

## COVID SAFE PLAN

Bunjil Place – City of Casey 19/11/2021 - Version 10

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### Document Purpose

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.**



## Introduction

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

These are:

1. Vaccination
2. Physical distancing
3. Face masks
4. Hygiene
5. Record keeping
6. Enclosed Spaces and Ventilation

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 Check In Marshalls 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 sanitiser, wipes, masks, and extra cleaning for staff working from Bunjil Place.

Audience capacity will be decided based on current COVID safe restrictions.

## COVIDSafe Principles:

### 1. Vaccination

From Friday 19 November entry into Bunjil Place will only be permitted to persons 12 years and 2 months of age and over who are fully COVID-19 vaccinated. (Those under 12 years and 2 months of age may enter without vaccination, as can those with evidence of valid medical exemption).

- Visitors must check in upon entry via QR code through the Service Victoria app, providing proof of vaccination
- There will be one public entry to the venue, which will be staffed by a COVIDSafe Check In Marshal to ensure that all persons entering the venue are fully vaccinated and able to provide the accepted form of evidence.



- Public will be encouraged to download Service Victoria COVID-19 QR app for contact tracing prior to arrival

## 2. Physical Distancing

Density quotients no longer apply, however physical distancing is recommended where possible.

- Where possible aim for workers and visitors to maintain physical distancing of 1.5 metres.
- 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, encouragement to download Services Victoria QR app prior to arrival)
- Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit, (all doors that can be left open/automatically open rather than needing to be pushed/pulled will be, advance notification of what entrance process is so staff and public have time to become aware of processes)
- Manage egress from auditorium, (pre and post show announcement, foh staff to allow patrons to exit in rows – this to be worked in collaboration with the event as may change for different events, dependent on number of patrons with access needs and demographic of audience)
- Outline strategy for reducing overcrowding 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, altered performer meet 'n greet, use and capacity of 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)

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

- Workers should work from home if they can. Adapt working arrangements to enable working from home where possible.
- Reinforce messaging to workers that physical distancing to be maintained during work and during social interactions where possible
- 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,



### 3. Wear a Fitted Face Covering

Follow current government guidelines regarding mask requirement.

- Face masks to be worn in frontline roles where staff are interacting with members of the public/clients or are required due to other risk mitigation.
- A fitted face mask is of at least two plies, that covers the nose and mouth to provide the wearer protection against infection. Face shields, scarves, bandanas and other loose face shields 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.
- Training, instruction and guidance on how to correctly fit, use and dispose of PPE is provided to staff as part of the return to workplace induction. Guidelines on wearing facemasks are available from DHHS website - <https://www.dhhs.vic.gov.au/face-coverings-work-covid-19>
- 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 recommendation to wear a face mask, but will not be required to.
- There are a number of lawful reasons for not wearing a face mask. <https://www.dhhs.vic.gov.au/face-masks-vic-covid-19#exceptions-for-not-wearing-a-facecovering>.

### 4. 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.

**Everyone** should be taking the following hygiene actions:

Wash your hands

- Wash your hands regularly for at least 20 seconds, using soap and water or use a hand sanitizer that contains at least 60% alcohol.
  - Wash your hands when you first arrive at Bunjil Place.
  - Wash your hands after blowing your nose, coughing, sneezing, or using the toilet
- Cough and Sneeze Etiquette
- Cover your nose or mouth with a tissue, then throw it away and wash your hands thoroughly
  - If you don't have a tissue, cough or sneeze into your elbow or upper sleeve.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - If you are wearing a face mask, leave it on.



- Do not share drink bottles, glasses, crockery or cutlery other than with people you live with.

Return to work Induction will include training in effective, frequent hand washing with soap and use of sanitizer.

Cleaning and disinfecting common contact surfaces will help to slow the spread of COVID-19. Cleaning and disinfecting procedures are based on the DHHS and Safe Work Australia guidelines.

- All 'high touch areas' of the venue where there is regular human contact with surfaces will be cleaned and sanitised after each public event/performance. Both steps are essential.
- Clean surfaces with appropriate cleaning products, including detergent and disinfectant, and wear appropriate PPE for cleaning.
- Cleaning and sanitizing will focus on frequently touched surfaces.
- Regular inspections of venue seating and spot cleaning undertaken as and when required.
- For fabric chairs, clean the touch surfaces of the item that can be wiped with a damp cloth. Not all surfaces are amenable to frequent cleaning.
- 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. Alcohol wipes will also be supplied.
- Make soap and hand sanitiser available for all workers and customers throughout the worksite, including all exits and entry points and encourage regular handwashing.

