

COVID Safe Plan

Bunjil Place, City of Casey
08/12/2020

Purpose of Document

This COVID Safe Plan, (CSP), outlines the process Bunjil Place will implement where relevant to mitigate transmission of Covid-19 and build guest confidence at events held at its various venues.

It is important that Bunjil Place have a plan in place that is regularly updated as the State Government restrictions change and to address the complexities in running performances, rehearsals, exhibitions, installations, activities and events in accordance with legislative and other obligations.

Please note: this document should be treated as a living document to be updated as the COVID-19 environment develops and changes.

Document History

Date of Issue	Revision	Comments	Created/Modified by	Restriction Stage
04/11/2020	Version 1	Document created	Margaret Murray	Metro Stage 3
08/12/2020	Version 2	Edited	Margaret Murray	Covid Safe Summer
02/02/2021	Version 3	Edited	Declan O'Neill	Feb 2021 Restrictions
04/02/2021	Version 4	Edited	Emma Bentley	Addition of Plaza Events (Tier 3)

Introduction

This plan has been developed considering current government COVID-19 Alert Levels and is grouped into six COVID Safe principles.

These are:

1. Ensure physical distancing
2. Wear a face covering
3. Practice good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

In addition, this plan also looks at specific requirements for Patron Communication, Ticketing, Café, Food & Bar Services, Merchandise, Backstage, Auditorium, Ingress, Congregation, General Circulation, Egress, COVID Safe Compliance Marshall and Emergency Response.

Controls listed in this plan relate to Bunjil Place's operational requirements and align with official guidance. It has been developed considering DHHS guidance, industry guidance, venue layouts and WorkSafe guidance.

Staff to continue working from home wherever possible. Prior to staff returning to their first shift ensure all staff are provided with training, identifying, and outlining new protocols and work practices. This training is to include information about COVID-19 symptoms, hygiene, and health. We will provide enough access to personal protective equipment, hand sanitisers, wipes, masks, and extra cleaning for staff working from Bunjil Place.

1. Ensure physical distancing

Ensure workers and visitors are 1.5 metres apart as much as possible. This will be done by:

- Putting signs in place displaying maximum occupancy of areas at the entrance of enclosed areas where limits apply, (this is to include all back of house areas such as dressing rooms, green room, stage door, back stage, and corridors).
- Minimise the build-up of people waiting to enter and exit the workplace, (through various methods such as pre-booking times, staggered entrance times for events)

- Allocate different doors for entry and exit, into the building.
- Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit, (COVID-19 QR app for contact tracing – encouraging downloading prior to arrival, all doors that can be left open rather than needing to be pushed/pulled to be locked open, advance notification of what entrance process is so staff and public have time to become aware of processes – including short videos of process)
- Identify areas that require floor marking, such as entrances and exits, lifts, kitchen areas, printer collection areas, and put these floor markings in place to provide minimum physical distancing guide, (these are currently in place in the loading dock, café, box office, gallery entrance, outside toilets, back of house corridors, and lifts)
- Review delivery protocols to limit contact between delivery drivers and workers, (where possible drivers to stay within vehicle and clients to unload own props/set)
- Establish contactless delivery or invoicing. (Ensure stage door outside doorbell cleaned after use, if an item requires more than one person to be unloaded safely – preferably use Bunjil Place team members from same work bubble rather than working closely with contractor, however OHS needs to be prioritised over 1.5m distance)
- Display signage for delivery drivers. (Signage to be outside delivery dock, and where known deliveries attending to be sent prior to delivery date.)
- Limit door sales to reflect maximum capacity allowances.
- Manage egress from auditorium, (certain row numbers to leave prior to other rows – this to be worked in collaboration with the event as it may change for different events, dependent on number of patrons with access needs and demographic of audience)
- Outline strategy for reducing over-crowding during pre-show, interval, and post-show; (eg. extended interval, remove interval, altered foyer bar arrangements, pre-purchase of bar items with collection only area, merchandise strategies, contactless payment, eliminate performer meet ‘n greet, use and capacity of lifts)

Apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:

- There is no more than one worker per two square metres of enclosed workspace.
- There is no more than one member of the public per two square meters of publicly available space indoors.
- Rearrange, remove, or cordon off furniture in common areas to ensure physical distancing, stagger seating so workers are not facing one another on break and encourage breaks to be taken outside.
- Comply with relevant density quotient and signage requirements.
- Ensure minimum two metre distancing between audience and performers.

