Woomera - RESCHED
		15/10/20	4.00	0.00	18.00	22.00	17.49	22.13	18.00	COVID
		15/10/20	4.00	0.00	18.00	22.00	17.49	22.12	18.00	Return to Escape From Woomera - RESCHED
		15/10/20	4.00	0.00	18.00	22.00	17.47	22.13	18.00	COVID
		15/10/20	4.00	0.00	18.00	22.00	17.49	22.13	18.00	Return to Escape From Woomera - RESCHED
		15/10/20	4.25	0.00	18.00	22.15	17.52	22.25	17.45	Theatre
		16/10/20	4.50	0.00	17.45	22.15	17.39	22.24	17.45	Return to Escape From Woomera - RESCHED
		16/10/20	4.50	0.00	17.45	22.15	17.39	22.24	17.45	COVID
		16/10/20	4.25	0.00	18.00	22.15	17.54	22.17	18.00	Return to Escape From Woomera - RESCHED
		16/10/20	4.25	0.00	18.00	22.15	17.48	22.18	18.00	Return to Escape From Woomera - RESCHED
		16/10/20	4.25	0.00	18.00	22.15	18.01	0.00	18.00	Return to Escape From Woomera - RESCHED
		16/10/20	4.25	0.00	18.00	22.15	17.57	23.19	17.30	Theatre
		16/10/20	4.50	0.00	17.45	22.15	17.39	22.24	17.45	Return to Escape From Woomera - RESCHED
		16/10/20	4.50	0.00	17.45	22.15	17.39	22.24	17.45	COVID
		16/10/20	4.25	0.00	18.00	22.15	17.52	22.25	17.45	Return to Escape From Woomera - RESCHED
		16/10/20	4.00	0.00	18.15	22.15	18.13	22.20	18.00	Theatre
		16/10/20	4.00	0.00	18.30	22.30	18.24	22.20	18.30	Return to Escape From Woomera - RESCHED
		17/10/20	5.75	0.00	17.45	23.30	17.48	23.31	17.45	COVID
		17/10/20	5.00	0.50	18.00	23.30	17.53	0.00	18.00	Return to Escape From Woomera - RESCHED
		17/10/20	5.25	0.25	18.00	23.30	17.52	23.32	18.00	COVID
		17/10/20	5.25	0.25	18.00	23.30	17.40	23.35	18.00	Return to Escape From Woomera - RESCHED
		17/10/20	5.25	0.25	18.00	23.30	17.46	23.32	18.00	Theatre
		17/10/20	5.25	0.25	18.00	23.30	17.55	23.32	18.00	Return to Escape From Woomera - RESCHED
		17/10/20	5.25	0.25	18.00	23.30	17.47	23.34	18.00	COVID
		20/10/20	2.75	0.00	9.00	11.45				COVID
		20/10/20	3.75	0.00	9.00	12.45				COVID
		20/10/20	3.25	0.00	9.00	12.15				COVID
		20/10/20	7.00	0.50	9.00	16.30				COVID
		20/10/20	5.75	0.50	9.00	15.15				COVID
		20/10/20	3.75	0.00	9.00	12.45				COVID
		20/10/20	0.50	0.00	9.00	9.30				COVID
		20/10/20	3.75	0.00	9.00	12.45				COVID
		20/10/20	4.00	0.00	9.00	12.00				COVID
		20/10/20	7.25	0.50	9.00	16.45				COVID
		20/10/20	3.75	0.00	9.00	12.45				COVID
		20/10/20	5.00	0.00	9.00	14.00				COVID
		20/10/20	7.00	0.50	9.00	16.30				COVID
		20/10/20	0.75	0.00	9.00	9.45				COVID
		20/10/20	3.50	0.00	9.00	12.30				COVID
		20/10/20	6.25	0.50	9.00	15.45				COVID
		20/10/20	3.25	0.00	9.00	12.15				COVID
		20/10/20	1.00	0.00	9.00	10.00				COVID
		21/10/20	4.75	0.00	9.00	13.45				COVID
		21/10/20	5.00	0.00	9.00	14.00				COVID
		21/10/20	4.00	0.00	9.30	13.30	13.23	13.24	9.30	COVID
		21/10/20	4.00	0.00	9.30	13.30	9.22	13.29	9.30	COVID

