

Attachment A

Redacted Performance Reports

Period 1 March to 22 June 2021

FOH Performance Report

Duty Manager:	
Event:	Wilegal
Perf. Date:	Friday, 5 March 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1906
Clearance:	1933
Curtain Up:	1934
Interval:	NA
Doors Closed:	NA
Curtain Down:	2059

Event Information:

An older [redacted] approached me saying [redacted] felt a little concerned as [redacted] was unable to sign in using the QR code because [redacted] did not have a phone. I after cheking with [redacted] that [redacted] had given all of [redacted] contact details to BO I explained that [redacted] could still go in but [redacted] insisted that we should have a system in place so we can sign in patrons using the QR code who may be in extenuating circumstances. 2 QR codes placed on the entry to Civic Square, Consierge stationed at Theatre Lane was constantly moving to help alleviate congestion from Civic Square while also cathcing all patrons entering from Theatre Lane. Concierge staff stated that juggling exceptional customer service, reminding social distancing and informing patrons of the new QR codes was difficult. All other patrons who were able to sign in with the CBR app did so. [redacted] security.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.17

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Spacey Jane
Perf. Date: Saturday, 6 March 2021
Perf Time: 1700 / 2030
Perf No.: 1/2 and 2/2
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1631 / 2002
Clearance: 1700 / 2030
Curtain Up: 1704 / 2030
Interval: 1734 / 2100
Doors Closed: 1801 / 2127
Curtain Down: 1902 / 2230

Event Information:

[REDACTED] Staff, [REDACTED] staff, [REDACTED] for both shows; All patrons required to sign in with CBR app and over 18's wristbanded at main entrance which caused some congestion
1700 show: Spacey Jane wnet up without having the house handed back, [REDACTED] accessed the foyer post show and were advised by management they couldn't do any signing or photos however they tried to do on multiple occassions; Marketing screens went down at 1730, however following phone calls were put back on at 1740; Staff member advised of chest pains at 1834 - referred to medic and risk man completed [REDACTED]; Post show patron was slumped on floor in toilets under [REDACTED] security spoke with patron who advised they were ok, however asked medic to be nearby just in case, with patron walking from the venue with ease; Support Act reminded patrons to remain seated, Spacey Jane weren't required to as all patrons remained seated
2030 show: Security called to [REDACTED] stage door as patrons were drinking and appeared to be underage - they didn't appear intoxicated and were not on premises, so made note of their seats to monitor; Patron in [REDACTED] was caught vaping in toilets, was noticed to be intoxicated so refused further service and provided [REDACTED] with water; Patron in row [REDACTED] was vaping and had this confiscated by security rather than evicting [REDACTED] from the premises; Several patrons in [REDACTED] group were advised to remain seated and one of the party was evicted from the premises during the last show as [REDACTED] was continually standing up and trying to encourage others around [REDACTED] to stand up; When Booster seat came on, most of the crowd stood up, however the band were brilliant and told all patrons to sit down which they complied which made our job so much easier; Patron vomited at seat [REDACTED], has been cleaned with vomit kit; Patron departing the venue had an anxiety/panic attack and was tended to by the medic who advised [REDACTED] wasn't reporting as [REDACTED] just wanted someone to talk to; Ushers cleaned up multiple drug paraphernalia such as canisters and drug bags as well as vapes; Merchandise sold pre and post show, [REDACTED] to be collected later, with last patron departing at 2300

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.17

Observations-actions requiring attention prior to next event: QR code to scan causes some congestion

FOH Covid Safe Plan breaches or reportable patron events NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Watchu Talkin Bout Wil
Perf. Date:	Saturday, 6 March 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1902
Clearance:	1933
Curtain Up:	1933
Interval:	NA
Doors Closed:	NA
Curtain Down:	2107

Event Information:

Doors opened to Wil shortly after [REDACTED] first show had finished, concierge and security staff did an excellent job making sure [REDACTED] audience did not re-enter while also ensuring Wil's scanned in using the correct QR code. Post show, PH glass doors were locked to make sure audiences stayed separate as [REDACTED] had just started their interval. Some of the first patrons to exit after Wil's show had concluded pressed the emergency release to exit through PH glass doors, after I found the released tripped I reset it, this was at approximately 2109. Pink 18+ wrist bands worked very well to keep bar flowing smoothly and minimised congestion within bar queues as a significant number of patrons either were underage or looked it. [REDACTED] security, [REDACTED] staff.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.17

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Door [REDACTED] fluid down door from the soft close mechanism.

FOH Performance Report

Duty Manager:	
Event:	Sydney Comedy Festival
Perf. Date:	Friday, 12 March 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1859
Clearance:	1934
Curtain Up:	1934
Interval:	2025
Doors Closed:	2045
Curtain Down:	2141

Event Information:

At 1920, patrons were creating congestion in the Civic Square-side entry due to QR code sign-in, security staff moved outside to remind patrons to distance and keep the line orderly.

At 1940, two patrons with tickets for [REDACTED] arrived but had their seats occupied by other patrons. As to not cause a scene while the show was going on, the [REDACTED] usher offered the couple available seats in [REDACTED] and ensured they would be moved to their correct seats during the interval. The couple were annoyed they were unable to move to their allocated seats but accepted the seats in [REDACTED], a pair of complimentary drink vouchers were offered to them for the inconvenience. They accepted and were satisfied.

[REDACTED] security

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Teeny Tiny Steevies
Perf. Date:	Saturday, 13 March 2021
Perf Time:	1030
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1006
Clearance:	1033
Curtain Up:	1033
Interval:	NA
Doors Closed:	NA
Curtain Down:	1130

Event Information:

A [REDACTED] was cross at a concierge staff as [REDACTED] foot slid slightly from the sanitiser residue on the floor. The concierge staff appologised and quickly cleaned it up explaining that children often throw the sanitiser on the floor rather than use it to sanitise their hands.

Teeny Tiny's rider was not delivered. Between BOH and FOH staff, food was bought, prepared setup in the green room during the show.