Provide training to workers on physical distancing expectations while working and socialising. This should include:

- Inform workers to follow current public health directions if carpooling.
- Limit number of patrons in accordance with industry directions.
- Workers must work from home if they can. Adapt working arrangements to enable working from home where possible.
- Develop and educate workers on strategies and work practice changes to maintain physical distancing.
- Reinforce messaging to workers that physical distancing needs to be maintained during work and during social interactions.
- Educate workers on hand and cough hygiene, including how to wash and sanitise their hands correctly, (ensure they have completed online infection control training).
- Reinforce the importance of not attending work if unwell.
- Ensure appropriate information on the use of face coverings and PPE.
- Regularly assess workers in attendance at the workplace to determine whether they are required to be there.

2. Wear a face covering

Ensure all workers and visitors entering the worksite wear a face covering as per public health advice, when physical distancing of 1.5m cannot be maintained. This includes:

- Provide adequate face coverings and Personal Protective Equipment (PPE) to workers (A face covering includes a fitted face mask, of at least two layers that covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements – City of Casey will supply reusable face masks for staff, and there will also be disposable masks available at Stage Door).
- Face masks should continue to be worn in frontline roles where staff are interacting with members of the public/clients or are required due to other risk mitigation.
- Install screens or barriers in the workspace for additional protection where relevant, (box office, café, and customer service)
- Provide training, instruction, and guidance on how to correctly fit, use and dispose of PPE.
- Consult with staff re level of comfort with PPE/audience facing/working with performers
- Inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed and replaced immediately.
- All persons entering the Theatre and Studio auditorium will have been notified of the requirement to wear a face mask. If a person then approaches the site without a face mask, one will be provided to them. If a person refuses to wear a mask, and is unable to provide a medical exemption documentation, they will be denied entry to the auditorium.

3. Practice good hygiene

The risk of community transmissions of COVID-19 can be minimised through a good standard of general cleaning. It is imperative that Bunjil Place practices are not only compliant and adhere to all the regulations but are above public expectations as this is a key measure in building patron confidence. Expectations relating to areas to be cleaned and frequency are to be documented as part of specific area brief sheets and form part of event briefings.

Frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

You should:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant.
- Document PPE for cleaning.
- Identify which products are required for thorough cleaning and have a supply of this at Stage Door readily available.
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so.
- Clean and sanitise between shifts and performances of high touch areas
- Frequently touched surfaces need more regular cleaning – see outline below of General Venue, Toilets, Auditorium, Food and Beverage Areas, Back of House Offices, Dressing Rooms, Green Rooms and Production areas for more detail
- Have venue specific check list to itemise all venue areas – Front and Back of House – and its key surfaces for quick reference by cleaners/contractors and managers.
- Monitor supplies of cleaning products and regularly restock
- Install no touch amenities such as contactless taps, rubbish bins, soap dispensers, door openers from bathrooms and contactless payment options where practicable
- Avoid sharing of equipment such as desks, headsets, tools or other equipment
- Provide workers with their own personal equipment, labelled with their name, eg. radios.
- Display a cleaning log in shared spaces. Every venue clean must be documented by those performing the clean, utilising a venue Cleaning Check List
- Make soap and hand sanitiser available for all workers and customers throughout the worksite, including all exits and entry points and encourage regular handwashing.
- Bathrooms to be well stocked with supplies of hand soap and paper towels
- Dispose of disposable cleaning products and items safely. Ensure rubbish bins are available to dispose of paper towels
- Ensure adequate supplies of soap and sanitiser
- Ensure workers have information on how to wash and sanitise their hands correctly

Cleaning Frequency

General Venue

The below general venue high touch areas are to be cleaned every 30 minutes during peak times:

- Door handles, handrails, push plates
- Crowd control barriers or other barricades the public may touch
- Handrails for stairs & ramps
- Elevator buttons – inside and out
- Reception desks and ticket counters
- Point of sale keypads
- Hard services of tables and chairs
- Bin touch points (if any)

Toilets

The below toilet high touch areas are to be cleaned every 30 minutes during peak times:

- Door handles and push plates
- Sink taps and counters
- Toilet handles
- Lids of containers for disposal of women's sanitary products
- Soap dispensers and towel dispenser handles
- Baby changing stations
- Bin touch points (if any)

Auditorium

The below high touch areas in Bunjil Place to be cleaned between shows/audiences:

- Door handles and push plates
- Handrails for stairs & ramps
- Bin touch points (if any)

- Arm rest of seats
- Consider disposable or washable seat covers

Food and Beverage Areas

The below high touch areas in the Bunjil Place event food and beverage areas are to be cleaned at a minimum every 30 minutes once the venue is open to the public:

- Bottle openers
- Ice buckets
- Ice scoops
- Tabletops
- Point of sale pin pads
- Knives

Back of House Offices, Dressing Areas, Green Rooms, Production Areas

The below high touch areas to be cleaned prior to arrival of BOH crew / artist and when they leave as part of post event cleaning:

- Individual office and other room furniture hard services
- Door handles, push plates, doorways, railings
- Light switches and thermostats
- Cabinet handles
- Microphones
- Backstage and technical equipment
- Bin touch points (if any)

4. Keep records and act quickly if workers become unwell

Support workers to get tested and stay home even if they have mild symptoms

- Communicate to workers the financial support available to them if they cannot work while they are waiting for test result or are confirmed as a positive case
- Workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results.

Refer to City of Casey Pandemic Response Team, (PRT), business contingency plan to manage any outbreaks.

The key to managing a confirmed case when any person diagnosed with COVID-19 has been onsite is to ensure there is a plan in place in advance. The infected person may be a staff member, contractor, performer etc.

- All emergency contact lists are up to date and include all staff, contractors, performers etc. Anyone on site.
- Accurate records are kept of all sign in/out dates and times, via the registration QR code process.
- Should the infected individual contact the Bunjil Place directly, a checklist of questions will be asked of the infected individual to allow the response plan to be as effective as possible. This will include:
 - Have they notified the local Public Health Authority (in most instances, the Department of Health and Human Services)? If not, provide them with that contact information (DHHS coronavirus hotline on 1800 675 398).
 - Confirm what date they were onsite, including the time
 - Did they attend any other local establishments before or after their attendance?
 - Where did they enter the site, where did they go onsite, and who did they interact with? Asking them to trace their movements.
- Staff notified of a confirmed case will notify the PRT.
- PRT will follow their process for notifying workers and close contacts about a positive case in the workplace.
- PRT will arrange to clean the worksite (or part) in the event of a positive case
- PRT will ensure DHHS has been contacted and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- PRT will immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- PRT will put in place the plan, in the event that you have been instructed to close the workplace by DHHS
- PRT will put in place the plan to re-open the workplace once agreed by DHHS and notify workers they can return to work

Keep records of all people who enter the workplace for contact tracing.

- Ask workers to complete a health questionnaire before starting their shift, and ensure they are aware they must notify their manager before coming to the workplace if they are feeling unwell or are awaiting COVID test results.
- All persons entering the site will be required to sign in and sign out via contactless QR code (registration), as persons will be required to utilise their own devices. In the instance of a person entering the site and does not have a smart device, the staff member at the registration point will use a designated registration smart device with the person entering the site verbally relaying their details. The staff member onsite will then sign them out once they leave

again via verbal relay. This QR code registration will form the registration of all person's onsite, with the log retained for contact tracing purposes only. These details will be destroyed after 28 days.

- The implementation of patron contact tracing systems will align with current Government guidelines including what information must be gathered as part of any registrations.
- The use of a ticket alone does not meet the standards needed for contact tracing. The QR app will apply to all visitors including theatre patrons when they enter Bunjil Place.

5. Avoid interactions in enclosed spaces

Reduce the amount of time workers are spending in enclosed spaces. This could include:

- Enable working in outdoor environments
- Move as much activity outside as possible, including serving customers, meetings, and lunch breaks
- Enhance airflow by opening windows and doors where possible
- Optimise fresh air flow in air conditioning systems
- Make sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift

6. Create workforce bubbles

Keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes where possible.

- Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time, with physical distancing to be maintained at all times, as breaks are a high risk for contamination with masks not being worn whilst eating and drinking.
- Encourage workers to minimise time in shared facilities when taking breaks

Maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

FURTHER INFORMATION

Patron Communications

Given the change in venue operations, considering patron expectations will be critical to both a positive venue experience and to ensure transmission controls are properly adhered to. Relevant components of this safety plan in addition to general event information will be communicated to patrons via the below pre event channels where appropriate:

- Specific venue websites
- Social media channels
- Ticket purchase page
- Ticket headers and logos – where possible
- Patron emails
- SMS – where appropriate

The following specific patron communications (mainly signage) will be implemented in relation to Covid-19 controls:

- Promoting cough etiquette and respiratory hygiene – general venue
- Handwashing – in toilets
- Cartoon messaging relating to Covid-19 controls – venue digital screens
- Contact Tracing – entry
- Toilet capacity limits (when relevant) – toilets
- Encourage the use of hand sanitizers – general venue
- Physical distancing requirement (when relevant) – general venue and entry
- Venue cleaning processes – general venue
- Stay home if unwell – entry
- Avoid high contact surfaces whilst in venue – entry and general venue

Ticketing

When developing a ticket manifest the following will be considered and implemented where relevant:

- Use of digital ticketing is to be encouraged however for each event patron demographic to be considered and alternative ticket delivery methods to be made available.
- Client lead subscription services must also be considered as part of the ticket build and delivery process.
- Listing of specific door entry requirement on tickets to avoid high congregation of patrons at single venue entry locations.