## Cleaning Frequency

### General Venue

The below general venue high touch areas to be cleaned 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 to be cleaned during peak times:



- Door handles and push plates
- Sink taps and counters, and 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

## Food and Beverage Areas

The below high touch areas in the Bunjil Place event food and beverage areas are to be cleaned during peak times:

- 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 – to be done by production staff only
- Backstage and technical equipment – to be done by production staff only
- Bin touch points (if any)

## 5. Record keeping

Accurate record keeping will assist in the case of any suspected or confirmed case of COVID-19. Bunjil Place will use the Victorian Government QR Code Service to check-in all workers, customers, and visitors. Bunjil Place will collect, record, and hold vaccination information for all workers. Anyone who enters Bunjil Place or attends Plaza events must be fully vaccinated as per current government guidelines.



## Workers will be supported to get tested and stay home even if they have mild symptoms

- Government Directions mandate that we keep records and contact details for all person coming into the venue. This includes staff, contractors, patrons, production personnel, conference delegates, public etc.
- All persons entering the site will be required to sign in via contactless QR code (registration), 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. This QR code registration will form the registration of all person's onsite, with the log retained for contract tracing purposes only. If the staff member can not use an electronic device at the time, a paper record will be kept as a last resort. These details will be destroyed after 28 days. Personal details taken via our ticketing system are governed by their own data and privacy regulations.
- In addition to the QR check in for all persons entering the building, proof of COVID-19 vaccination is to be sited by the COVID-19 Check-In Marshals prior to entering. If anyone cannot show proof of COVID-19 vaccination or valid medical exemption they will not be permitted to enter Bunjil Place.
- 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 an event 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
- 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.
- A COVID-19 Check-In Marshal will be posted at all public entrances whenever the facility operates, as per current government guidelines.
- Training in conflict resolution will be offered to all Covid-19 Check-In Marshals, and induction prior to their first shift will be undertaken.

## Managing Outbreaks; 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, member of public, performer etc. Please refer to the Promapp - for [Managing a confirmed case of COVID19 in a Casey Facility or Service](#)



- All emergency contact lists are up to date and include all staff, contractors, performers and anyone on site.
- Accurate records are kept of all sign in/out dates and times, via the registration QR code process, (Service Victoria).
- **Should the infected individual contact 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.
  - Ask for contact details in case future questions come up
- 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 it is identified a person with coronavirus (COVID-19) attended the 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

## 6. Enclosed spaces and ventilation

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

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





## 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
- Use of Digital Screens in foyer to convey Covid Safe messaging
- Social media channels
- Ticket purchase page
- Ticket headers and logos – where possible
- EDM to go out to all ticket holders shortly before event to include latest COVID restrictions and requirements.
- Patron emails
- SMS – where appropriate

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

- Ensuring patrons are aware of the need to be fully COVID-19 vaccinated prior to entering Bunjil Place, and the need to show proof of said vaccination
- Promoting cough etiquette and respiratory hygiene – general venue
- Handwashing – in toilets
- Cartoon messaging relating to Covid-19 controls – venue digital screens
- Contact Tracing – QR app provided outside Bunjil Place, at various locations in the foyer and at Stage Door.
- Area capacity limits (when relevant)
- 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.
- 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, vaccination requirements 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 self-service style bar service.
- Encourage patrons to use cashless payment options.
- 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.
- FOH Systems in place to support social distancing
- Cashless sales transactions to occur
- Online ordering options to reduce/remove queuing
- Order paging system in place



## 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 if there are any in place.
- 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.
- Where possible microphones will only be used by one person for the duration of the day, (including rehearsal and performance), and then retained for cleaning. If this is not possible, they will be sanitised between use..
- Cleaning between clients will occur back of house and on stage
- 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



- 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 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 through 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.

### 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.



- Entry process must be designed to accommodate patrons who are accessibility impaired.
- All staff involved in the entry process to wash their hands in 30-minute intervals.
- 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, or to open automatically 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.
- 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, when multiple events are on, or foyer capacity is high.
- Consider limiting commercial promotions in congregation areas.

### Venue Egress

When considering the designing of egress system the overarching principles of ensuring patrons and staff maintain distance, patrons avoid any physical contact with each other, or staff is to guide decision. 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.

### COVIDSafe Marshall

A COVIDSafe Marshall will be a member of the experienced 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 during event controls 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 will have undertaken online Infection Control Training and have 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.

### COVIDSafe Check-In Marshall

A COVIDSafe Check-In Marshall will be rostered at all times Bunjil Place is operating as per current government guidelines. They will be responsible for the following:

- Checking all persons entering the building QR in
- Checking all persons entering the building show proof of double COVID-19 vaccination status or Doctor's dated certificate showing medical exemption
- All COVIDSafe Check-In Marshalls will have undergone Conflict Resolution training and online Infection Control Training

### 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.

### Plan Review

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