Photos taken with the cast in CT foyer next to CT merch, the cast stood behind chair placed 1 metre in front of them with the chairs being sanitised inbetween. [REDACTED] looking after queuing and distancing, [REDACTED] sanitising the chairs between photos and [REDACTED] helping on merch. Pax: [REDACTED]

Merch and photo lines caused some congestion initially but once most patrons had moved through lines were neat and orderly. last patrons left at 1210

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

On the cealing above door 1, some wires are exposed in a plasic casing

FOH Performance Report

Duty Manager:	
Event:	Joel Creasey
Perf. Date:	Saturday, 13 March 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1858
Clearance:	1938
Curtain Up:	1939
Interval:	NA
Doors Closed:	NA
Curtain Down:	2056

Event Information:

staff; Venue set up with bollards in link bar to split patrons patrons having access to PH end of link bar with two POS and toilets and Joel Creasey for other end (and main foyer). This set up caused agitation with patrons as they had to use CT toilets and we needed additional staff to ensure patrons were not ducking under the bollards against our direction; Patrons were lining up as usual for the bar with the line having to snake back across the main foyer as patrons had nowhere else to line up with the split of the area; Scanning of QR codes took significant time and caused congestion (please see photo), as most patrons arrived 15 minutes before show commencement, we arranged for 5 staff with the assistance of box office to move down the line with two QR codes to move the line along, however the show still went up late; Joel encouraged patrons to access the bar throughout his show, however we had to close glass doors and advise patrons they couldnt purchase drinks from 2030 when show was at interval; Exit via emergency doors only as show at intermission

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: CBR check in app process needs to be streamlined

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:

FOH Performance Report

Duty Manager	
Event:	Tim Freedman
Perf. Date:	Saturday, 13 March 2021
Perf Time:	2000
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1940
Clearance:	2001
Curtain Up:	2002
Interval:	2032
Doors Closed:	2102
Curtain Down:	2221

Event Information:

At 1800, [REDACTED] brought to our attention that [REDACTED] intended to sell merch which was not previous organised. After a discussion with FOH managers we printed off terms on which merch could be sold, as [REDACTED] was rather angry. [REDACTED] (the opening act) both signed this document and understood that merch would be sold in line with our COVID safe plan. Two merch / signing tables were setup in the Link Foyer so that both acts would have enough space to sign while maintaining distance between themselves and the audience. Approximately [REDACTED] patrons bought merch with the last patrons leaving at: 2256. Queuing for merch and signing was monitored by [REDACTED] x usher staff to help remind patrons to sanitise and to distance appropriately. Having the PH emergency exits open post-show for egress helped greatly to relieve congestion in the foyer when signing and merch was being sold.

Pre-show, having the bar split in half with bollards made patrons frustrated as [REDACTED] audience were unable to use the Link bar toilets. Several patrons tried to duck under the bollards who were then instructed to use the bathrooms in the CT foyer. Overall, this created a large area for a small number of staff to cover making it difficult for ushers and concierge to effectively communicate to all patrons where the correct facilities and bar persons they could go to. Additional congestion was caused at the front entry with a large number of patrons arriving shortly before the start of [REDACTED] show caused by QR code sign-in. This meant that a couple of Tim's audience members ended up following the crowd into [REDACTED] show to soon realise they entered into the wrong show.

[REDACTED] security (shared with [REDACTED])

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

2 x downlights near [REDACTED] out.

FOH Performance Report

Duty Manager:	
Event:	The Gruffalo's Child
Perf. Date:	Friday, 19 March 2021
Perf Time:	1000 & 1200
Perf No.:	1 & 2 / 5
Venue:	Canberra Theatre
Pax:	
Doors Open:	0934 & 1145
Clearance:	1006 & 1204
Curtain Up:	1010 & 1205
Interval:	NA
Doors Closed:	NA
Curtain Down:	1108 & 1303

Event Information:

1000:

Pre-show I asked production if, in the chance of late schools, we would be able to hold for 5 minutes to seat as many patrons as possible before the show started, production agreed. However, at 0952 I approached the SM and informed [REDACTED] that we only had [REDACTED] schools seated and currently there were [REDACTED] the foyer about to be loaded in, and that we would likely require the extra 5 minutes to seat the schools yet to come to which she agreed. [REDACTED] the schools arrived after 0958 making the task of checking them in, sanitising every student and seating them within the extra 5 minutes a challenge as one of the schools had more than [REDACTED] members. I gave clearance once that school was seated but informed the SM that there were still [REDACTED] in the foyer, but ushers had been briefed and were able to seat them in the dark. the SM decided to graciously hold the show for an additional 5 minutes so that every school was seated before the commencement of the show. Highly recommended that for future school shows reminders be sent out to the schools asking them to arrive early.

1200:

Touched base with production who said if we needed to go up 10 minutes late, we could, I said that would not be necessary. Similarly, to the 1000 show, some schools arrived close to the start of the show. Due to the number of kids, and the lack of adults, we opted not to hand out booster seats as most children would be able to see over the heads of other children seated in front of them and we can guarantee a tighter turnaround. However, one teacher looking after some young children forcefully assured us that [REDACTED] children would need booster seats to see. After [REDACTED] had confronted multiple staff, we then brought 8 boosters to [REDACTED] after the show had started as [REDACTED] was very insistent. This same school also complained that we had not given them enough seating however ushers assured me that they had told this group, as they did to everyone, that teachers must be sat on the ends of each row and that the teachers will have to make sure they themselves have reserved that seat. This group did not do that as they were planning on sitting behind the students together. In the end there were some seats available near them that they did not realise had also been allocated to them.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Emma Pask
Perf. Date:	Friday, 19 March 2021
Perf Time:	2000
Perf No.:	1/1
Venue:	The Playhouse
Pax:	
Doors Open:	1940
Clearance:	2000
Curtain Up:	2004
Interval:	2050
Doors Closed:	2110
Curtain Down:	

Event Information:

CBR code placed on the large media screen out the front which several patrons utilised, however weren't aware they needed to show us the green tick as this wasn't noted on the sign; [REDACTED] tried to access the toilets and when we explained we had an event on and if [REDACTED] didn't have a ticket [REDACTED] couldn't use our facilities due to COVID - [REDACTED] tried to tell us we were discriminating as just because [REDACTED] didn't have a ticket didn't mean [REDACTED] had COVID and I explained that we couldn't do any contact tracing - [REDACTED] then walked through the venue to theatre lane, came back in again and out the front doors; Emma Pask went to interval at 2050, BOH called to advise that [REDACTED] would not be going back on until 2115 as [REDACTED] thought [REDACTED] went to interval at 2055 - opted to hand the house back at our 20 minutes as there were minimal patrons still in the foyer anyway; [REDACTED] tried to get patrons to dance, and then said [REDACTED] wasn't sure if they could dance so suggested shrugging; Post show didn't open emergency doors for egress given the low number of patrons and the cold/wet weather; [REDACTED] were escorted via Playhouse stage door internally post show

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	The Gruffalo's Child
Perf. Date:	Saturday, 20 March 2021
Perf Time:	1000 / 1200 / 1600
Perf No.:	3, 4 & 5 / 5
Venue:	Canberra Theatre
Pax:	
Doors Open:	0931 / 1135 / 1537
Clearance:	1003 / 1201 / 1601
Curtain Up:	1004 / 1202 / 1602
Interval:	NA
Doors Closed:	NA
Curtain Down:	1102 / 1300 / 1700

Event Information:

1000: Approximately [REDACTED] patrons arrived after the show had gone up who were told they would have to wait 5 minutes for the soft lockout. Most patrons who arrived had heard 2-minute door call but were delayed getting tickets due to QR sign in. The show Relay was turned on shortly after patrons were stopped in the foyer. Usher explained the lock out procedure had been asked of us by the production and was not our policy. Patrons were angry for the short delay commenting that they did not understand why they had to wait outside as they had only arrived a few minutes late.