- Listing of specific arrival times for patrons, if relevant, to manage Ingress System capacity.
- Access to seats in venue must ensure any current physical distancing requirements are met.
- Ticket headers and logos will be used where possible to re-enforce key health messages.
- Communication of venue expectation on purchase pages relating to any relevant COVID-19 controls.
- Provide patrons with essential venue information including updated health and hygiene controls and conditions of venue entry at point of ticket purchase.
- Exchanges & Refunds: Update policies so unwell patrons do not attend.
- Updated ticketing terms and conditions for COVID cancellations and refund policy
- Online and phone cashless transactions preferred methods
- Cash handling hygiene process

Café/Food and Beverage Service

The following general principles will be considered as part of any event specific food or beverage operation.

- Queuing system to be large enough to enable patrons to maintain comfortable physical distance.
- Avoiding pre-pouring self-service style bar service.
- Encourage patrons to use cashless payment options.
- Use single use disposable drink containers.
- Increase bar capacity to avoid formation of queues.
- Consider limiting food and beverage range to speed patron decision making to avoid formation of queues.
- Ensure clear signage is provided to enable quick decision making to increase throughput of the service area.
- Implementation of Bunjil Place beverage pre-ordering system to reduce the creation of bar queuing per show and at intermission.
- Consider pre-packaged individual serves for patrons.
- The use of buffet style food service and shared platters will not be used.
- FOH Systems in place to support social distancing
- Implementation of COVID-19 physical distancing seating options
- Cashless sales transactions to occur
- Online ordering options to reduce/remove queuing
- Order paging system in place
- Return tray to collection point, then disinfecting prior to return to service

- No acceptance of keep cups

Merchandise

- Patrons will not be permitted to try on merchandise such as T-Shirts.
- Queuing systems around merchandise locations must be considered, not only in relation to the merchandise area but to other traffic flows within the space.
- Encourage patrons to use cashless payment options.
- Staff selling merchandise must be provided with a physical barrier between themselves and patrons, such as a trestle table.
- Merchandise range to be kept to a minimum to reduce the likelihood of a queue forming.
- Implementation of multiple merchandise locations will be considered including possible leveraging of food and beverage outlets to sell some merchandise such as programs.

Back of House

The below action will be considered when planning and delivering the technical production element of an event.

- Technical plan and stage layout will consider any physical distancing requirements and reduce need for multi-touch items.
- When booking events, discussion with client to include total back of house numbers to comply with physical distancing requirements
- During pack in and pack out, crew are to wash / sanitise their hands frequently.
- Sanitising wipes may be provided for equipment that cannot eliminate multiple touchpoints.
- Alternative solutions will be considered for any Q&A sessions to eliminate shared microphones.
- Identify, list, and create a risk management / hygiene strategy for all high touch / high risk and 'shared' staging, performance, and technical equipment.
- Establish practical, safe equipment protocols and training.
- Sanitise all high-risk equipment before / after each use with an alcohol-based disinfectant.
- A colour coded system will be used on equipment to identify when it has been cleaned and is ready for next use.
- Microphones will only be used by one person for the duration of the day, (including rehearsal and performance), and then retained for cleaning.
- 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. Bunjil Place technicians will explain how to do this.
- If crew must fit equipment to performers, crew to be provided with appropriate PPE.
- Bunjil Place staff will be the only persons where reasonably practicable to move all technical equipment.
- Individual performers will be the only persons, where reasonably practicable to handle individual instruments, sets and props.