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

Code	Name	Date	Hours	Bk	Start	End	Act. Start	Act. End	Rest. Start	Rest-End	Status	Type	Profile	Role	Shift	Dept.	Location	Location ID	Cost	Event
		27/10/20	4:75	0:00	9:30	14:15	9:15	14:15	9:30	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	9:30	13:30	9:29	18:05	9:30	13:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:50	0:00	17:30	22:00	17:25	22:00	17:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	17:45	21:45	17:38	21:43	17:45	21:45	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6	6	Theatre
		27/10/20	4:00	0:00	17:45	21:45	17:40	21:44	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	17:45	21:45	17:39	21:47	17:45	21:45	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse	6	6	Theatre
		27/10/20	4:00	0:00	18:00	22:00	17:59	18:05	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:57	22:53	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:52	21:59	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:50	0:00	17:30	22:00	17:25	21:50	18:00	22:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:50	0:00	17:30	22:00	17:29	21:57	17:30	22:30	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6	6	Theatre
		27/10/20	4:00	0:00	17:45	21:45	17:39	21:43	17:45	21:45	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	17:45	21:45	17:37	21:49	17:45	21:45	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:59	21:58	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:57	21:58	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:56	21:59	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:58	21:58	18:00	22:00	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	5:00	0:00	17:30	22:30	17:26	22:26	17:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	17:45	21:45	17:39	21:41	17:45	21:45	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse	6	6	Theatre
		27/10/20	4:00	0:00	17:45	21:45	17:32	21:43	17:45	21:45	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:49	22:00	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:49	22:00	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:45	21:55	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:45	21:55	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:54	21:57	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	4:00	0:00	18:00	22:00	17:47	22:00	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	COVID
		27/10/20	4:00	0:00	18:00	22:00	17:47	22:00	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Normal
		27/10/20	3:00	0:00	9:00	12:00	17:59	22:00	18:00	22:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	2:50	0:00	9:00	11:30					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	5:25	0:50	9:00	14:45					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	2:25	0:00	9:00	11:15					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	0:50	0:00	9:00	9:30					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	0:25	0:00	9:00	9:15					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:25	0:00	9:00	13:15					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	5:50	0:50	9:00	15:00					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:50	0:00	9:00	13:30					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	6:50	0:50	9:00	16:00					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	2:75	0:00	9:00	11:45					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	2:25	0:00	9:00	11:15					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	3:75	0:00	9:00	12:45					Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	3:25	0:00	9:00	12:15					Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	7:50	0:50	9:00	17:00					Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	18:30	22:30	18:29	22:26	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	18:30	22:30	18:28	22:26	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	18:30	22:30	18:27	22:27	18:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	9:00	13:00	8:45	0:00	9:00	13:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	5:50	0:50	9:00	15:00	8:49	0:00	9:00	15:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	9:00	13:00	8:53	0:00	9:00	13:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	9:00	13:00	8:55	13:10	9:00	13:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:00	0:00	9:00	13:00	8:55	13:10	9:00	13:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre	1	1	COVID
		27/10/20	4:75	0:25	15:00	20:00	14:55	19:57	15:00	20:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse	6	6	Contour 556 Symposium

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

Code	Name	Date	Mount	Box	Start	End	Act	Act End	1900 Start	Event Start	Type	Profile	Role	Shift	Dept	Location	Location ID	Cost	Event
		29/10/20	4.75	0.00	15:00	19:45	14.54	19:42	15.00	20:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		COVID
		29/10/20	4.75	0.00	15:00	19:45	14.51	19:44	15.00	20:00	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse		COVID
		29/10/20	4.75	0.00	15:00	19:45	14.51	19:41	15.00	20:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		Constar 555 Symposium
		30/10/20	5.00	0.00	18:00	23:00	18.07	23:15	18.00	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		Sort: Our Two Skins
		30/10/20	4.25	0.00	18:00	22:15	18.04	22:47	18:15	22:15	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse		Theatre
		30/10/20	4.75	0.00	18:15	23:00	18.18	23:03	18:15	22:15	Authorised	Normal	Casual Theatre	Merchandise Sales	SHIFT	Front of House	Playhouse		Sort: Our Two Skins
		30/10/20	4.00	0.00	18:15	22:15	18.14	22:18	18:15	22:15	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Playhouse		Theatre
		30/10/20	4.50	0.00	18:30	23:00	18.14	22:50	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		Sort: Our Two Skins
		30/10/20	4.50	0.00	18:30	23:00	18.21	23:03	18:30	22:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse		Theatre
		30/10/20	4.50	0.00	18:30	23:00	18.28	22:50	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		Sort: Our Two Skins
		30/10/20	4.50	0.00	18:30	23:00	18.22	22:50	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		Sort: Our Two Skins
		30/10/20	4.50	0.00	18:30	22:45	18.22	22:50	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		COVID
		30/10/20	4.00	0.00	18:30	22:50	18.22	0.00	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		COVID
		30/10/20	4.50	0.00	18:30	23:00	18.28	22:53	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		COVID
		30/10/20	4.00	0.00	18:30	22:30			18:30	22:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Playhouse		COVID
		30/10/20	4.50	0.00	18:30	23:00	18.26	22:50	18:30	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Playhouse		COVID
		31/10/20	4.00	0.00	10:00	14:00	11:24	13:36	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	4.00	0.00	10:00	14:00	12:30	0.00	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	4.00	0.00	10:00	14:00	10:08	13:38	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	4.00	0.00	10:00	14:00	10:07	13:17	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	4.00	0.00	10:00	14:00	10:08	13:39	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	4.00	0.00	10:00	14:00	10:09	0.00	10:00	14:00	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		CTC Training
		31/10/20	5.00	0.00	17:30	22:30	17:27	22:58	17:30	22:30	Authorised	Normal	Casual Theatre	Duty Manager	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.00	0.00	17:45	21:45	17:36	21:52	17:45	22:45	Authorised	Normal	Casual Theatre	Bar Primary	SHIFT	Front of House	Canberra Theatre		Theatre
		31/10/20	4.50	0.00	18:00	22:30	18:16	22:42	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.00	0.00	18:00	22:00			18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
		31/10/20	4.00	0.00	18:00	22:00			18:00	22:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre		COVID
		31/10/20	4.00	0.00	18:00	22:00	17:59	22:02	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		COVID
		31/10/20	4.00	0.00	18:00	22:00	17:53	22:10	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.50	0.00	18:00	22:30	17:55	22:40	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.50	0.00	18:00	22:30	17:52	22:42	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.50	0.00	18:00	22:30	17:47	22:42	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.50	0.00	18:00	22:30	17:51	22:59	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.50	0.00	18:00	22:30	17:53	22:41	18:00	22:30	Authorised	Normal	Casual Theatre	Usher	SHIFT	Front of House	Canberra Theatre		Hooked on Classics RESCHED
		31/10/20	4.00	0.00	18:00	22:00	17:56	0.00	18:00	22:30	Authorised	Normal	Casual Theatre	Bar	SHIFT	Front of House	Canberra Theatre		Theatre