[REDACTED] showed ushers digital tickets for the [REDACTED]. [REDACTED] was adamant that [REDACTED] had opened the link under the Gruffalo header, [REDACTED] then showed me that when [REDACTED] pushed the Gruffalo link tickets for [REDACTED] appeared. [REDACTED] then showed me [REDACTED] purchase confirmation which showed that [REDACTED] had in fact bought seats in [REDACTED]. [REDACTED] was seated in [REDACTED] as I went and consult box office over the matter. Box Office informed me that if patrons purchase tickets for multiple shows within the same online transaction, tickets for both shows will appear in the PDF. They also confirmed the patron's actual seats were in [REDACTED]. At this point the show had started and other patrons had sat in the [REDACTED] seats. On further inspection a domino-like displacement of incorrect seating had occurred. Other patrons had taken it upon themselves to find other seats rather than approach a staff member when their seats had been taken. Patrons remained [REDACTED] and dispensed [REDACTED] which they were satisfied with.

A similar situation unfolded with a group who had not moved down the row far enough and were partially in their neighbour's seats. They eventually and reluctantly moved to their correct seating after ushers asked them to. The original patrons were abusive to staff saying that they had not done their job properly even though the overextended patrons admitted they were in the wrong.

Lots of patrons post-show took photos in front of the Gruffalo advert banner near merch which cause congestion, this has now been moved further away from merch to help separate the lines. Congestion at Civic Square pre-show, see notes at bottom.

1200: A child was sick in [REDACTED] which was cleaned up post show. for 1600 show, the group of [REDACTED] seated from [REDACTED] will shuffle across to [REDACTED] these seats are available.

Only a few patrons arrived late for this show and all understood and were happy to wait during the short lockout.

Congestion at Civic Square pre-show, see notes at bottom.

1600: Only a couple of patrons arrived after the show started. All but [REDACTED] patron was understanding. One [REDACTED] was a little flustered at the process and had an aggressive tone but did follow the instructions given. Congestion at Civic Square pre-show, see notes at bottom.

Due to tight turnaround, booster seats were not able to be thoroughly sanitised between shows as Glen20 leaves a strong odour that would linger for the entire day. Boosters were fully cleaned after the last show.

For all shows, congestion at the front entry meant that [REDACTED] had to be pulled from bar to help sanitise patrons and sign patrons in with the QR code. These additional staff went down the line to sanitise patrons before they reach the foyer and asked them to sign in using the QR on the outside billboard or to be ready to sign in upon entry and to show the concierge staff the green tick. Particularly for kids shows, sanitising takes a long time as most kids do not like sanitising and [REDACTED] are trying to sign in at the same time. Merch for all performances was sold at the CT merch desk as we had the threat of bad weather an originally planned to que patrons outside from LFS.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Down light out in [REDACTED].

FOH Performance Report

Duty Manager:	
Event:	VIP Event
Perf. Date:	Sunday, 21 March 2021
Perf Time:	1715
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1645
Clearance:	1715
Curtain Up:	1716
Interval:	N/A
Doors Closed:	N/A
Curtain Down:	1815

Event Information:

VIP Event. Main doors not opened until 1630 with several patrons arriving early and frustrated they were not able to enter the venue; Access to venue was extremely slow due to the QR code scanning and a large component of patrons being in the demographic who aren't familiar with the QR code or don't have a smart phone - Box Office and Admin staff required to assist; QR code was due to be displayed on the large screen outside at 1615, however following prompting was put up at 1633; Patrons served complimentary champagne on entry with link bar closed pre show; FOH staff had to be utilised to clean broken glass on [REDACTED] which delayed our ability to pre-pour and set up for patron access; At 1654 [REDACTED] arrived and requested where [REDACTED] was seated, FOH had received confirmation prior to the event that no reserved seats were required and as such this hadn't been arranged, however we were able to locate [REDACTED] near [REDACTED] where [REDACTED] had requested; Patron with walking frame requested to sit on [REDACTED] frame so we allowed [REDACTED] to sit in the wheelchair seats; Had been pre-alerted that a [REDACTED] wanted a seat with no stairs, however [REDACTED] didn't present [REDACTED] to box office or any staff noting we had reserved [REDACTED] in case this occurred; Provided with brochures at 1717 for staff to hand out post show and check box forms to place on tables in CT foyers with pens - we handed the brochures out post show, however this caused congestion at the doors during egress and then congestion at the box office with patrons selecting shows noting several patrons were confused as to what they were supposed to be doing - during service [REDACTED] requested FOH staff hand out check box forms to patrons which we did so along with pens; Only [REDACTED] patron broke glass in theatre; Even post show in link bar, FOH staff were unable to clear CT foyer as several patrons had seated themselves at the tables/chairs to eat/drink; Staff who were able to clear glasses were requested to enter/exit via theatre lane and emergency doors, however due to [REDACTED] this was difficult to do and the kitchen was being used by caterers so we couldn't move trolleys of glasses from the roller door to the dishwasher; [REDACTED] provided catering and 'table service', noting this caused congestion in the kitchen as they needed to set up trestle tables and hot boxes; Last patron departed at 1947

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: QR code causes ingress issues, and especially with wet weather caused some criticism from patrons

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: Congestion in kitchen with having FOH and Catering staff and difficult to maintain physical distancing

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Carpet pulling near



FOH Performance Report

Duty Manager:	
Event:	Kitty Flanagan
Perf. Date:	Monday, 22 March 2021
Perf Time:	1900
Perf No.:	1/7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1830
Clearance:	1900
Curtain Up:	1902
Interval:	N/A
Doors Closed:	N/A
Curtain Down:	2010

Event Information:

Given wet weather, agreed with [REDACTED] that doors would open at 1830 due to limited capacity in CYF foyer; umbrella buckets were placed out, however several patrons refused to use these as they didn't want their umbrellas stolen; Advised patrons on entry to scan QR code and explained that venue was General Admission and we had an exemption for the capacity; Chairs arranged at [REDACTED] request for photos post show, however [REDACTED] opted to stand and take photos with last patron departing at 2019; Upon entry post show it was noted the venue was quite warm despite air-conditioning being on, and [REDACTED] is aware of this and will ensure the temperature is turned down for remaining shows

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Emergency doors in CT - [REDACTED] is locked and secure however the [REDACTED]

FOH Performance Report

Duty Manager:	
Event:	Kitty Flanagan
Perf. Date:	Tuesday, 23 March 2021
Perf Time:	1900
Perf No.:	2/7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1834
Clearance:	1900
Curtain Up:	1901
Interval:	NA
Doors Closed:	NA
Curtain Down:	2008

Event Information:

Informal post-show photos with [REDACTED] During the show the CYS glass doors were locked with the intention of keeping un-ticketed public from entering the venue. The doors were unlocked shortly before the show came down. Patrons were good at distancing and signing in with the CBR app. [REDACTED].

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Anh Do
Perf. Date:	Wednesday, 24 March 2021
Perf Time:	2000
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1932
Clearance:	2002
Curtain Up:	2006
Interval:	NA
Doors Closed:	NA
Curtain Down:	2137

Event Information:

Pre-show moved patrons to [REDACTED] given interval for [REDACTED] was at 2001, this allowed for separation of patrons. Some congestion entering the venue, and major congestion at [REDACTED] on entry especially due to there being a large school group who entered via [REDACTED] which caused show to go up late; patron exited via [REDACTED] just after show commenced as [REDACTED] was unwell and didn't want to be far from the bathroom - we seated [REDACTED] inside [REDACTED] could enter/exit the venue as needed; Merchandise sold post show, despite bollards in place, there was a lengthy line which caused congestion; Egress via emergency doors only as [REDACTED] finished same time; [REDACTED] from 1800-2215; Last patron exited venue 2202 following merchandise sales

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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:

[REDACTED] isn't closing properly

FOH Performance Report

Duty Manager:	
Event:	Fan Girls
Perf. Date:	Wednesday, 24 March 2021
Perf Time:	1900
Perf No.:	1/3
Venue:	
Pax:	
Doors Open:	1836
Clearance:	1903
Curtain Up:	1907
Interval:	2006
Doors Closed:	2026
Curtain Down:	2131

Event Information:

Marketing screens went black at approximately 18:36. FOH reported to marketing team. Screens were back on at approximately 18:50.

asked for self harm show warning, phone numbers for Kids Helpline, SANE Australia and Headspace were provided to bar staff should any patrons like support. During interval came out into the foyer to take a few photos with patrons, they were wearing faceshield and distanced where possible. Near the end of the show a patron exited who was having a panic attack. A staff member approached and waited with the patron until the end of the show where she was collected by . Post show function started in at 2135. Formally finished at 2235 with the remaining handed back to BOH.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Blinking light outside

Lock on external closing.

FOH Performance Report

Duty Manager:

Event: Kitty Flanagan: Whiteboard Déjà Vu

Perf. Date: Wednesday, 24 March 2021

Perf Time: 1900

Perf No.: 3/7

Venue: Courtyard Studio

Pax:

Doors Open: 1830

Clearance: 1903

Curtain Up: 1904

Interval: NA

Doors Closed: NA

Curtain Down: 2010

Event Information:

NTR

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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:

NTR

FOH Performance Report

Duty Manager:	
Event:	Fan Girls
Perf. Date:	Thursday, 25 March 2021
Perf Time:	1900
Perf No.:	2/7
Venue:	Canberra Theatre
Pax:	
Doors Open:	1831
Clearance:	1903
Curtain Up:	1904
Interval:	2003
Doors Closed:	2023
Curtain Down:	2129

Event Information:

QR code on big screen at 1830 which assisted with entry in to venue; Several patrons for [REDACTED] thought they needed to collect tickets from box office, however redirected to [REDACTED] Over [REDACTED] arrived after the show commenced and given lockout placed the show on the screens, [REDACTED] was rather irritated and flustered as [REDACTED] couldn't find her tickets and was searching in [REDACTED] email whilst standing there as it was 1902, explained that I couldn't hold the show any longer and [REDACTED] would need to present at box office if should couldn't locate [REDACTED] tickets; Patron on [REDACTED] complained [REDACTED] seat was uncomfortable so moved to a fitted seat; patrons seated themselves in [REDACTED] and when the ticketholders arrived, unable to move them given the show has commenced so seated patrons at the rear and provided a [REDACTED] At interval [REDACTED] came in to link bar to take photos and walk amongst crowd; merchandise sold pre and post show by company; egress via emergency and main doors; last patron departed foyer at 2147

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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:

In bar near door next to shelves, lino is coming off wall and could become a trip hazard

FOH Performance Report

Duty Manager:	
Event:	Kitty Flanagan
Perf. Date:	Thursday, 25 March 2021
Perf Time:	1900
Perf No.:	4 / 7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1833
Clearance:	1900
Curtain Up:	1902
Interval:	NA
Doors Closed:	NA
Curtain Down:	2013

Event Information:

reserved seating signs placed on the to allow easy access for late-comers. I marked everyone off the guest list so that when all our patrons had arrived we could seat patrons in the reserved seating. All patrons arrived shortly before the start of the show. A few groups of patrons, who had print-at-home tickets, arrived without them but were able to confirm with me the booking name and number of tickets purchased and were let in. All patrons scanned in with the QR code and almost all patrons sanitised upon entry. Informal post-show photos, last patrons left at 2029.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Fan Girls
Perf. Date:	Friday, 26 March 2021
Perf Time:	1900
Perf No.:	3 / 6
Venue:	The Playhouse
Pax:	
Doors Open:	1834
Clearance:	1905
Curtain Up:	1908
Interval:	2006
Doors Closed:	2026
Curtain Down:	2132

Event Information:

Concierge staff on [REDACTED] placed [REDACTED] for the last 10 minutes before the show started, I filled in for concierge during this time. Patrons moved to [REDACTED] because the patrons were sandwiched between a school group seated on both sides. At 2058 a patron entered the venue but was stopped near PH glass doors as the show was currently at a lockout. Staff asked from afar if [REDACTED] was here to see the show or to pick up a patron. The patron slightly shook [REDACTED] head but did not speak to the staff. As staff approached the patron, [REDACTED] quickly left via the rear entry while acting as if [REDACTED] was answering a call, again not speaking. Staff reported not feeling in danger from the patron but did feel very uneasy with the patron's demeanour. Soon after [REDACTED] went outside to sweep the terrace and were instructed to return inside and to inform me immediately should anyone matching [REDACTED] description approached. The external doors from PH were not opened post show due to concern the patron may try to re-enter. Within the last 15 minutes, [REDACTED] entered the venue to pick up kids, all were checked in via the QR codes. Last patrons left at 2153

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

light flickering
Poster light outside also flickering.

FOH Performance Report

Duty Manager:

Event:

Kitty Flanagan

Perf. Date:

Friday, 26 March 2021

Perf Time:

1900

Perf No.:

5/7

Venue:

Courtyard Studio

Pax:

Doors Open:

1845

Clearance:

1901

Curtain Up:

1902

Interval:

NA

Doors Closed:

NA

Curtain Down:

2006

Event Information:

Informal post-show meet and greet. Last patron 2016.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Fan Girls
Perf. Date:	Saturday, 27 March 2021
Perf Time:	1400 & 1900
Perf No.:	4 & 5 / 6
Venue:	The Playhouse
Pax	
Doors Open:	1336 & 1830
Clearance:	1401 & 1903
Curtain Up:	1402 & 1904
Interval:	1501 & 2003
Doors Closed:	1520 & 2024
Curtain Down:	1626 & 2130

Event Information:

1400 show:

approached bar asking for an audio description device. They were informed that unfortunately this show was only live captioned and not audio described. They were offered our standard hearing assisting device but declined and asked for a refund. The patrons insisted our website had advertised audio description for this performance. I apologised for any miscommunication that may have happened on our end. After checking the website, it said the performance was live captioned only. In the end, the patrons were refunded but left disappointed as they had assumed audio description was available. For a short period of time, was stationed at the front entry to help with check ins. Many patrons entered the foyer at the same time while bar was comparatively quiet. Disregarding this momentary influx of patrons, scanning was smooth with minimal congestion.

1900 Show:

Patrons were a much steadier stream tonight and did not cause any significant congestion. Interval was considerably busier than the matinee show. put on bar for interval. All patrons scanned in with QR codes with most patrons sanitising upon entry. Patrons follow directions from staff well with no significant issues arising. Last patrons left at 2155.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Same as pervious report: [REDACTED] light flickering

Poster light outside [REDACTED] also flickering." [REDACTED]

FOH Performance Report

Duty Manager:

Event: Kitty Flanagan: Whiteboard Déjà Vu

Perf. Date: Saturday, 27 March 2021

Perf Time: 1900

Perf No.: 6/7

Venue: Courtyard Studio

Pax:

Doors Open: 1830

Clearance: 1902

Curtain Up: 1903

Interval: NA

Doors Closed: NA

Curtain Down: 2014

Event Information:

Informal post-show M&G. Last patron 2023.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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

FOH Covid Safe Plan breaches or reportable patron events:

Staff related Covid breaches/issues:

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Fan Girls
Perf. Date:	Sunday, 28 March 2021
Perf Time:	1700
Perf No.:	6/6
Venue:	The Playhouse
Pax:	
Doors Open:	1735
Clearance:	1701
Curtain Up:	1702
Interval:	1803
Doors Closed:	1822
Curtain Down:	1932

Event Information:

Upon entry, a patron informed us that a [REDACTED] had set up a sizeable dwelling on our access Civic Square access ramp. Upon inspection no one was there. The police were called and advised us that we could move their belongings. After conversing with management and BOH we decided that if we moved the construction, we could escalate the situation should the individual return. With the number of patrons not only in PH but also using the alley way to CYS we decided the potential risk of an aggressive individual was too great. The concierge on the Civic Square side was instructing any patrons who need access via a ramp to use the back entry instead. Several children came to the bar to purchase confectionary with cash, most left and returned with a card for payment. All patrons signed in with QR code, most sanitising upon entry. A few of [REDACTED] entered the Link Foyer to pick up tickets but were directed down to CYS

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

FOH Performance Report

Duty Manager:	
Event:	Kitty Flanagan
Perf. Date:	Sunday, 28 March 2021
Perf Time:	1900
Perf No.:	7/7
Venue:	Courtyard Studio
Pax:	
Doors Open:	1832
Clearance:	1900
Curtain Up:	1903
Interval:	NA
Doors Closed:	NA
Curtain Down:	2015

Event Information:

At 1753 when entering CYS foyer to set up, [REDACTED] was ringing the stage door bell and we let [REDACTED] in to the venue; All patrons scanned in with CBR app and all tickets collected with the exception of [REDACTED] Informal post show photos, last pax at 2024

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

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:	Taste of Ireland
Perf. Date:	Saturday, 3 April 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1903
Clearance:	1932
Curtain Up:	1934
Interval:	2020
Doors Closed:	2040
Curtain Down:	2135

Event Information:

Pre show VIP experience, booked for [REDACTED], however only [REDACTED] arrived - patrons advised to arrive at 1750 for experience from 1800-1820 yet several patrons arrived earlier at 1730 wanting access to facilities, informed them that we would open doors at 1750 as per their email; [REDACTED] patrons left the VIP experience at 1800 advising they had dinner plans and couldn't stay and I explained to them that the VIP was meant to commence at 1800 and they still wished to leave; Patrons moved to near [REDACTED] allow access, and was advised to wait there, at 1808 checked with [REDACTED] who was on stage and asked whether a [REDACTED] had come out to meet us and after informing [REDACTED] that nobody had, [REDACTED] told us to bring in the patrons - CT usher in venue for duration of VIP experience; Patrons in venue from 1808, however proper sound check didn't commence until 1830 and finishing at 1851 with patrons being confused as to what they were supposed to receive as part of VIP experience; Congestion entering venue with additional staff member placed on concierge to assist with check in - QR code placed on big screen and multiple check in points at doors; Due to VIP experience going over, glass doors were not open until 1857 and we were unable to undertake a COVID clean of the venue; Show held and sound desk advised as [REDACTED] arrived late and needed to enter via [REDACTED] took some time to reach the door; Merchandise sold by company and they requested we place feedback forms on patrons seats, advised this was against the COVID plan and we were unable to do, however could leave at merchandise for patrons; We had intended to hand these out post show, however due to the meet and greet and merchandise, we needed to utilise ushers to control the lines for both of these and didn't have capacity to hand out the forms; Patron purchased seats in [REDACTED] for [REDACTED] and wanted a [REDACTED] box office offered to relocate however would be seated behind one another and the patron refused and left; BOH called requesting a bin of ice, explained they had agreed to collect bags of ice from the service station as we didn't have ample ice, however agreed to provide them with a small bucket of ice from the machine; Post show meet and greet set up, advised [REDACTED] would be coming out, however ended up with [REDACTED] for signing and last patron departed at 2156

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

██████████ is flickering and so was switched off; emergency door light at ██████████ is flickering

FOH Performance Report

Duty Manager:	
Event:	You're Safe 'Til 2021
Perf. Date:	Thursday, 8 April 2021
Perf Time:	1930
Perf No.:	1 / 3
Venue:	Courtyard Studio
Pax:	
Doors Open:	1917
Clearance:	1932
Curtain Up:	1932
Interval:	NA
Doors Closed:	NA
Curtain Down:	2042

Event Information:

Upon arrival, CYS was rather warm. By the time patrons arrived and with the air conditioners on, the foyer and studio were comfortable. Coarse language warning put up as cast mentioned that there would be occasional swearing. Show ran smoothly. Bar open post-show as cast wanted to chat to patrons as they left. All patrons checked in with CBR app upon arrival. Approximately [REDACTED] stayed in the foyer for a time after the performance with the last patrons leaving at: 2126

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	You're Safe Until 2024
Perf. Date:	Friday, 9 April 2021
Perf Time:	1930
Perf No.:	2/3
Venue:	Courtyard Studio
Pax:	
Doors Open:	1900
Clearance:	1932
Curtain Up:	1933
Interval:	NA
Doors Closed:	NA
Curtain Down:	2042

Event Information:

foyer pre-show talking to patrons; Large influx arrived at 1930 and as still in foyer, held show for a few minutes to allow these patrons to be seated; Informal meet and greet post show, bar remained open - last departure at 2133

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager: [REDACTED]
Event: Peter Combe's Greatest Hits
Perf. Date: Saturday, 10 April 2021
Perf Time: 1400
Perf No.: 1/1
Venue: Canberra Theatre
Pax: [REDACTED]

Doors Open: 1333
Clearance: 1400
Curtain Up: 1401
Interval: 1455
Doors Closed: 1515
Curtain Down: 1555

Event Information:

Pre-show discussions were had with [REDACTED] in relation to our COVID plan, advised that [REDACTED] couldn't encourage patrons to sing however compromised that they could hum and to only dance in seats which [REDACTED] agreed to - throughout the entire show, for nearly every song [REDACTED] encouraged the kids to undertake some form of action whether it be blow raspberries, stand up and dance, hum, do hand movements etc [REDACTED] spoken to at interval by BOH and the second act had less movement instructions; Patrons seated in [REDACTED] had duplicate seats and relocated to them [REDACTED] and provided [REDACTED] and they were happy; Show put on screens in foyer for several patrons with upset young children or [REDACTED] who preferred to be out of the theatre; Child walked in to front glass door, [REDACTED] there and advised [REDACTED] was ok; post show meet and greet at merch desk, [REDACTED] patron departed at 1701

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: Need to address/amend COVID plan to suit childrens shows

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:	You're Safe 'Til 2024
Perf. Date:	Friday, 13 April 1900
Perf Time:	1930
Perf No.:	3 / 3
Venue:	Courtyard Studio
Pax:	
Doors Open:	1913
Clearance:	1930
Curtain Up:	1931
Interval:	NA
Doors Closed:	NA
Curtain Down:	2040

Event Information:

All patrons signed in with CBR app upon entry. Bar open post-show for an unofficial meet and greet with the cast, . The last patrons leaving at 2129. .

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Music at Midday
Perf. Date:	Tuesday, 13 April 2021
Perf Time:	1200
Perf No.:	1 / 1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1131
Clearance:	1200
Curtain Up:	1201
Interval:	NA
Doors Closed:	NA
Curtain Down:	1302

Event Information:

Exemption for 100% capacity in place. CBR check-in spread between FOH and Admin Staff to assist patrons who may not have the ability to check themselves in. [REDACTED] placed to assist Concierge staff with detail collection and congestion minimisation upon foyer entrance. Some congestion at [REDACTED] after my 5-minute call, cleared by my 2-minute call. House was given back with [REDACTED] left open as a large group of patrons had just arrived. All patrons were scanned in via the CBR app and all processes to achieve this helped a great deal.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	One Man in His Time
Perf. Date:	Wednesday, 14 April 2021
Perf Time:	1900
Perf No.:	1 / 2
Venue:	The Playhouse
Pax:	
Doors Open:	1830
Clearance:	1902
Curtain Up:	1902
Interval:	1939
Doors Closed:	1955
Curtain Down:	2015

Event Information:

Some congestion upon arrival as many patrons required assistance to sign in. Some congestion upon entry to auditorium through [REDACTED] at 5-minute bell; congestion was consistent to normal pre-covid crowd movement. Emergency exits were not sand-bagged post-show as the show came down a few minutes earlier than expected, additionally we had an incident shortly after the show came down. [REDACTED] fell from the [REDACTED]. Immediately, the [REDACTED] approach and I arrived shortly after. The patron was helped up onto a seat where [REDACTED] remained for the next 7 minutes [REDACTED] assured me that [REDACTED] was fine and was not in pain anywhere. [REDACTED] thought [REDACTED] was on the ground due to the [REDACTED]. When [REDACTED] the patron accompanying [REDACTED] moved a little too far away to support [REDACTED]. While still [REDACTED] landed on [REDACTED] knees and partially rolled to the side. [REDACTED] remained on the floor for a few moments to catch [REDACTED] breath before moving to the seat [REDACTED] laughed in relation to the incident and showed no signs of discomfort. Again [REDACTED] assured me that [REDACTED] was in no pain whatsoever as [REDACTED] was still [REDACTED] fell. A glass of water was offered to [REDACTED] which [REDACTED] refused. [REDACTED] left the venue at 20:27 not wanting to give any details as [REDACTED] did not see any significance to the fall.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Flickering light above



FOH Performance Report

Duty Manager:	
Event:	Jon Stevens
Perf. Date:	Thursday, 15 April 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1902
Clearance:	1930
Curtain Up:	1936
Interval:	2006
Doors Closed:	2026
Curtain Down:	2159

Event Information:

Patron arrival into LFS and South Bar due to show in Playhouse; patrons started arriving at 1830 which caused congestion at the bar and confusion with the QR codes, especially as the main screen changed over at 1900 (which is the usual time frame pre-show); Link Bar cleaned once playhouse show went in and patrons allowed access to link bar; Spoke with [REDACTED] prior to show in relation to not encouraging singing and dancing, with only the [REDACTED] supporting the discussion and others seeming surprised by this requirement; [REDACTED] also had a discussion with [REDACTED] prior to going on stage so [REDACTED] was aware of the requirements; [REDACTED] patron seated [REDACTED] Hip flask confiscated from patron in [REDACTED] Advised by [REDACTED] that no flash photography allowed, however [REDACTED] advised patrons to pull out their phones and shine torches, so at 2104 made the decision to stop telling people to use flash; Patron in [REDACTED] advised to stop filming as [REDACTED] had been filming non stop for the majority of the show; [REDACTED] both made several announcements of no singing and dancing, and at one point [REDACTED] even stopped singing when the crowd was singing along, however before [REDACTED] encore [REDACTED] said CT had told [REDACTED] before the show [REDACTED] couldn't 'fly his plane' referring to [REDACTED] performance and what was the point of having a plane if you couldn't fly it, and mid encore [REDACTED] thanked al [REDACTED] band, crew and then thanked Canberra Theatre but also said we were the one's who told [REDACTED] ten minutes before the show that [REDACTED] couldn't fly his plane; We only had to tell [REDACTED] all evening to sit down; Post show [REDACTED] came to complain about [REDACTED] however following discussion with BOH understand the issues will be noted in their report; [REDACTED]

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: Separation of shows with scheduling needs to be reviewed as we had congestion and confusion from patrons

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: [REDACTED]
Event: One Man in his Time
Perf. Date: Thursday, 15 April 2021
Perf Time: 1900
Perf No.: 2/2
Venue: The Playhouse
Pax: [REDACTED]

Doors Open: 1834
Clearance: 1904
Curtain Up: 1905
Interval: 1940
Doors Closed: 1955
Curtain Down: 2016

Event Information:

Hard separation of [REDACTED] patrons meant that [REDACTED] interval took place in [REDACTED] only with [REDACTED] locked. [REDACTED] patrons had access to PH bathrooms, PH terrace and a satellite bar in PH Foyer West. Despite this we experienced several complaints from patrons about not being able to access the Link Bar. Post show we exited patrons via PH foyer emergency doors, again with no access to Link Bar. A number of [REDACTED] were personally escorted via Link Bar for their comfort and safety. NFTR.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18 NTR for all

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:

NTR

FOH Performance Report

Duty Manager:	
Event:	Wiggles
Perf. Date:	Saturday, 17 April 2021
Perf Time:	1000 / 1300 / 1600
Perf No.:	1, 2 & 3 / 5
Venue:	Canberra Theatre
Pax:	
Doors Open:	930 / 1229 / 1530
Clearance:	1003 / 1301
Curtain Up:	1007 / 1306 / 1601
Interval:	NA
Doors Closed:	NA
Curtain Down:	1105 / 1404 / 1658

Event Information:

All shows: VIP red car experience ticket holders entered via LFS doors to collect merchandise pack, collection managed by [REDACTED] and following discussions dedicated one of their staff members to ensure all patrons checked in - the checkin and collection line was repositioned several times; Bar staff utilised to assist concierge to minimise congestion and [REDACTED] placed on merchandise line in CT foyer pre and post show; [REDACTED] advised in briefing that [REDACTED] wanted a swipe access for [REDACTED] and [REDACTED] had requested this from BOH - notified I would follow up and called Stage Door to have them provide - this was provided at 1245 once passes were able to be sourced; Notified at 849 that Merchandise unable to use CT WIFI as they need a secure network to process payments, escalated to [REDACTED] who discussed and confirmed this was the only network we had available for access and discussed this with [REDACTED] - solution provided with eftpos machines hot spotted from mobile phones; Cleaners in venue to do pickup between each show; Food delivered by caterer for 1100 and 1400; Glass doors opened one hour prior to each show to allow merchandise access; Show displayed on marketing screens during each show as we had several distressed children;

1000 Show - preshow meet and greet held on [REDACTED] Patrons checked off and allocation of seat on stage by [REDACTED], with CT staff assisting with ushering - patrons arrived at 815 and were briefed in link bar by [REDACTED] clearance given at 836 and escorted in at 842 - [REDACTED] with last patron leaving M&G at 945; Marketing screens not activated until 830; Issues with [REDACTED] as one of the ushers inadvertently showed BOH the seat map for a later show, so seats were taken out when they should have been left in, issue resolved at 955; 915 [REDACTED] took [REDACTED] backstage via greenroom; Patron in [REDACTED] complained her child couldn't see, offered to relocate to [REDACTED], however refused; Patron in [REDACTED] was sitting in aisle and refused to move stating [REDACTED] child would disrupt other patrons, so relocated [REDACTED] to [REDACTED] Several patrons complained in relation to there not being enough booster seats, noting all ushers ensured patrons only had one per child;

1300 Show: Concierge called DM to first aid room as a child had fallen over outside, provided a cleansing wipe and some ice as parent noted it was just a bruised lip, relocated seats to [REDACTED] so they could leave with ease if needed, however child was enjoying the show; Patron complained that the venue was too hot at 1337, reported to BOH; During show [REDACTED] encouraged the children to sing and stated 'now it's your turn to sing; Post show floor mopped at front of stage as it was sticky; Post show patrons appear to have kicked off the toilet roll holders in [REDACTED] as three were on the floor, advised BOH who fixed prior to the next show

1600 Show; Received call from Usher at 1601 that show had started prior to handing back the house, we had several patrons still on the stairwells in [REDACTED] be seated; Patron in [REDACTED] said she had [REDACTED] tickets, but there were only two seats, [REDACTED] sat with her child on lap as the show had commenced; Post show merchanside, last patron departed at 1727

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: Physical distancing for merchandise line was difficult given the volume of patrons

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:

Toilet roll holders have been fixed

FOH Performance Report

Duty Manager:	
Event:	Wiggles
Perf. Date:	Sunday, 18 April 2021
Perf Time:	1000 / 1300
Perf No.:	4 & 5 / 5
Venue:	Canberra Theatre
Pax:	
Doors Open:	929 / 926
Clearance:	1001 / 1300
Curtain Up:	1008 / 1305
Interval:	NA
Doors Closed:	NA
Curtain Down:	1105 / 1403

Event Information:

All shows: VIP red car experience ticket holders entered via LFS doors to collect merchandise pack, collection managed by [REDACTED] with dedicated [REDACTED] staff member to ensure all patrons checked in; Bar staff utilised at concierge to minimise congestion and one usher placed on merchandise line in CT foyer pre and post show; Cleaners in venue to do pickup between each show; Glass doors opened one hour prior to each show to allow merchandise access; Show displayed on marketing screens during each show as we had several distressed children;

1000 Show; preshow meet and greet held on stage [REDACTED]; Patrons checked off and allocation of seat on stage by [REDACTED], with CT staff assisting with ushering - patrons started arriving just before 8 despite being advised to arrive at 815, so there was a large line outside the venue when we opened doors; Clearance given at 838 and escorted in at 850 noting there was [REDACTED] for M&G we were not aware of so escorted them backstage with BOH approval - approximately [REDACTED] with last patron leaving M&G at 942; marketing screens not activated until 830; Cloaked a [REDACTED] for patron; An [REDACTED] was trying to stand throughout the show, and as [REDACTED] had [REDACTED] ushers spoke with the [REDACTED] who tried to get [REDACTED] to sit down, however it was slightly difficult; During the show, the artists encouraged the children to sing on multiple occasions, post show discussed with [REDACTED] and said we couldn't have this happening as part of our covid plan [REDACTED] was understanding and said [REDACTED] had told the artists, however I explained this needed to be reiterated again - [REDACTED] asked if there are separate rules for children, and advised our COVID plan was the artists couldn't encourage any singing or dancing - [REDACTED] was going to remind artists and make a note on the set list; [REDACTED] toilets in [REDACTED] is not flushing and has been locked; [REDACTED] toilet roll holder in [REDACTED] (different to yesterday) fell off; Food was due to be delivered by catering for 1100 sharp, however caterer arrived at 945 to set up so food was in place before commencement of show which the artists complained about; for the 1300 show, cast did not encourage audience to sing along; last merch sale at 1434 with all patrons leaving shortly after; green room has been cleared; last [REDACTED] crew left at 1510.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

NO

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

██████ toilet in ██████ is not flushing,

A few balloons need to be removed from the ██████████ .

FOH Performance Report

Duty Manager:	
Event:	Ben Elton
Perf. Date:	Tuesday, 20 April 2021
Perf Time:	1930
Perf No.:	1/1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1857
Clearance:	1932
Curtain Up:	1933
Interval:	2052
Doors Closed:	2113
Curtain Down:	2158

Event Information:

██████████ VIP event, with rep set up in front of box office - as patrons were offered early access and a VIP entry as part of their ticket, we opted to open ██████████ bar exclusively for these patrons to offer them a VIP experience - 107 VIPs; ██████████ requested Ben Elton sign to be displayed on large marketing screen at 1817, given short notice advised we would attempt to do so and FOH called marketing who were in the process of arranging this, however ██████████ arrived through main foyer at 1820 when screen was black - Ben Elton advertisement was displayed at 1826 and we advised ██████████ of this and ██████████ was happy with the outcome; Marketing screens near ██████████ not working; ██████████ which we were not aware of; Advised by ██████████ that any patrons seated in ██████████ didn't want to be seated after the first five minutes of the show to avoid disruption, advised ██████████ rep as this would affect the VIP's - one patron arrived ██████████ at 1945 and was rather angry that ██████████ couldn't sit in the seats ██████████ purchased and advised that nobody informed of this - I explained it was ██████████ request and apologised as the show commenced at 1930 - the patrons were seated at ██████████ moved to their seats at intermission - ushers advised post my discussion with them that ██████████ were arguing near the toilets for some time prior to presenting to doors; Patrons seated in ██████████ arrived at 2000 so seated them in ██████████ It started to rain 5 minutes before interval, and as we wouldn't have enough time to bring these in and wipe down, opted to leave them on the terrace; ██████████ remained in CT foyer post intermission and following discussion ██████████ advised ██████████ had a ██████████ that day so was feeling unwell, offered water and to seat them in ██████████ however they opted to leave; Several patrons complained at interval that the venue was rather hot, checked with BOH that temperature was in parameters; ██████████ departed at 2130; ██████████

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.18

Observations-actions requiring attention prior to next event: Given the capacity of the venue has increased, we need ██████████ to assist with load in - several patrons had difficulty with the app or were from interstate which took time to check in and caused congestion.

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Carpet at [REDACTED] has carpet lifting, and carpet needs to be taped down in [REDACTED]; [REDACTED] toilets near [REDACTED] were reported as blocked at interval, following inspection all toilets had water levels raised to the seat, as I went to print an out of order sign to lock the doors, the water receded on all toilets

FOH Performance Report

Duty Manager:	
Event:	Melinda Schneider
Perf. Date:	Friday, 23 April 2021
Perf Time:	2000
Perf No.:	1 / 1
Venue:	The Playhouse
Pax:	
Doors Open:	1933
Clearance:	2003
Curtain Up:	2004
Interval:	2048
Doors Closed:	2110
Curtain Down:	2153

Event Information:

Pre-show meet and greet inside 1915 - tables and chairs brought into .
Lots of patrons arrived before PH doors opened, tables and chairs gave standing patrons the opportunity to sit.
Ushers pulled to front entry to help with signing in as a lot of patrons had issues or were unable to sign in with their device,. During interval, moved to some available seating in and other
came into the Link Foyer post-show for a signing; last patron leaving at: 2213.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Bowie Orchestrated
Perf. Date:	Saturday, 24 April 2021
Perf Time:	1930
Perf No.:	1 / 1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1858
Clearance:	1932
Curtain Up:	1933
Interval:	2030
Doors Closed:	2050
Curtain Down:	2202

Event Information:

Preshow entry into the Link Foyer was very smooth for the number of patrons we had in tonight. QR code on Civic Square jumbotron very effective; most patrons checked in outside and showed the concierge staff the green tick upon entry. Box Office staff mentioned a complaint they had received from a patron. The patron was upset because they felt the cost of their ticket was too high compared to the quality of the show. After talking to Ushers, they had no complaints brought to them but they could understand why patrons may complain. Additionally, Usher reported that many of the patrons were loving the show. 1830 - 2230

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Marketing sign closest to [REDACTED] has flickering lights around it.

[REDACTED] has carpet that has been pulled up from the door which will need to be refixed to the floor.

FOH Performance Report

Duty Manager:	
Event:	Daniel Sloss
Perf. Date:	Tuesday, 27 April 2021
Perf Time:	1915 & 2115
Perf No.:	1 & 2/3
Venue:	Canberra Theatre
Pax:	
Doors Open:	1846 / 2101
Clearance:	1917 / 2115
Curtain Up:	1918 / 2116
Interval:	NA
Doors Closed:	NA
Curtain Down:	2044 / 2237

Event Information:

arrived at main doors at 1830 and was escorted backstage via green room; used as concierge pre show and then in venue during show; South bar activated for patrons during 1915 show with cage being closed and cleaners/staff cleaning link bar and toilets; egress via emergency doors only for 1915 show and both LFS, main doors and emergency doors for 2115 show; Insufficient time for cleaning between shows as first show went longer than advised, cleaners were cleared from theatre at 2100 and advised not to vacuum CT foyer - toilets and COVID clean undertaken; House given at 2101 however doors not opened until 2103 due to cleaners still cleaning bathrooms in . Multiple patrons exited via emergency doors, and then re-entered via main doors to either walk through or use toilets - given the volume of patrons this was difficult to manage however we did the best we could noting this caused congestion for the next show

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: Timeframes between shows

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

Dishwasher on doesn't appear to be working at capacity

FOH Performance Report

Duty Manager:	
Event:	Daniel Sloss
Perf. Date:	Wednesday, 28 April 2021
Perf Time:	1900
Perf No.:	3 / 3
Venue:	Canberra Theatre
Pax:	
Doors Open:	1829
Clearance:	1904
Curtain Up:	1906
Interval:	NA
Doors Closed:	NA
Curtain Down:	2032

Event Information:

Many patrons arrived after the start of the show thinking the show started at 7:15. A handful of patrons were either disappointed or hesitant to go in because they did not want to get heckled. As a result, several late comers were seated towards the back in spare seats. [REDACTED] posted outside preshow to help patrons sign in which worked great. Two groups of patrons had their food boxes 'cloaked' as they were too big to take into the auditorium, they were picked up post show. [REDACTED] 1600 - 2130

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR

FOH Performance Report

Duty Manager:	
Event:	Silver is Gold
Perf. Date:	Thursday, 29 April 2021
Perf Time:	1200
Perf No.:	1 / 1
Venue:	Canberra Theatre
Pax:	
Doors Open:	1137
Clearance:	1207
Curtain Up:	1209
Interval:	NA
Doors Closed:	NA
Curtain Down:	1320

Event Information:

Check-in assisted by [REDACTED] who helped a great deal with congestion minimisation. [REDACTED] photographers from the [REDACTED] took photos inside the venue preshow and during the show, they left at 1253. Auditorium doors opened slightly late as a few of the musicians were still warming up until 1137. As a result, a lot of patrons were in the foyer causing some congestion. At 1201 an [REDACTED], seated in [REDACTED] alerted staff that [REDACTED] was feeling unwell. We held the show until 1207 so the medic would have time to assess the condition. The onsite medic then wheeled the patron out of the auditorium to the first aid room and looked after [REDACTED]. At 1208 an ambulance was called which arrived at 1300 who then drove the patron to the hospital at 1340. A Risk Man has been filled out. A [REDACTED] was brought out of the auditorium at 1200 seated outside [REDACTED]. The [REDACTED] had vomited but soon after fell asleep, [REDACTED] was comfortable nursing the [REDACTED] own. Talking to the [REDACTED] informed us that it was just motion sickness and the [REDACTED] had had similar episodes previously. Post-show, a few of the musicians came out into the foyer to chat and take some photos with the patrons they returned backstage at approximately 1335. Last patron left 1343.

COVID Notes:

Plan Version: FOH Covid Safe Plan Version August 2020 v1.20

Observations-actions requiring attention prior to next event: NTR

FOH Covid Safe Plan breaches or reportable patron events: NTR

Staff related Covid breaches/issues: NTR

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

If YES,

Name of Officer:

Documents requested from us:

Documents provided to them:

Any actions arising:

Compliance feedback:

Maintenance:

NTR