- Spaces including stages and backstage corridors to be mopped with hot water and methylated spirits between clients/groups of clients
- Hand sanitiser located within all rehearsal spaces, all dressing rooms, side of stage and stations spaced through back corridor
- Where practicable all doors to be sand bagged open, so no need to touch handles
- Two metre square per person drives capacity limits in these spaces as per DHHS guidelines
- 1.5m spatial distancing in corridor transition spaces where dwell time is short as per DHHS guidelines
- Increased cleaning during client occupation
- Spaces marked on stage for groups to ensure 1.5m spacing where practicable
- When groups of people expected at Stage Door, have external stage door open with staff member stationed there to avoid pressing of buzzer and using door handle.
- Frequent cleaning of buzzer and door handle during client occupation.
- Cleaning products stored in internal Stage Door so BOH staff are not reliant on cleaners to do this task

Ingress System

The queuing system, ticket scanning and security screening process will consider the below guidelines. The overarching principles of encouraging patrons and staff to maintain distance, avoiding any physical contact and messaging outlining how the process is to be followed. Once the measures have been determined for each specific event the Ingress System throughput capacity is to be calculated and documented. This throughput capacity is to align with the proposed ticket build, in particular any door loadings and staggered patron arrival times.

Queuing

- When designing the entry queuing system to any Bunjil Place venue the potential maximum load of the queuing system may need to be calculated and documented in relevant Vectorworks plans.
- Staggered arrival times of patrons will be considered though the ticketing build to avoid overloading the entry system immediately prior to the event start.
- Clear and frequent signage is to be displayed to provide patrons with detail on Bunjil Place expectations in relation to the entry process.
- All queuing systems are to use physical control measures such as crowd control barrier or similar, distancing within the queuing system must be such that patrons standing in the system avoid touching the queuing infrastructure or each other.
- Response actions to be considered and documented into individual event plans in relation to how the Duty Manager will address unanticipated high levels of congestion at entry points.

Ticket Scanning

- Patron to remain in possession of their ticket or personal device which holds a digital copy of their ticket.
- Ensure clear distance is created between the ticket scanning staff and the patrons. This can be achieved by the installation of trestle tables or similar.
- In the event there is a ticket scanning issue, Front of House or Box Office staff will be engaged to assist in a specific area created after the processing area to address such scan failures. The setup of this area will ensure physical distancing can be maintained between Bunjil Place staff and the patron and will include placement of signage, floor decals and tables to assist where relevant.

General Considerations

- Hand sanitisers to be made available at the conclusion of the entry process, with one hand sanitizer to be provided for each entry lane in operation. Signage to be installed to instruct all patrons to use the hand sanitiser stations as a strict condition of entry.
- Entry process must be designed to accommodate patrons who are accessibility impaired.
- Ground markers or decals may be used to provide an additional layer of instructions to patrons.
- All staff involved in the entry process to wash their hands in 30-minute intervals.
- Cleaning staff are to clean any entry tables at 30-minute intervals during the ingress period.
- Depending on the Bunjil Place venue, location of the entry system may need to be altered to enable appropriate size of the system to be created.
- The demographic of the audience will be considered when designing the system.
- Avoid communicating the event start time - rather adjust communication to reflect the staggered venue entry time for each group of patrons, if used.
- Where possible venue doors to remain open to avoid patron contact with doors.

Congregation Areas and General Circulation

Dense congregation of patrons in circulation areas needs to be avoided, whilst not necessarily mandated by government such high-density congregations may cause concern and anxiety amongst patrons particularly in the short term. As such the below will be considered as part of the event planning:

- Install signage in anticipated congregation areas outlining any current physical distancing expectation.
- Multiple hand sanitisers stations to be made available in congregation areas.
- Entry into these areas may be regulated to ensure overcrowding does not occur. This will be via pulsing the Ingress System and using in-venue staff to report to staff operating the Ingress System on any temporary closure of the system.
- Vectorworks mapping is to be completed for each event which identifies the maximum allowable patrons in congregation areas to ensure any physical distancing requirements are met. For example, if the current physical distancing guidelines require a 1m distance, 2m square needs to be allocated to each person, this will determine the maximum capacity of the congregation areas.
- Splitting Ingress Systems to avoid loading too many patrons into Congregation Areas.

- Possible removal of any furniture which will encourage patrons to remain in the areas whilst also reducing the need for cleaning of these items.
- Consider opening the performance area at the same time as the Venue.
- Consider limiting commercial promotions in congregation areas.

Venue Egress

When considering the design of egress systems, the overarching principles of ensuring patrons and staff maintain distance, patrons avoid any physical contact with each other, or staff is to guide decisions. Once the measures have been determined for each specific event egress, egress capacity is to be calculated and documented. This egress capacity is to align with venue specific door loadings.

COVID Safe Marshall

A new role, titled COVID Safe Marshall, has been created. The role will be filled by an experienced member of the Bunjil Place team and will be responsible for the following:

- Focus on ensuring listed Covid-19 controls are implemented prior to doors open, including completion of a COVID-19 Pre-Event Checklist.
- Ensure placement of signage is completed and clear for patrons.
- Ensure COVID-19 event controls & protocols are adhered to, for example, patron hand sanitising upon arrival.
- Read and understand the hirers COVID safety plan and implement their controls relating to COVID-19 where additional to venue controls.
- Close liaison with cleaning staff to ensure high touch surface cleaning is occurring as required.
- Implement any corrective actions during an event as required or escalate to the Duty Operations Manager any areas of concern which cannot be addressed.
- All nominated COVID Safe Marshall's will have undertaken online Infection Control Training and have an up to date Level 2 First Aid accreditation.

The need to deploy one of the COVID Safe Marshalls will be determined based on the type and size of each event and responsibility outlined as part of this role may be allocated to existing venue staff as opposed to an additional person.

Emergency Response

In the event a venue is to be evacuated due to an emergency situation the primary consideration will be patron and staff welfare and the preservation of life, as such any physical distancing measure and other COVID-19 controls will become secondary considerations.

- Workplace checklist https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Workplace-Checklist.pdf
- National COVID-19 safe workplace principles <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/other-resources/national-covid-19-safe-workplace-principles>
- COVID-19 Physical Distancing <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/office/physical-distancing?tab=733>
- How to clean and disinfect your workplace <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>
- Victorian updates – <https://www.dhhs.vic.gov.au/coronavirus>
- National Updates – <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Bunjil Place Plaza, Tier 3 Events

Under the COVIDsafe Public Events Framework 2.0 (Updated 7 December 2020) the requirements from public event organisers are:

Requirements from public event organisers

COVIDSafe Event Plan submitted for review and approval for Tier 1 and Tier 2 events

COVIDSafe Plan already in place for the business or venue, and if not a COVIDSafe Event Checklist must be uploaded and published online for Tier 3 events

All events run at Bunjil Place in the Plaza will operate under this plan. In addition to the information contained in this document, the following pertains to Tier 3 events.

The Public Events Framework is currently in Public Event Phase 1.

From 11:59pm on 6 December [current phase]	Tier 1 and Tier 2 events at indoor and outdoor seated venues 75% of the venue's seating capacity, up to a maximum of 5,000 people seated. Density quotient of one person per two square metres applies to non-fixed seated areas – e.g. grassed areas. QR codes must be used for these events. Allocated seated events only. Free-standing (general admission) events not permitted. <u>Tier 3 events</u> For indoor and outdoor events or performances with fewer than 1,000 people, the Directions permit some standing and roaming. This includes venues that are hosting events – e.g. theatres, galleries. Density quotient of one person per two square metres applies to non-fixed seated areas – e.g. grassed areas. QR codes must be used for these events.
Criteria for moving forward in phases	<p>Venue requirements</p> <p>Note – limits on attendee numbers include children older than 12 months, but do not include the workers required to run the event.</p> <p>Venues can host multiple sessions on the one day, or be run over multiple days. If there are multiple separate sessions in a day, then limits refer to the maximum people allowed in any given session.</p> <p>Cleaning must be undertaken between sessions in accordance with the DHHS cleaning guidance.</p>

1. Oversight and administration

Before the event	
Check the Victorian Government's coronavirus website (https://www.coronavirus.vic.gov.au) on legislative requirements and specific restrictions that may apply.	<i>Regular checking as well as receiving group updates from City of Casey Pandemic Response Team.</i>
Identify key staff or volunteers who are responsible for implementing and reviewing the strategies in this COVIDSafe Event Checklist. This must include identifying staff whose role are to ensure that public health measures, such as physical distancing and general COVIDSafe behaviours are adhered to.	<i>Bunjil Place staff assigned to plan and deliver events program. One staff member assigned Covid Safe Marshall role and will utilise this checklist.</i>
Develop processes and materials to ensure that staff and volunteers attending the event are provided education and guidance on physical distancing, good personal hygiene and staying home from work if feeling unwell.	<i>All staff working onsite have undergone workplace training before attending their first shift. PPE provided and regular messaging re: feeling unwell.</i>
When scheduling an event, consider potential for other events in the same local area which may use similar transport options, shared pathways and facilities.	<i>Max attendance 300 at any one event.</i>
Event organisers must commit to supporting any public health investigations, and support any required actions requested by public health officials.	<i>Bunjil Place and City of Casey commits to this.</i>
Contingency planning must be documented in the scenario that an event needs to be cancelled, including communicating the cancellation to patrons.	<i>All events are ticketed, all ticket holders will be contacted by phone if the event is cancelled as well as comms on the website and social media channels.</i>
Tickets should be refundable if a ticketholder is unwell.	<i>Ticketing policy states refund if ticket holder is unwell.</i>
Develop a process to manage an attendee who develops symptoms; this includes: <ul style="list-style-type: none"> - Making arrangements to send the person home in suitable and safe private transport so the risk of potential coronavirus (COVID-19) transmission is reduced. - If the person cannot travel home identify an area where the person can remain in isolation until they are able to travel home 	<i>Bunjil Place will adopt these arrangements if a member of the public is feeling unwell. We will ensure we have their contact details and pass them onto our Pandemic Response Team.</i>
Record keeping requirements (including ticketing)	
The event's record keeping system must: <ul style="list-style-type: none"> - Record the name, phone number and area for each attendee in a way that complies with privacy obligations - Ensure attendee contact details available to the event organiser and the Department of Health and Human Services (DHHS) to facilitate contact tracing if required - Where applicable and practicable, link ticket information to a seating/location map, categorised by row or section. 	<i>Bunjil Place has Victorian State Government contact tracing app in place to record contact details of all those who are on site.</i> <i>All events will be seated and ticketed. As attendees are shown to a seat and requested to not move to another seat.</i>

Attendee contact details must be retained for 28 days after the event, after which, information should be destroyed, unless there is another statutory requirement for retention.

All contact information sent to DHSS and not stored within the venue.

2. Attendee Management

General	
<p>Prior to the event, event organisers must communicate the following public health messages to attendees:</p> <ul style="list-style-type: none"> • Each attendee is asked to do a symptom self-assessment prior to leaving home and not attend if they are unwell or have been instructed to isolate or quarantine. • Attendees must maintain at least 1.5m physical distance between those from other groups at all times. • To minimise movement, attendees must stay within their allocated spaces or seats where practical. • Requirements for face covering, observe cough etiquette and personal hygiene measures. <p>A reminder of public health measures must be included in the ticketing sales process, visible on the ticket or as an email reminder.</p>	<p><i>This information will be communicated to the attendees when their reminder email is sent out prior to them attending the event.</i></p>
<p>During the event, regularly to reinforce public health messages – use broadcast messages, signage, and staff/volunteers to communicate this information with attendees.</p>	<p><i>Messaging will be reinforced via the outdoor screen, static signage and staff onsite.</i></p>
<p>Where possible establish multiple zones within your event area to limit interaction between groups of attendees. You may consider assigning dedicated facilities e.g. allocated bathrooms to a specific zone.</p>	<p><i>A specific event space has been set up for a maximum of 300 attendees at any one time utilising the 2 square metres quotient.</i></p>

Fixed seated areas (e.g. grandstands)	
Ensure seating is clearly labelled to enable seating allocation. Groups who booked tickets together can sit together but they must be spaced at least 1.5m from other groups.	<i>All events ticketed, each section of seats will be spaced 2 metres from other sections of seats. Groups that book together will be seated together.</i>
Where seating is not numbered, clearly mark rows and seats that are to be left vacant.	<i>The seating utilised is semi fixed i.e. not permanent seats, but fixed for the duration of the event. Only the amount required will be set out.</i>
Non-fixed seated areas (e.g. grassed areas)	
<p>There must be visual cues to facilitate physical distancing, this includes:</p> <ul style="list-style-type: none"> - Ground marking or barriers allocating space to groups (i.e. their allocated 'picnic' area) – with at least 1.5m between areas allocated to separate groups - Signage requirements as set out in the Restricted Activity Directions - Dedicated wide walkways at least 2m wide - Ground/wall marking of 1.5m spacing where queuing may occur 	<i>All events within the event space will be fixed seating for the duration of the event.</i>
Bathrooms, retail and food and drink vendor areas	
<p>Use visual cues to facilitate physical distancing:</p> <ul style="list-style-type: none"> - Ground/wall marking of 1.5m spacing where queuing may occur (e.g. outside bathrooms, in service lines) - Signage requirements as set out in the Restricted Activity Directions - Indicate direction of travel on walkways with a preference for one-way flow, where practical. 	<i>Floor decals in play inside the venue, signage on outdoor screen, digital screens within venue, static signage internally and externally and instructions from staff. Each space has one entry in and one exit out.</i>
Access to and from the venue	

Implement strategies to avoid crowding on public transport and at stops/stations. Where feasible, ensure there are adequate parking options for car-based travel.	<i>Plenty of car parking for car based travel. Small number of attendees to the events.</i>
Where an event could attract attendees, who do not have a ticket, the organiser must use a gated venue with designated points of entry and exit.	<i>All events will be ticketed with one entry into the event space and one exit out. The event space will be fenced.</i>
Establish multiple entry and exit points to avoid queuing and ensure smooth attendee flow into the venue. Where multiple entry and exit points cannot be established, encourage staggered entry/ exit to avoid queuing; this could be done as part of pre-event communication.	<i>The event space will have one entry into the event space and one exit out. Attendees asked to arrive early for processing into the event space.</i>
Implement strategies to limit the potential for gathering near the venue or at entrances/exits. Encourage attendees to disperse from the event at its conclusion.	<i>Attendees will be seen to as quickly as possible upon arrival and shown to their seats. Attendees will be encouraged to leave the event as promptly as possible at the conclusion of the event.</i>

3. Environmental and personal hygiene

Environmental measures including cleaning	
Undertake pre-event cleaning of communal facilities and high touch surfaces. Develop and implement a cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathroom facilities.	<i>Bunjil Place has a permanent team of cleaners employed to clean the internal and external venue. In addition, Bunjil Place has a team of sanitisers employed to sanitise the internal and external venue. Additional request for cleaners and sanitisers during events.</i>
At minimum, high touch surfaces must be cleaned at least twice per day and between groups in accordance with DHHS's cleaning and disinfection guidelines . Additional cleaning of visibly soiled surfaces must occur as required.	<i>Bunjil Place has a permanent team of cleaners employed to clean the internal and external venue. In addition, Bunjil Place has a team of sanitisers employed to sanitise the internal and external venue. Additional request for cleaners and sanitisers during events.</i>
Personal hygiene	
Establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and attendees.	<i>Hand sanitiser stations located within the event space, café space and around the venue.</i>
In prominent locations, display posters demonstrating personal hygiene and hand washing practices.	<i>Messaging displayed on the outdoor screen, internal screens and posters around the external and internal venue.</i>
Communal facilities to be regularly cleaned	

Ensure toilets are in working condition with running water for hand basins, soap and disposable hand towels/dryers.	<i>Bunjil Place is a new facility with excellent onsite facilities.</i>
Ensure enough toilets are available to avoid queuing. If queuing is likely, organiser must ensure there is physical distancing.	<i>Bunjil Place has adequate facilities for the number of attendees. Plenty of foyer space for queuing if required.</i>
Designated smoking areas must enable physical distancing of 1.5 meters	<i>No smoking onsite.</i>

4. Staff, vendors and contractors

Responsibilities	
It is the responsibility of the event organiser to ensure that staff, including volunteers, vendors and contractors, understand and comply with COVIDSafe work practices, including training in COVIDSafe behaviours.	<i>All staff working onsite have undergone workplace training before attending their first shift.</i>
Workers and volunteers should complete the Staff Coronavirus (COVID-19) Health Questionnaire and not attend work when unwell.	<i>Staff are advised to not attend if feeling unwell.</i>
Workers must have access to the appropriate personal protective equipment throughout the event.	<i>PPE provided to staff.</i>
Share COVIDSafe Event Checklist with on-site vendors and contractors. Vendors and contractors should provide their COVIDSafe Plans to the event organiser.	<i>Event lead to share this checklist with all stakeholders. Request for vendors and contractors to share COVIDSafe Plans prior to coming onsite.</i>
Food and beverage requirements	
Any food and beverage service must align with the Victorian Government's coronavirus (COVID-19) hospitality guidance and the Restricted Activity Directions.	<i>Bunjil Place has a café located on site which is compliant with the hospitality guidance.</i>

Queues at food and beverage vendors should facilitate physical distancing and not cross over with other queues.	<i>One entry in and one entry out, bollards used to line people up safely during busy periods.</i>
Reduce touch points during food and beverage service, such as using contactless payment methods and ensure service is occurring in well ventilated areas.	<i>Outdoor café set up for all outdoor events, contactless payment only.</i>
Close communal self-serve and condiment stations.	<i>Self serve and condiment stations are not in use at Bunjil Place.</i>
Where possible, food and beverages should be sold in packaging to avoid double handling.	<i>A good selection of food is available in packaging.</i>
Take-away food and drinks must be consumed in allocated seats or 'picnic areas'. Food court-style seating is permitted if consistent with the Restricted Activity Directions guidelines.	<i>All food and beverages purchased must be eaten in the allocated seats in the event space or in the allocated outdoor dining seats.</i>

Plan Review

The COVID Safe Plan will be reviewed every three months, or when changes to DHHS guidelines are made. The Coordinator Production is responsible for this review, which is to be submitted to the Pandemic Response Team for approval.