# COVID SAFE PLAN – Template

## For the Community Presenter sector in Victoria

## *Prepared by Regional Arts Victoria – April 2021, Funded by Creative Victoria*

# What is a COVID Safe Plan?

A COVID Safe Plan is a unique and comprehensive plan that is venue (or activity) specific. It is a legal requirement that your venue or public event has an operational COVIDSafe Plan. This applies to both indoor and outdoor venues and events.

A site specific COVID Safe Plan allows venue managers and event organisers to identify how to manage the risk of COVID-19 transmission in the way that makes the most sense for their venue and how it is operated.

This plan is a ‘risk management’ plan, specific to managing the risk of operating during a pandemic. As there are significant risks to be managed, each COVID Safe Plan will need to be detailed and specific.

There is a generic Victorian Government COVID Safe Plan Template, however it does not cover many of the issues particular to managing performances safely in a venue – be that indoor or outdoor.

**NOTE**: In addition to covering COVIDSafe operations we have added other helpfultopics, such as Communications and suggested updates to your Ticketing terms and conditions. These are areas your venue should also address before re-opening, but they are not essential to a COVID-Safe Plan.

# How to Use this Template

* We have attempted to ‘pre-fill’ as much of the information required for your COVID-Safe Plan as we can.
* However, you MUST make sure that everything in this plan is relevant to your venue, your organisation, your resources and your types of events. It needs to be *your Plan*.
* Text in the ‘***How will you do this? Actions’*** column is included as guidance for what your plan is likely to need to say and lists all the topics or actions you will need to address. We have put in the most likely information and wording to make this ‘your plan’, however it needs your input to ensure it is directly relevant to your venue and your events.
* *The* ***‘Who is Responsible? Resources?’***columnneeds to be completed with your specific information. You need to name who will do each action or get the resources to make it happen – even if it is the same one or two people all the way through it is essential that actions are linked to people.
* **TEXT COLOUR CODE**
	+ Text in this colour red is instructional text and provides information to assist you. It can be deleted from your final Plan.
	+ Text in **standard black** is the wording we have suggested for your plan. Ensure it suits your venue and situation. Please alter, delete and add as appropriate.
	+ Text that is highlighted needs you to put in specific information where indicated. Put in the required information and then remove the highlight using the highlighter tool – ‘no colour’.
* If your assessment identifies any ‘requirements’ in the Template as ‘Not Applicable’ to your venue or event due to its size, structure or otherwise, mark the Action as ‘**N/A’**. You may wish to say why it is not applicable to your venue.
* If your risk assessment identifies areas of action that your venue requires that are not covered by this template, add lines, columns or more information as needed.
* You can ‘scale up’ or ‘scale down’ the complexity of your COVID Safe Plan depending on your venue. For example, if you don’t have any back of house areas to consider, then you can delete those sections.
	+ It is OK to make this as simple as it can be, as long as it covers off all required areas for COVIDSafe operations of your venue.
* If your COVID Safe Plan refers to other venue policy or process documents, identify the documents in your Plan and attach them to the final document. See table on last page.
* **REVIEW:** Ensure that you have a process for reviewing and updating your COVID Safe Plan regularly – it must be revised to meet up-to-date requirements and regulations.
* **CONSULT:** Make sure you meet and consult with your team and review the COVID Safe Plan together. Walk through the venue and each part of the plan.
	+ Does it all work, or does it need to be modified?
	+ How will you run an event together safely?
	+ Do you have the resources needed?
	+ Is everyone OK and onboard with the plan?
* **REVIEW & SIGN OFF:** Review and sign off on your Plan. It is a risk management tool that should be internally approved and then be approved by your Board, Committee or other Governing body. Once it is approved by them, make it available to all Staff and third-party contractors, hirers and touring personnel.

## Latest Regulations – Sources of Information

Ensure your venue and your plan complies with latest restrictions and capacity/ performer limitations. Refer to:

* + <https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-arts-and-recreation-services>
	+ <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

**These resources are also helpful:**

**Arts & Entertainment Services Sector Guidance.**

You can download their ‘Restart Guidelines’ – a really helpful document!

<https://www.coronavirus.vic.gov.au/arts-and-entertainment-services-sector-guidance>

**Creative Victoria Restrictions Summary and FAQ’s**

A great place to get a concise summary of information. NOTE that this site tends to take at least a week to be properly updated from the time the Government announces changes!

<https://creative.vic.gov.au/coronavirus/creative-industries-q-and-as>

## COIVD Safe Principles

The following 6 COVID Safe Principles are integral to all COVIDSafe Plans and are legal requirements.

1. **Physical Distancing**
2. **Wear a fitted Face Covering / Mask** (when required and as applicable)
3. **Practice Good Hygiene**
4. **Keep Records and Act Quickly if Staff or Patrons become Unwell**
5. **Avoid Enclosed Spaces**
6. **Workforce Bubbles**

**Additionally, this COVID Safe Plan addresses:**

1. **Communications and Ticketing Terms & Conditions**
2. **Staff & Volunteers – Re-Opening Your Venue**
3. **(1.A) Back of House & Tech Production**

## Considerations

Implementing the COVID-19 control measures outlined in your Plan must not cause other unsafe working conditions for staff, volunteers, patrons or visitors. Your COVID Safe Plan implementation should not disadvantage any members of your team or public and should not compromise all abilities access to your venue and events.

## Compliance and Enforcement

You must be able to demonstrate that you have an adequate COVIDSafe Plan. Venues should regularly check that they are complying with current directions and advice provided by health authorities. Victoria Police and other authorities may conduct spot checks to ensure compliance. Penalties for non-compliance apply.

### About

**Date of Resource: April 2021**

This resource has been prepared by Regional Arts Victoria (RAV).

This document has been developed in the jurisdiction of the State of Victoria. Users of this resource are encouraged to adhere to the advice and recommendations of their Local, State & Territory and Australian Government, public health authority guidelines and their various stakeholders.

Guidelines Produced by *Ross Farnell Cultural Consulting* for RAV 2021.

[www.rossfarnell.com.au](http://www.rossfarnell.com.au)

# Venue & Organisation Details

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| **Organisation Name / Council**  | Governing body responsible for your live presentation work (i.e. Community Arts Group Inc.) |
| **Venue/s Name** |  |
| **Venue Manager/ Coordinator** | Person on the committee mostly responsible for managing live performance events |
| **Contact Details** | EmailPhone  |
| **Site/ Venue Address**  |  |
| **COVID Marshal** (COVID Safe Compliance Coordinator) | It is not mandatory to have a COVID Marshal in our sector. But appointing someone to be across all aspects of your COVIDSafe plan, compliance and operations will be very helpful. It is important to know who is responsible for the actions required by your plan. In many cases, this person will be the same as the venue manager. It does not have to be a separate person.  |
| **Contact Details – COVID Marshal** | EmailPhone |
| **Local Government Area/ Shire** |  |
| **Committee President/ Council Manager/ Board Chairperson** | Name of person who holds the ultimate responsibility for signing off on organisation policies  |
| **Date & Version Number** |  |

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| ENSURE PHYSICAL DISTANCING  |

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| INFORMATIONSummary of current regulations for Indoor and Outdoor Seated venues. At 9 APRIL 2021. In Victoria: * Venues can now seat 100% of seated capacity for a maximum of 1000 per space.
* All activities must be ticketed.
* Density quotient of 1 person per 2 sqm applies in non-seated common areas of venues, including foyers, bars, bathrooms etc*.*
* Venues with capacity of greater than 500 patrons must publish a COVIDSafe Plan online.
* For outdoor spaces you can have 100% of seated capacity. Non-seated outdoor spaces are subject to the 1 person per 2 sqm density quotient.
* Entry to, and egress (i.e. exit) from a seated space or a non-seated space must be monitored and staggered, where possible, to ensure compliance with the limits that apply.
* Maximum allowable auditorium capacity when applicable applies to patrons only (staff excluded).

 For full regulations in this sector see: * <https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-arts-and-recreation-services>
 |
| REQUIREMENTS | **ACTIONS TO ACHIEVE** This section of your Plan details how you will manage restricting capacity, physical distancing and compliance.  | **WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED?** |
| Government Regulated capacity & distancing compliance | Our venue will undertake regular checks with published Government coronavirus restriction information to ensure that our venue capacity and COVID Safe plan complies with the latest Government regulations for the State and for our Local Government Area. | Name of person doing this |
| Apply density quotient to calculate allowable persons/ patrons in each non-seated ‘common’ area of your venue | We will calculate density quotients for common venue areas by size and capacity, and record how many people can be in each space. Calculate each area separately and record the number of people. Areas to consider include: * Foyer/ Entrance
* Bathrooms/ Toilets (calculate each separately)
* Green Room (Performers area, maybe a side room, supper room or other space for performers and workers)
* Any other back of house spaces (record each one separately)
* Bar or Food service areas if applicable
* Add or Delete other spaces depending on your venue

In this plan, note each relevant area. For example: * At one person per two square metres density quotient, the maximum number of persons allowed in our foyer (or entrance hall area) is: number of patrons and staff
* We will erect visible signage for each space showing the room capacity.
* For our non-seated areas like foyers, we have strategies in place via staffing, signage and operations to ensure physical distancing where possible and to ensure compliance with capacity of areas.
* We will use these common areas as ‘thoroughfares’ rather than ‘dwell areas’ to avoid overcrowding and capacity problems. Staff will moved patrons through these common area spaces quickly and into the main auditorium / hall / venue area.
 | Name of person doing this Sign templates available from government website.See Resources Section at end of this Template for links. Calculate non-seated common area capacity based on: **1 person per 2 m sq density** *For More Info on calculating Capacity by Density Quotient see:* <https://www.coronavirus.vic.gov.au/four-and-two-square-metre-rules> |
| Main Venue Capacity – Auditoria Apply percentage capacity rule to determine number of patrons allowed in main seated venue/ hall area | For indoor seated spaces, we will calculate allowable capacity. Currently this is 100% of normal full, seated capacity. NB: This percentage is subject to change. Update this figure if Government regulations change. As per Government Regulations, our current auditorium/ hall seated capacity is number, being 100% of our normal seated capacity. If capacity capping comes back into force you will need to consider the following:* Reconfigure seating plans for allowable capacity and distancing – eg. Consider removing some seating rows to create more space within the 75%
* Limit ticket sales to the new capacity

You may delete the above actions for now. If you are an Outside non-seated Venue you must apply the density quotient of 1 person per 2 sqm.  | Name of person doing this  |
| Managing Distancing and Patron Numbers – Strategies | *Options for managing distancing and patron numbers. Choose those best suited to your venue and keep them in your plan. Delete those you will not use. Make sure you have a process for enacting the below strategies.** We will identify and manage high risk crowding and queueing areas requiring physical distancing management. The areas we have identified for managing of crowding and safe distancing are: (Delete / Use as appropriate. Add if needed)
	+ venue entrance
	+ hall foyer
	+ box office
	+ toilets
	+ food areas/ café/ hall servery
	+ backstage
	+ dressing room/ supper room.
* We will place floor, ground or wall markings or signs to identify 1.5 metre distancing between persons queuing at all the relevant locations identified above
* We will use physical barriers in high foot traffic areas to separate crowds at these locations (consider bollards for example, and say what you will use if you are):
	+ State where
* We have a process in place to ensure one-way flow of foot traffic is established where possible. We will use bollards or floor arrows to direct traffic flow.
* We will use separate entries and exits for patrons coming into our venue (do this if possible. Delete if you cannot)
* Monitoring each event attendance - numbers
	+ We will actively staff the entrance to each event to ensure patron monitoring, record keeping, health screening and risk mitigation, in addition to ticketing for ticketed events
	+ Our entrance event staff/ venue front of house staff have an accurate method for monitoring numbers of attendees on site at any one time. Describe what they are using. Ticketing? Clickers? Something else?
	+ We will brief all our front of house staff on any applicable capacity limitations and ensure numbers on site do not exceed that limit
 | Name of person doing this Resources needed? Signs, decals can be downloaded from Vic Govt website. Print and put in place. Who will brief front of house staff or volunteers re. distancing, number counting, limitations, etc.?  |
| Venue Ingress/ Egress | Plan the process for patron arrival points.How will you manage collecting patron check-in data – QR Codes? This process can cause significant delays and create queues, so consider size of your foyer/ entrance area. See Record Keeping Section also. To safely manage our Venue entrance and exits, we will put in place the following: (Keep or Delete as relevant to you) * Have queuing outside (with a marquee for wet weather)
* Our staff or volunteers will start the QR check in process before patrons enter the building
* We will have the QR Code signs posted outside so patrons can self-check-in before they enter
* We have signs, floor markings and staff to reduce crowding and promote physical distancing

Circulation of patrons in public areas: * We have created a separate entrance and exit for patrons
* OR Our front doors are wide enough to mark out a an ‘enter’ and an ‘exit’ side to keep incoming and outgoing patrons separated
* We will manage queueing and utilise markers, rope areas, barriers and signage for distance compliance
* We will manage hygiene by providing hand sanitiser, etc. (see Hygiene Section)
 | Name of person doing this  |
| Foyers & Common Areas | Consider your patrons’ behaviour during: * pre-show
* interval
* post-show

Put in place strategies to reduce crowding during those critical times. For example: To manage patron crowding and distancing at critical peak times before and after the show, and during interval, we will: * extend our interval
* alter foyer bar arrangements
* alter our merchandise strategies
* offer contactless payment
* eliminate performer meet‘n’greet after the show
 | Name of person doing this  |
| Ticketing & Box OfficeManaging capacity and distancing  | * We will manage ticketing to ensure we do not exceed current venue capacity limitations if and when they are applicable. You may need to move more of your ticket sales to ‘pre-show’ and less to ‘walk up door sales’ to reduce the likelihood of patrons needing to be turned away. Are you able to use contactless ticketing (i.e. no physical tickets)?
* We will include COVID-related Advice, Terms and Conditions with our ticketing information (see Ticketing Terms and Conditions Section)
* We will provide patrons with essential venue information including updated health and hygiene controls and conditions of venue entry at point of ticket purchase (see Communications Section)
 | Name of person doing this  |
| Ensure workers are 1.5 metres apart as much as possible | * Our Admin & Back of House areas will be re-configured so that staff are at least 1.5m apart where possible
* We will re-arrange office and related furniture. For example, avoid directly facing each other in both admin and kitchen/ common areas
* We will display signs to clearly show worker capacity limits at the entrance
* We will place distancing floor markings in kitchen and printer collection area if appropriate
 | Name of person doing this   |
| Back of House – All Areas | * Where 1.5m physical distancing cannot be safely maintained by our staff working back of house, we have in place good control measures such as good hygiene practices including sanitising and wearing masks if people are working in close proximity for a long period of time (see Health and Hygiene section)
 | Name of person doing this  |
| Performers incl. Musicians | Currently there is no mandated distance between performers and audience/ front row, but it is highly recommended to have minimum 2 metres between the audience and performers. More if possible. Ensure compliance with changeable regulations regarding distance between performers, and specific regulations regarding Singers, Wind Instrument players, and non-reeded wind instruments such as flutes. * Our policy is that musicians and performers should maintain a physical distance of 1.5 metres *where possible*
* Where physical distancing is not possible, including with staff who work backstage with performers, we will limit the duration of close contact
 | Name of person doing this  |
| Performance timing | * We will ensure there is a minimum interval of 30 mins between performances with different audiences
 | Name of person doing this  |
| Food & BeverageThird Party suppliers | If your venue or any 3rd Party Contractor (Supplier) is providing food and beverage services, they/ you must comply with the current Hospitality Industry COVID Safe Guidelines.As the venue, you will need to see and review the COVID Safe plans of any 3rd Party contractor/ suppliers/ operators who may be providing a service to you in your venue. * Our food and beverage supplier is complying with the Hospitality Industry COVID Safe Guidelines
* We have sighted and reviewed their COVID Safe plan and ensured it is compliant
* We have provided our food and beverage supplier with a copy of our venue’s COVID Safe Plan
 | Name of person doing this *See Resources Section for information*  |

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| 1.A: BACK OF HOUSE & TECH/ TOURING PARTIES/ HIRERS |

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| REQUIREMENTS | ACTIONS TO ACHIEVE  | WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED? |
| Third-Party Venue Users: Hirers, Touring | * We will provide Touring Parties and Venue Hirers with a copy of our Venue’s COVID Safe Plan, at least one week prior to their arrival
* All hirers and touring parties coming to our venue must sign-off that they agree to abide by our plan when in your venue
* We request copies of COVID Safe Plans for any 3rd Party hirers and tour production companies coming into our venue at least one week before arrival. They are reviewed by nominated person
* We have an induction process for other crew/ touring parties coming into your venue where we walk them through the venue, discuss COVID Safe strategies and room capacities
 | Name of person doing this  |
| Back of House access & spaces | * We will provide a printed sign in and out record keeping sheet for contact tracing and health check sign-ins for all Staff and Touring parties including Performers (See 4. Keep Records below)
* Room capacity limits for dressing rooms, green room, etc., will be clearly signposted for each space
* Physical Distancing measures including decals and signage will be in place back of house
* Only one set of occupants is allowed per room per venue hire
 | Name of person doing this  |
| Stage management  | Be up to date with current Restrictions.Currently the Stage and Back of House areas come under the Workplace Directions. Therefore, the Density Quotient of 1 person per 2m sq applies to these areas. * Xxxx (name) will communicate and manage clear limits to the number of personnel allowed on stage at any one time, including performers and production staff
* That number allowed is currently number
* Requests for large ensembles of performers such as Choirs and Orchestras will be reviewed in regard to current regulations
* We have in place measures for the practice of physical distancing wherever possible for rehearsals and performances. These include list of measures for your venue
* We have increased frequency of cleaning of rehearsal and performance areas: they are cleaned before and after each new set of occupants. The cleaning schedule is managed by nominated person

CHECK: Are Government Regulations in place for Choirs, Singers or Wind instrument players? Ensure compliance. There were specific regulations for these performers in late 2020; there are none in place now, but this is subject to change.  | Name of person doing this  |
| Equipment and Props | Identify, list and create a risk management/ hygiene strategy for all high touch/ high risk and ‘shared’ staging, performance and technical equipment.If you are a simple hall set up, this may be as little as light switches and door handles. The extent of this action depends on the complexity or simplicity of your venue and its production facilities/ stage. Establish practical, safe equipment protocols. Suggested inclusion for your plan include:* Sanitise all high-risk equipment before/ after each use with an alcohol-based disinfectant
* Use a colour coded system on equipment to identify when it has been cleaned and is ready for next use. For example, chairs, tables, eating utensils, microphone stands, operating desks, etc.
* Request artists provide their own microphone/ headsets for hand-held or close use
* Instruct artists to fit their own body-worn equipment such as radio mics
* If crew must fit equipment to performers, they will wear PPE
 | Name of person doing this  |

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| Wear a Face Covering  |

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| REQUIREMENTS | ACTIONS TO ACHIEVE | WHO IS RESPONSIBLE?RESOURCES NEEDED?ACTIONS COMPLETED? |
| All workers, performers and patrons attending the Venue must wear a fitted face covering *when regulations apply*Unless Lawful Exemption applies | Check current regulations related to face masks. This regulation for both workers and patrons is subject to change. * All Victorians must carry a mask regardless of regulations regarding wearing.
* The venue will purchase and provide adequate face coverings and Personal Protective Equipment (PPE) (disposable gloves) to workers that do not have their own but require them for the tasks they are undertaking
* When applicable by regulation, our COVID compliance responsible person (or Marshal) shall actively monitor the wearing of fitted face mask/ coverings for all staff, patrons and performers as regulated unless a lawful exemption applies
* When applicable, our venue signage will place signs advising patrons or others if masks are mandated in our venue
* Venue management will consult with all staff and volunteers regarding their level of comfort with wearing masks if interacting with visitors/ artists.
	+ If staff/ volunteers opt to wear a mask even if restrictions do not mandate it, they will be fully supported in this decision
* Venue management will consult with all staff and volunteers regarding the need to install screens or barriers in addition to masks. For example, at box office for the protection of your customer-facing staff. We will discuss with our staff and volunteers and implement if required.
* Nominated person will stay informed of updates in regard to relevant PPE protocols as Government advice changes through regular monitoring of DHHS website.
 | Name of person doing this Check current regulations for face masks here: <https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>Correct face covering protocols: <https://www.dhhs.vic.gov.au/face-coverings-covid-19#how-do-i-wear-a-face-covering-correctly>  |

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| PRACTICE GOOD HYGIENE & CLEANING  |

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| REQUIREMENTS | ACTIONS TO ACHIEVE | WHO IS RESPONSIBLE? RESOURCES NEEDED?ACTIONS COMPLETED? |
| Document & Adopt good Hygiene practices – Staff & Patrons  | Name of Venue/ organisation commits to adopting best practice in hygiene and cleaning for both staff and patrons. Our practices are guided by the following DHHS advice: * *Coronavirus Cleaning Guidelines for Workplaces. Information for business owners, managers and cleaners*
* *Factsheet – Cleaning Guidelines. Building owners and managers*

A number of items listed below will not be applicable to single space venues such as halls. Delete actions not applicable.  | Name of person doing this Refer to Resources Section for document sources |
| All ‘high-touch areas’ of the venue should be cleaned and sanitised regularlyBoth steps are essential | * We will create an all of venue check list itemising all key surfaces needing regular cleaning and disinfecting
* We will use DHHS information to identify which products are required for cleaning and disinfecting
* Frequently touched surfaces will be cleaned by staff with both detergent and disinfectant on a daily basis or more often as required and documented:
	+ Use the documents about cleaning in Resources to help you identify and list what are frequently touched surfaces. For example, door handles, shared work equipment, controls, bathroom
	+ If our venue is in high daily use high touch surfaces will be cleaned at least twice per day and between groups if multiple events
* We will undertake pre-event cleaning of communal facilities or high touch surfaces
* We will provide bins for the safe disposal of hygienic materials (tissues, paper towels, sanitary products) in wash rooms and change rooms
* Every venue clean must be documented by those performing the clean, utilising and dating the Cleaning Checklist
* We will display a Cleaning Log in shared spaces such as toilets (Date and Time last cleaned; By Who; Initialled)
* The venue will dispose of disposable cleaning products and items safely
* Venue management will document PPE required for Cleaning (gloves, masks)
* Nominated person will monitor supplies of cleaning products and restock as needed
 | Name of person doing this Create Venue Clean Check list and Cleaning Roster/ Logs and display in communal space*See Cleaning How To guides in the references section at end* |
| Replace high-touch communal items with alternatives  | Only applicable to venues with permanent office and staff spaces such as kitchens. Delete if not applicable. * The venue has reviewed how shared items such as staff kitchen items can become non-shared. For example, mugs, plates, condiments, coffee. We have updated utensils, equipment, supplies as necessary to achieve reduced sharing (may include some disposable items)
* The venue has reviewed the need for items such as contactless bins and soap dispensers. If required, we will purchase and implement them
* Staff will avoid sharing equipment incl. office equipment and workstations, and all back of house equipment where possible
* Where equipment/ workstation must be shared, it will be cleaned after each user, by the person completing their use of it. A sign will be placed on the equipment or workstation stating it is cleaned and ready for use
 | Name of person doing this  |
| Provide and promote hand sanitiser for workers and patrons at all key points of facility and entrance/ exit | * The locations and hand washing/ sanitising stations for workers and patrons as they enter our venue are:
	+ State where in venue
* We will place signs re. hand sanitising and washing at sanitising stations
* Hand washing facilities are monitored to ensure they include clean running water, liquid soap and paper towel
* Nominated person will ensure hand sanitiser is stocked, working, including during events.
* Nominated person will ensure that bathrooms are well stocked with supplies of hand soap and paper towels
 | Name of person doing this Use downloadable government signs for sanitising and hygiene.  |

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| Keep records and act quickly if staff/ PATRoNS become unwell |

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| REQUIREMENTS | ACTIONS TO ACHIEVE  | WHO IS RESPONSIBLE? RESOURCES NEEDED?ACTIONS COMPLETED? |
| Mandatory Electronic Record Keeping – QR CodesContact Tracing  | Contact tracing capability for all Venue attendees is essential to risk mitigation, regulatory compliance and contact tracing if required.***As of 26 March 2021, all entertainment venues indoor and outdoor MUST use electronic record keeping***. *You MUST use the Victorian Government QR Service, or an API application program linked to the VIC QR service*. * Our venue will obtain a record of all people who enter our venue for 15 minutes or more, *including* those under 18 years of age and infants aged over 1 year old:
	+ This includes Patrons, workers, volunteers, performers, touring personnel, contractors
* The record will include date, name, contact phone number and time in
* Records will be kept for 28 days and then be destroyed (applies to manual paper records only. Vic Govt QR service looks after those records)
* To do this electronically in line with regulations we will use the Government’s Service Victoria App and QR code system. If other app or system delete and state which here.
* If the QR code system experiences an outage or disruption, we will collect information through a non-electronic back-up if it is not possible to connect to an electronically compliant service at that time
* We have a backup paper and pen daily venue attendance register printed and ready to use
* We will make all reasonable efforts to ensure that customers can use a compliant record keeping system even in cases where a customer cannot access the system on their own device (for example, if they do not have a mobile phone)

Write down the patron and worker/ volunteer check-in process detailing how you will manage this process, whereabouts in the venue, the staff or volunteers required to manage the process, where you will put printed QR Codes for scanning and any other resources. See 1. Venue Ingress / Egress re. managing this process. NOTE: If patrons do not wish to comply with providing their details, you can refuse them entry to your venue. It is a condition of entry. | Name of person doing this Detail who will register your venue for the QR Service and then manage the process and compliance. Full information and how to register for the QR Service here: <https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service>  |
| Daily worker health screening  | All of our staff/ volunteers including third party staff must complete a daily health declaration questionnaire each day they commence work on site. This is available at the venue entrance/ check in/ stage door. Questionnaire records are private and will be kept secure by the Manager for 28 days rolling after which time they will be securely destroyed (shredded).  | Name of person doing this Staff Coronavirus Health Screening Questionnaire – copies available See Resources section  |
| Support workers to stay home and get tested, even if mild symptoms | Our Venue supports all of our team members to stay home and get tested if they have any symptoms of coronavirus. We support them to stay home if they cannot work while awaiting a test result or if confirmed as a positive case. | Name of person doing this  |
| Prepare for how you will manage a suspected or confirmed COVID-19 case in an employee, patron or performer at your venue | * Any worker or patron showing coronavirus symptoms or otherwise suspected of COVID-19 will be supported to travel home safely
* They will be required to wear a mask and maintain strict physical distancing from all other staff/ patrons
* All other staff, performers or patrons who have been in close contact with the confirmed or suspected case will be notified and cannot attend the workplace/ venue again until they have been COVID tested and receive a negative result
* We will communicate with all affected workers about the requirement that they self-isolate and must be COVID tested
* Workers are required to self-isolate and not attend the work premises until they have an ‘all clear’ from a COVID test
* Any worker/ volunteer waiting on a test result must notify the Venue Manager directly when they have the outcome of their test, either positive or negative
* The COVID Marshal/ Nominated person will enter a full report of the incident and all actions taken into the Venue’s incident/ risk register, signed and dated
* Nominated person will review notifying stakeholders when appropriate in the interests of clear and transparent communication
 | Name of person managing this process *DHHS Confirmed Case in the Workplace Guidance:* <https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19> |
| Mandatory reporting to DHHSPrepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracingDHHS: 1300 651 160covidemployernotifications@dhhs.vic.gov.au  | * Nominated person will contact DHHS if we are made aware that a person with a confirmed case of COVID-19 has been in our venue
* The person to first contact DHHS and notify them of actions taken is nominated person
* These actions will be to:
	+ Contact DHHS on **1300 651 160** with the information ready to pass on immediately if/ as requested
	+ Completed Close Contact Forms and Risk Assessments will be submitted to: COVIDEmployerNotifications@dhhs.vic.gov.au
	+ If you have some paper records of venue attendance (for example, back up paper records), have these ready to supply to DHHS
 | Name of person managing this process Ensure all worker / volunteer / crew contact details are up to date and accessible. *DHHS Confirmed Case in the Workplace Information Pack – download from*: <https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19>  |
| Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace (Venue) | * Nominated person/ COVID Marshal will notify WorkSafe Victoria immediately on **13 23 60**
* They will provide any attendance or other information as required, utilising the records as per DHHS above
* Nominated person is responsible for providing a written report to WorkSafe within 48 hours of reporting the incident
* The template for this report is located on the WorkSafe web site – see Resources.
* The Manager will notify WorkSafe when the venue is reopening once the affected venues are cleaned and workers cleared by DHHS for returning to work (COVID negative results)
 | Name of person managing this process *Information on WorkSafe Reporting including a Risk Management template:* <https://www.worksafe.vic.gov.au/report-confirmed-positive-case-covid-19>  |
| Prepare to undertake cleaning and disinfection at your business premisesAssess whether the workplace or part of the workplace must be closed | In the event of a confirmed or suspected case in the venue, our process for the cleaning and disinfection of the workplace is: * A ‘deep clean’ of the employee’s workspace and high touch surfaces, including all areas where that worker may have been or had contact

OR* A ‘deep clean’ of those areas where the patron may have been or had contact. A full clean and disinfect of the entire Venue and associated amenity spaces

The person/s to undertake this clean is:Nominated person (insert if staff or contractor. If contractor insert contact numbers)Nominated person/ COVID Marshal will undertake a risk assessment to determine whether the Venue should be closed. All workers to work from home until notified otherwise by the Nominated person/ DHHS. | Name of person managing this process Refer to DHHS cleaning guidelines. *How to Clean and Disinfect after a COVID-19 Case.*  |
| Confirm that your workplace can safely reopen, and workers can return to work | * Nominated person will establish a process for confirming that a workplace is safe to reopen, in line with advice from DHHS
	+ Eg. Have the affected areas of the venue been deep cleaned?
	+ Consultation with DHHS about any other requirements before you can re-open your venue?
* Before a worker with a suspected or confirmed case can return to the venue, they must send a screen shot of the text notification they will have received on their phone about their COVID test outcome
* Nominated person will notify DHHS and Worksafe that the site is reopening
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| AVOID INTERACTIONS IN ENCLOSED SPACES  |

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| REQUIREMENTS | ACTIONS TO ACHIEVE  | WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED? |
| Avoid enclosed and confined spaces where possible – put in place Controls for unavoidable enclosed spaces | NOTE: This section may not be applicable for a number of community presenters. Simply put ‘Not Applicable’ if this is the case. * The following spaces in our venue are classified as enclosed and/ or confined spaces:
	+ bio box, orchestra pit, tech manager’s office, other admin areas and etc.
* Access to those listed spaces will be limited where possible to a minimum
* Access to these spaces by external touring party crew will be limited/ monitored
* These enclosed spaces will be routinely disinfected and cleaned. They have been added to the venue cleaning check list as a priority
* If more than number people are in a confined space, they will be required to wear PPE including masks
* We will increase fresh air flow where possible
 | Name of person responsible  |
| Where possible enhance air flow by opening windows and adjusting air conditioning | We have reviewed fresh air and air conditioning circulation for the venue and maximised fresh air circulation where possible  | Name of person responsible  |

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| CREATE WORKFORCE BUBBLES  |

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| REQUIREMENTS | ACTIONS TO ACHIEVE | WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED? |
| Create Workforce Bubbles  | NOTE: This section may not be applicable for a number of community presenters. If you do not have a technical crew or permanent staff for example. If so, put ‘Not Applicable’ and state why not if this is the case. Delete the suggested actions if they are not applicable. Where appropriate we will create Workforce Bubbles within our team, including back of house, front of house and production/ technical crew. * Identify by Name and Document which staff members are in which workforce bubble team:
	+ Back of House i.e. anyone who works backstage
	+ Front of House i.e. anyone who liaises with patrons (ushers, box office, etc.)
	+ Production crew i.e. anyone who works with the venue’s technical equipment
	+ Other
 | Name of person responsible Identify by Name and Document which staff members are in which workforce bubble team |

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| 7. Communications and Ticketing Terms & Conditions  |
| REQUIREMENTS | **ACTIONS TO ACHIEVE** | **WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED?** |
| Communicate about COVID Safety to your patrons | Consider creating pre-event messaging that will communicate ways in which your Venue has responded to health and safety, and what patrons need to do to make the performance / event as safe as possible. What should patrons expect when they arrive at your venue? For example, there may be some level of health screening when entering venues, restrictions on where you can sit; restrictions on crowding with physical distancing in place; and increased health and hygiene protocols. Consider how you might best communicate this to your patrons. Include below what you plan to do: **Our venue will utilise the following Communication Channels** (delete those not applicable)* Venue Website
* Venue Social Media pages
* Online Ticketing purchase portal. Clear messaging on ticketing terms and conditions and condition of entry (see below)
* Box Office – if taking phone and or in-person ticketing sales, all box office staff to be briefed and provided with a COVID-Safe script to notify purchasers of conditions of event entry
* If you use Electronic Direct Messaging for patrons – such as email-outs – then include COVID-Safe messaging in your pre-event emails to ticket holders for each event
* Place signage at event entrances and other key points along with staff directions to patrons at the events themselves

**Our Messages to patrons are:** Include below those you will use from this list. Add other options as you wish. 1. **Refund policies** – explicitly outline refund policies for when someone is not able to attend due to illness. Ticket holders will not be penalised for not attending when unwell. Instead, they are encouraged to stay at home and not attend the event.
	1. Have clear messaging on venue website, ticketing transaction pages: *Fully refundable if unwell. Please stay home.*
2. **Stay at home if unwell**, or identify yourself as a contact of someone who has been unwell and who is being tested for coronavirus (COVID-19) infection
3. **Do not attend or Venue if**:
	1. You have been in close contact with a person who is diagnosed COVID-19 positive
	2. You are positive for COVID-19
	3. You have travelled overseas or to a declared ‘hot spot’ in the previous 14 days
4. Maintaining **physical distancing** requirements at events:
	1. Observe all signage at venue
	2. Any special entrance/ exit points to observe or other practices that reduce crowding at entry
5. Enhanced **public health measures** that are in place at the event, including any requirement to wear **masks** (consistent with Chief Health Officer Directions)
6. **Contactless payments** and transactions where possible
7. Promote **good hygiene practices** at key points (e.g., bathrooms, bar and food outlets). Posters are available here: <https://www.dhhs.vic.gov.au/promotional-material-coronavirus-covid-19>
8. Patrons will be required to provide their **contact details** as they enter the venue. You may wish to share a video ahead of time explaining how to use QR codes and/or display a poster alongside the QR code with simple instructions
 | Name of person responsible  |
| Ticketing Terms & Conditions  | To aid in pre-event screening of Patrons before they arrive at the event, and in COVID-Safe behaviours at the event, update your ticketing Terms and Conditions 1. The Venue has the right to refuse entry to anyone with coronavirus (COVID-19) symptoms.
2. Complying with the Venue’s COVIDSafe protocols and with all laws applicable to them relating to COVID-19 is a condition of event entry. This includes complying with any directions or instructions contained in signage or markings at the venue.
3. If patrons fail to comply with these terms and conditions, they may be directed to leave the event and must comply with any such direction immediately. In such circumstances, the Ticket Holder agrees that they will not be entitled to any refund and will have no other claim against the Venue.
4. Patrons may be asked COVID-19 health screening questions on arrival at the event. They agree to answer all such questions fully and truthfully.
5. All patrons must provide their contact information for COVID-19 tracing. Such information may be provided to health authorities and such information may be retained for up to 28 days after the event.
6. Patrons will notify the Venue immediately if they develop any symptoms of, or are diagnosed with, COVID-19 within 14 days of attending an event.
7. The venue may cancel the event at any time and without notice if it determines (in its unfettered discretion) that the event should not proceed for reasons of public safety including, without limitation, due to risks associated with COVID-19.
8. The venue may cancel the event at any time and without notice to ensure compliance with updated Government restrictions or directives which may change at any time.
9. The Venue has a full refund policy in place for any ticket holder unable to attend as a result of complying with these terms and conditions.

**Disclaimer and exclusion**: The patron attends the event at their own risk and will not make any claim or take any action against the Venue in respect of any injury or damage they may suffer arising out of the patron contracting COVID-19 or the consequences of any actual or suspected contact with a person with COVID-19. | Name of person responsible for updating Ticketing T&Cs and conditions of venue entry  |
| COVID Response Plan – Communications. Staff & Patrons | It is highly recommended *(but not mandatory)* that your venue establishes a documented Communication Plan including pre-agreed statements to stakeholders should a COVID outbreak be associated with the Venue or its performances, workers or patrons in any way. Identify and list all stakeholders who need to be told and by who.* This may include performers, musicians, touring parties and contractors, your committee of management, your local council contact
* Cleaning contractors if relevant

Develop a set of pre-agreed statements for possible scenarios which may include: * Confirming that a worker, artist or patron who has been at your venue is suspected to have/ has COVID-19
* Cancellation of an event or series of events
* Closure of the venue
* What your venue is doing to ensure the safety of all who have may have had contact
* What your venue is doing to ensure the venue can be re-opened safely and the program continue

Keep all of your stakeholders regularly updated as the situation unfolds.  | Name of person responsible  |

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| STAFF, VOLUNTEERS & RE-OPENING YOUR VENUE |

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| REQUIREMENTS | ACTIONS TO ACHIEVE | WHO IS RESPONSIBLE? RESOURCES NEEDED? ACTIONS COMPLETED? |
| Staff & Volunteer Induction and TrainingIdentify & Provide | * We will discuss (and clarify as necessary) our COVID Safe plan with all of our Venue team, including staff, volunteers, committee members
* Identify and provide training in any new health and safety protocols and work practices to all people who will work within the venue
	+ For example, using the record keeping/ QR system, cleaning requirements, hygiene requirements, capacity of venue, physical distancing, wearing of PPE, etc.
* Include information about COVID-19 symptoms, hygiene and health
* Provide training to staff on physical distancing requirements and expectations
 | Name of person responsible See resources |
| Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning | We will ensure our team is across the following COVID-Safe Practices and processes (as applicable): * Daily Health Screening process as they arrive
* Daily check-in (record keeping)
* Stay home if unwell policy
* Physical distancing protocols
* Work practices and controls in confined areas documented
* Staff hygiene practices and etiquette in place
* Ensure awareness by everyone of responsibility to protect themselves, other workers and patrons
 | Name of person responsible  |
| Volunteer Worker Policy & Protocols | We will (as applicable):* Ensure volunteers are aware of the Venue’s COVID Safe Plan and the precautions and safety measures in place
* Discuss the COVID Safe Plan and what that means with our volunteers to ease any concerns or anxieties they may have
* Be aware that Volunteers and Workers aged over 70 years are classified as Vulnerable Workers
* Review and where appropriate provide volunteer specific training
* Take into account the advice available from Volunteer Victoria - <https://www.volunteer.vic.gov.au/covid19>
* Make available the document Volunteering During COVID-19 Factsheet to all volunteers
* Clearly define and articulate the roles and designated areas for each volunteer during event days
 | Name of person responsible for staff and volunteer training.  |

# Documents & Resources Related to COVID Safe Plan

The following Venue policies, procedures and documentation form a part of the Venue’s COVID Safe Plan and are attached.

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| **Document Name** |  | **File Location** |
| Latest Restrictions and Guidelines Vic Govt | <https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-arts-and-recreation-services>  |
| How to Clean and Disinfect after a COVID-19 Case | DHHS Guidelines. Also available as download from: <https://www.coronavirus.vic.gov.au/preventing-infection-workplace#cleaning-and-disinfection> <https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19>  |
| The appropriate use of personal protective equipment for coronavirus in the work environment | <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#personal-protective-equipment-ppe-guidance>  |
| COVID Workplace Attendance Register  | <https://www.coronavirus.vic.gov.au/signs-posters-and-templates>  |
| Staff Coronavirus Health Screening Questionnaire | <https://www.coronavirus.vic.gov.au/signs-posters-and-templates#staff-coronavirus-covid-19-health-questionnaire>  |
| Coronavirus Cleaning Guidelines for Workplaces: Information for business owners, managers and cleaners | <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#cleaning-and-disinfection>  |
| Factsheet – Cleaning Guidelines: Building owners and managers | <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#cleaning-and-disinfection> |
| Volunteering During Coronavirus Fact Sheet | <https://www.volunteer.vic.gov.au/covid19>  |
| Hospitality, Food & Beverage COVID Guidelines | <https://www.coronavirus.vic.gov.au/hospitality-food-and-beverage-services-sector-guidance>  |
| Signs, Posters and Templates for your Venue | <https://www.coronavirus.vic.gov.au/signs-posters-and-templates>  |

# Plan Review

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| This plan will be reviewed for compliance with any updated health or other regulatory requirements every: *time intervals/ when* Person responsible for regular review: *state who*It may be reviewed and updated at any other time by the Manager pending a change in regulation, health advice for the region or State of Victoria, a change in operations or personnel within the Venue, or other events that would impact the COVID Safe Plan.  |

# Approval of COVID Safe Plan

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| **Approved by** | Should be Chair of your Board or President of your committee, but you may prefer for this to be jointly approved by your entire Board/committee |
| **Signature** |  |
| **Date** |  |

# Updates to COVID Safe Plan

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| **Reviewed by** | Likely the venue manager or equivalent within your committee |
| **Approved by** | Should be Chair of your Board or President of your committee, but you may prefer for this to be jointly approved by your entire Board/committee |
| **Signature** |  |
| **Date** |  |

**END**