Attachment D

Canberra Theatre Centre COVIDSafe Operations Report – version 1.10



OFFICIAL

Canberra Theatre Centre - COVIDSafe Operations

Version 1.10

Original document creation: June 2020

Current version updated: 21st October 2020

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

The following are the individual Department Plans for COVID operations currently in place for October 2020

- Administration
- Technical
- Box office
- Front of House

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

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

OFFICIAL

PRODUCTION/EVENT - COVID SAFE PLAN

PRODUCTION/EVENT NAME:

SHOW/EVENT TIMES:

DATES:

RUNTIME:

INTERVAL DURATION:

VENUE:

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

Version October v1.10

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: -
- Physical distancing between audience groups, seat gap: -
- Balconies open? YES/NO/NA
- Are any High-Risk groups expected to attend? YES/NO
 - If YES, details:

Venue Foyers

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

Canberra Theatre Centre Administration Covid -19

Operational Procedure

Staff:

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

The Canberra Theatre Centre Technical Department

Covid-19 Operational Procedure

Technical Staff:

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

- Distancing and contact
 - Face to face conversations for no longer than 15mins
 - Minimum distance of 1.5mtr with all close contact
 - No longer than 2 hours in a small room or confined space with another person
 - Where practical the limit of 1 person per 4m2 can be applied
 - Back of House and stage areas are classified as a workspace, and 1 person per 4m2 does not apply for staff and productions
- Daily cleaning
 - Technical staff clean and wipe down surfaces with disinfectant and disposable cloths every morning
 - All door handles
 - Bathroom and kitchen taps
 - Common surface areas

Production operations:

Hirers/Clients/Touring:

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

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

Informed Consent – Close Proximity:

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

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

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

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

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

• Props

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

• Sets

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

• Hair & Makeup

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

- Wardrobe & Costume

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

- Orchestra / Musicians

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

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

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

The Canberra Theatre Centre Box Office

Operational Procedure under Covid-19 restrictions

Staff:

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

During your shift:

- Keep the Box Office clean and sanitized at all times
 - Only serve customers from the stations set up behind sneeze guards.
 - No more than 2 people serving customers at the front counter at any time.
 - Do not keep pens and Eftpos machines on the front counter, provide them on an as necessary basis.
 - Encourage the use of etickets where possible to minimise contact and handling at all points of the event.
 - Ask for card payment if possible. If cash or cheque must be used, please wash your hands after handling.
 - Be conscious of serving the patrons quickly and efficiently so the time spent at the counter is kept to the minimum required.
 - Sneeze guards, benches, front counter, Eftpos machines, shared pens, workstations, and door handles must be cleaned at regular intervals using disinfectant.
 - Ensure sanitization stations are always fully stocked and operational.
 - Wash your hands and use sanitizer on regular basis.
 - No more than 2 people in the lunchroom space at any time. Always clean and sanitize all surfaces in the lunchroom after use.

At the end of your shift:

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

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

- A permanent separation between patrons and box office counter staff is in place with the addition of Perspex sneeze guards at each of the ticketing terminals across the front counter.
- In order to socially distance between staff, a maximum of 2 counter staff will operate at any given time. Staff will not use terminal 2 to ensure they are 1.5m from the team member at any time.
- Floor decals will be installed on the floor adjacent to the counter to indicate to patrons where they should queue safely.
- Wherever possible, the use of electronic tickets will be encouraged to eliminate possible contact with the patron at the time of purchase or on event day upon presentation of ticket to usher staff.
- Cash and cheques will no longer be accepted, and contactless payments will be encouraged.
- POS terminals will be assigned for use by one staff member per shift and thoroughly cleaned and sanitized between shifts.
- Pens and Eftpos machines will not be stored on the front counter and will only be provided as required. Sneeze guards, benches, front counter, Eftpos machines, shared pens, workstations, and door handles will be cleaned at regular intervals using disinfectant.
- Where Box Office ticketing operations are conducted away from the Front Desk, appropriate safety measures will be in place to create separation between patrons and staff, either using sneeze guards or tables.

Call Centre – Box Office

- Upon arrival at the Box Office, staff will be asked to wash their hands prior to starting a shift or using any equipment.
- Staff will be required to clock into their shift using their own device (mobile phone) instead of the shared tablet. Hot desking will be limited, and staff will use their assigned workstations. Where a workstation needs to be shared, alcohol disinfectant swabs will be used to clean equipment between shifts.
- No more than 2 people will be allowed in the lunchroom space at any time and the space will be cleaned and sanitized after use.

Patron Contact Tracing

- In order to effectively trace all patrons and visitors entering the venue, Canberra Theatre Centre will apply 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.

Warnings and Advice to Patrons

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

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

Ticket Sales and Venue Capacity

Ticket sales and capacity for each of the venue will be determined by the relevant restrictions in place at the time of the performance. 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.
- Seats will be sold using the "Checkerboard" method, leaving socially distanced spacing between patrons or groups.

The Canberra Theatre Centre Front of House

Covid-19 Operational Procedure

Staff:

Rostering

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

Physical distance from contractors, tech team and cast where applicable

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

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

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

Hygiene standards

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

Physical distancing

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

Mental well being

Enquire about staff mental wellbeing at every shift

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

Patrons/Public:

Entry/Exit

Separate Entry/ Exit at main entrances into venue

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

Requirement of entry:

- Contact details for contact tracing will be required at the door if not already obtained via ticket purchase.

Sanitizing Stations

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

Auditorium Entrance Queues

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

Signage

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

Information on signage at main entrances will include:

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

Capacity

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

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

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

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

Link Bar-- Canberra Theatre and Playhouse events

- Link foyer sofas will be removed and replaced with chairs arranged 1.5m apart.
- Patrons will be allowed to purchase drinks at the bar to be consumed inside the venue, once seated.

Foyer announcement

Announcements by Duty Managers to remind patrons of restrictions.

The content of these announcements will include:

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

Bar

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

Cloaking

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

Flyers & Postcards (Marketing, Promotional Material)

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

Seat Drops & Programs

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

Cleaning & Sanitising

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

- All 'high-touch areas' of the venue where there is regular human contact with surfaces will be cleaned and sanitised by staff preshow, pre interval, post interval and after each public event / performance.
- 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.

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.*

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

(UPDATED AS AT 3 August 2020)

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

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

The situation in the ACT

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

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

Case definitions

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

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

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

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

COVID-19 in the workplace

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

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

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

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

Risk assessments

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

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

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

Where a worker is diagnosed with COVID-19

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

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

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

- isolate the worker from others and arrange for the worker to immediately leave the workplace safely, preferably using a personal mode of transport. If the employee is reluctant to leave the

workplace, they can be directed to do so (authority provided under the Work Health and Safety Act 2011 and section 9(1)(c) of the *Public Sector Management Act 1994*).

- quarantine any areas used by the worker until advice is received from ACT Health on cleaning requirements
- ask the worker to seek advice from ACT Health or their medical practitioner, to follow this advice, and to regularly keep in touch with their manager.

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

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

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

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

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

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

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

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

If a worker is a suspect case

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

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

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

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

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

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

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

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

If a worker is a potential case

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

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

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

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

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

Where a worker is directed to quarantine

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

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

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

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

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

Working from home arrangements

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

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

Where the situation is unclear

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

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

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

Leave arrangements

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

Further resources and information:

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

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



If the worker:

