



# RIVERLINKS COVID SAFE PLAN

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## Version control

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2.2	Ken Cameron	17 August 2020
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3.2	Members COVID Safety Team	8 December 2020
3.3	Matthew Schroeders	4 January 2021
4.1	Matthew Schroeders	18 June 2021
4.2	Ken Cameron	2 August 2021
4.3	Ken Cameron	15 September 2021
5.1	Jessica Watt	22 October 2021
5.2	Jessica Watt	25 October 2021

## VENUE AND ORGANISATION DETAILS

**Riverlinks Eastbank**, 70 Welsford Street, Shepparton VIC 3630

**Riverlinks Westside**, Cnr Homewood Drive & Echuca Road, Mooroopna VIC 3629

A Department of **Greater Shepparton City Council**

**Venue Manager:** Ken Cameron 0428 176 508

**COVID Safe Compliance Coordinator:** Ken Cameron 0428 176 508

**COVID Marshal:** As per roster, reports to the Venue Supervisor/Front of House Manager

## INTRODUCTION

### Current situation

Riverlinks operates under the Government Directions [Restricted Activity Directions (RAD) or the Open Premises Directions (OPD)] issued from time to time by the Victorian State Government.

Government and health authorities acknowledge that restrictions may come and go depending on the level of COVID cases in the community. This will create quite a difficult “stop/go” environment which Riverlinks will have to navigate.

Physical distancing and square metre rules apply in most circumstances. Under these restrictions, maximum numbers achievable are less than normal capacity. This has major implications for the viability of performances as well as for general events.

The Hospitality sector is subject to its own COVID safe regulations with regard to capacity limits. The Café and Courtyard at Riverlinks Eastbank count as separate “enclosed spaces” under the regulations meaning there can be a capacity limit for each space. However, physical distancing and density quotient protocols still apply. Tables must be placed 1.5m apart.

Refer to DHHS restrictions for [Cafes and Restaurants](#) under Information Sources.

### COVID-19 (Coronavirus) transmission

**Transmission of COVID-19.** Currently, it is understood that the disease spreads in the following ways:

- Direct contact with a person while they are infectious,
- Direct or indirect contact with respiratory droplets (such as when a person coughs or sneezes),
- Direct contact with objects and surfaces which are contaminated by respiratory droplets.

For these reasons, governments and health authorities have put in place various measures to slow the spread of this disease. This COVID-Safe Plan sets out how Riverlinks and its staff can apply these measures to activities at Riverlinks facilities to ensure the safety and wellbeing of staff, clients and customers.

### Vulnerable groups

While every person has the same risk of contracting COVID-19, some persons are at a higher risk of more serious illness or complications if they are infected. These include:

- People aged 65 and older with chronic medical conditions
- People aged 70 years or older
- People with compromised immune systems.
- **Aboriginal and Torres Strait Islander people aged 50 years and older with one or more chronic medical conditions**

### COVID-19 symptoms

Key COVID-19 symptoms include:

- Fever
- Dry cough

- Sore throat
- Runny nose
- Chills or sweats
- Shortness of breath

## Review of Plan

This is an evolving situation and this Plan will be amended as necessary. Update triggers may include:

- If the Victorian or Federal Government introduces, amends or revokes its COVID-19 orders, directions, regulations or public health laws.
- If the Federal or Victorian Department of Health & Human Services releases new guidance or amends its existing guidance on COVID-19.
- If Worksafe Victoria releases new guidance or amends its existing guidance on COVID-19.
- If there is a confirmed case in the Performing Arts Sector and the resultant feedback leads to changes.
- General feedback from staff, clients and patrons to improve the measures and processes in this document.

## INFORMATION SOURCES

### Acknowledgement

Riverlinks wishes to acknowledge the work carried out by the Victorian Association of Performing Arts Centres (VAPAC), PAC Australia and Creative Victoria. The valuable resources provided by these organisations have contributed greatly to this COVID Safe Plan. VAPAC works with Members, State and National peak bodies and agencies to develop a set of principles and guidelines mapping a safe path to welcome audiences, producers and hirers back into venues.

VAPAC have sought legal advice and referenced Government guidance where appropriate.

**VAPAC – COVID-19 Resources including A Safe Guide for reopening performing arts venues**

[https://vapac.org.au/resource\\_category/covid-19/](https://vapac.org.au/resource_category/covid-19/)

**PAC Australia – Guidelines for COVID-Safe Theatres**

[www.paca.org.au/covidsafetheatres/](http://www.paca.org.au/covidsafetheatres/)

**Creative Victoria – Arts and Culture Return to Business Guidelines**

<https://creative.vic.gov.au/resources/coronavirus-covid-19-and-victorias-creative-industries>

### References and important contacts

Victorian Department of Health and Human Services (DHHS) Coronavirus (COVID-19)  
HOTLINE: 1800 675 398

National Coronavirus HOTLINE: 1800 020 080

To seek medical help 24/7

#### DHHS – Coronavirus (COVID-19) Main webpages

[www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)  
[www.coronavirus.vic.gov.au](http://www.coronavirus.vic.gov.au)

#### DHHS – Coronavirus (COVID-19) Restriction levels

[www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19](http://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19)

#### Worksafe Victoria

[www.worksafe.vic.gov.au/coronavirus-covid-19](http://www.worksafe.vic.gov.au/coronavirus-covid-19)  
COVID -19 information for workplaces

[www.worksafe.vic.gov.au/report-confirmed-covid-19-diagnosis](http://www.worksafe.vic.gov.au/report-confirmed-covid-19-diagnosis)

To report a worker with a confirmed diagnosis

Worksafe Victoria contact number: 13 23 60

#### Safe Work Australia

[www.safeworkaustralia.gov.au/covid-19-information-workplaces](http://www.safeworkaustralia.gov.au/covid-19-information-workplaces)

#### National COVID-19 Coordination Commission

Online tool to help businesses reopen and be COVID Safe.

[www.pmc.gov.au/nccc/resources/planning-tool-help-businesses-reopen-and-be-covidsafe](http://www.pmc.gov.au/nccc/resources/planning-tool-help-businesses-reopen-and-be-covidsafe)

#### DHHS – Restrictions for Cafes and Restaurants

[www.dhhs.vic.gov.au/cafes-and-restaurants-regional-victoria-covid-19](http://www.dhhs.vic.gov.au/cafes-and-restaurants-regional-victoria-covid-19)

#### Office of the Victorian Information Commissioner

[www.ovic.vic.gov.au/](http://www.ovic.vic.gov.au/)

## COVID SAFETY TEAM

### COVID Safety Team

Comprised of Riverlinks Manager, Team Leader Technical & Operations, Team Leader Business Development, Team Leader Box Office, Team Leader Catering Services COVID-Safe Compliance Coordinator, Riverlinks HSR and Riverlinks Marketing Officer. Other staff may be added as required.

Meeting weekly to begin with and when needed to respond to an incident. Frequency may be reduced or adapted according to need. Meetings should be held remotely if practicable.

Roles and Responsibilities of the Team include:

- Assessing the impact of COVID-19 on Riverlinks, the effectiveness of the COVID Safe Plan and assessing current priorities;
- Review other policies and procedures, such as Emergency Evacuation and Disability Access which may need to be amended during the pandemic in response to this Plan.
- Ensuring that the organisation continues to meet its legal and regulatory responsibilities;
- Establishing clear lines of responsibility for managing the venue's COVID-Safe plan and response;
- Directing the overall response to any incident;

- Plan, document, brief and seek approval from the Greater Shepparton City Council Business Continuity Team of proposed changes to the current business activities
- Ensuring support for the role of the COVID-Safe Compliance Coordinator;
- Communicating messages to staff, patrons, stakeholders and to the media.
- The COVID Safety Team should meet as required to manage:
  - Issues generally relating to COVID-19 at the venues
  - Emergency Response
  - Incident Management
  - Recovery
  - Resumption

## Riverlinks COVID-Safe Compliance Coordinator

Compliance with measures implemented to reduce the spread of COVID-19 is the responsibility of **every** individual who works in or visits our venues, including management, staff, contractors and patrons. However, the COVID-Safe Compliance Coordinator is responsible for overseeing the implementation of measures and reporting back to the COVID-Safe Response Team the effectiveness or otherwise of the measures.

COVID Safe Compliance Coordinator duties are listed as [Appendix 3](#).

## COVID SAFE PRINCIPLES

The following COVID Safe Principles are integral to this COVID Safe Plan and are legal requirements.

- 1 Vaccination
- 2 Physical Distancing
- 3 Wear a fitted Face Covering / Mask
- 4 Practice Good Hygiene and Cleaning
- 5 Keep Records and act quickly if someone becomes unwell (Response Plan)
- 6 Avoid Enclosed Spaces
- 7 Workforce Bubbles

### Vaccination

From Friday 22 October entry into Riverlinks Venues will only be permitted to persons 16 and over who are fully covid-19 vaccinated. (Those under 16 may enter without vaccination or those with evidence of an 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 COVID Safe Marshal 'concierge' to ensure that all persons entering the venue are fully vaccinated and able to provide the accepted form of evidence.

Riverlinks COVID-19 Fully Vaccinated Communication Plan (TRIM M21/92310)

## Physical distancing

Current requirement is 1.5m distance between people unless they are from the same household.

If this is not possible for any reason control measures should be put in place:

- Minimise the number of person-to-person interactions that need to be completed within 1.5 metres.
- Minimise the number of individuals involved in activities that need to occur within 1.5 metres of each other. eg. Essential work in bio-box, wings, grid, box office.
- Limit close contact between workers/ other people in a shared closed space. If this is not possible, utilise PPE.
- Arrange furniture in a layout that is consistent with physical distancing and the square metre rule or remove entirely.
- Provide personal protective equipment (PPE) where necessary (e.g. gloves, masks, glasses). It should be noted the primary purpose of masks is to prevent the wearer from spreading infection to other people. This may occur if the person is infected but unaware or asymptomatic.

## Density quotient

The density rule does not apply to workplaces that do not have public access. All workplaces should abide by the 1.5m physical distancing rule where possible.

Density quotients elsewhere in the venues follow the requirements of the current RAD or OPD.



## Venue Capacities

The **capacity** of various spaces within Riverlinks Venues will vary according to the level of restrictions in place at any given time. These are:

- Mass gathering limit
- Density quotient
- Physical distancing requirements

The capacity of each space will be posted via signage at the entrance to the space.

In the event that entertainment venues are permitted to operate and dependent on mass gathering limits, the capacities of spaces within Riverlinks facilities (based purely on maximum using density quotient and not including restriction limits (ie 50% but maximum of 75 people) and without setup logic, including physical distancing, being applied) are:

### Riverlinks Eastbank

Space	100% Capacity <sup>†</sup> (1 per 1sqm)	50% Capacity (1 per 2sqm)	25% Capacity (1 per 4sqm)
Lower Foyer (ap. 552m <sup>2</sup> )	552	276	138
Upper Foyer -including Alex Rigg 1 (ap. 298m <sup>2</sup> )	298	149	75
Foyer (additional use of function rooms) (ap. 966m <sup>2</sup> )	900	483	241
Auditorium with fixed seating (832 seats - no quotient used)	787	424	212
Auditorium with fixed seating (ap. 480m <sup>2</sup> quotient used)	480	240	120
Auditorium, flat floor configuration (ap. 365m <sup>2</sup> )	365	182	91
Stage (ap. 176m <sup>2</sup> )	120	88	44
Basement area, Green Room/dressing rooms (ap. 158m <sup>2</sup> )	70	44	22
Green Room (ap. 24m <sup>2</sup> )	14	10	5
Kitchenette (ap. 16m <sup>2</sup> )	10	6	3
Dressing Room 1 (ap. 27m <sup>2</sup> )	15	10	5
Dressing Room 2 (ap. 11m <sup>2</sup> )	5	4	2
Dressing Room 3 (ap. 7m <sup>2</sup> )	4	3	1
Dressing Room 4 (ap. 8.4m <sup>2</sup> )	4	3	1
Dressing Room Toilet 3 (ap. 16m <sup>2</sup> )	6	4	2
Dressing Room Toilet 4 (ap. 18m <sup>2</sup> )	6	4	2
Laundry (ap. 6 m <sup>2</sup> )	2	1	1
Single Function Room (ap. 206 m <sup>2</sup> )	206	103	51
Double Function Rooms (ap. 414 m <sup>2</sup> )	414	207	103
Main Corridor -used for function seating (ap. 60m <sup>2</sup> )	60	30	15
Nixon Street Entry (used for function seating (ap. 87m <sup>2</sup> )	87	43	21
Entire Venue (timber floor used for functions)	900	462	231
Alex Rigg Meeting Room 1 - Theatre Style (ap. 9m x 7m)	63	31	15
Alex Rigg Meeting Room 1 - Boardroom (ap. 9m x 7m)	18	18	10
Alex Rigg Meeting Room 2 (12m <sup>2</sup> )	18	6	3
Control Room (8m <sup>2</sup> )	5	4	2
Café (ap. 128m <sup>2</sup> )	80	60	30
Courtyard	80	40	40

### Riverlinks Westside

Space	100% Capacity <sup>†</sup> (1 per 1sqm)	50% Capacity (1 per 2sqm)	25% Capacity (1 per 4sqm)
Foyer (lower)	126	63	31
Foyer (upper)	38	19	9
Foyer (additional use of Rotary rooms)	132	66	33
Auditorium (416 seats - no quotient used based on normal capacity)	387	208	104
Auditorium (ap. 245m <sup>2</sup> quotient used)	245	122	61
Stage	184	92	46
Green Room	18	9	4
Dressing Room 1 (ap. 42 m <sup>2</sup> including toilet/shower)	20	14	7
Dressing Room 2 (ap. 49 m <sup>2</sup> including toilet/shower)	22	16	8
Dressing Room 3 (ap. 28 m <sup>2</sup> )	24	14	7
Laundry Area (ap. 10 m <sup>2</sup> )	4	4	2
Orchestra Pit	26	13	7
Single Rotary Room (ap. 57 m <sup>2</sup> )	57	28	14
Rotary Rooms -Full (ap. 115 m <sup>2</sup> )	115	57	28

### Riverlinks Studios

Space	100% Capacity <sup>†</sup> (1 per 1sqm)	50% Capacity (1 per 2sqm)	25% Capacity (1 per 4sqm)
<b>Ground Floor</b>			
Box Office (ap. 21 m <sup>2</sup> )	12	10	5
Studio 1 (ap. 130 m <sup>2</sup> )	100	65	32
Recital Room (ap. 94 m <sup>2</sup> )	90	47	23
<b>First Floor</b>			
Meeting Room (ap. 40 m <sup>2</sup> )	40	20	10
Studio 2 (ap. 66 m <sup>2</sup> )	66	33	16
Workshop Room (ap. 54 m <sup>2</sup> )	45	27	11

### Encore Café

Space	100% Capacity <sup>†</sup> (1 per 1sqm)	50% Capacity (1 per 2sqm)	25% Capacity (1 per 4sqm)
<b>Inside</b>			
Seated area	80	60	30
<b>Outside</b>			
Seated area	80	60	40

*†Please note that 100% capacities may be the same number as 50% or 25% due to layout of room and the actual ability to fit people in said space*

## Signage

Signs, floor decals and other notices are in use throughout the venue, with mandated COVID information including floor distancing, stay home if unwell notices and information on COVID symptoms.

## Wear a Fitted Face Covering / Mask

- Fitted Facemasks are must be carried by all persons outside their home. Scarves, bandanas and other loose face shields are not acceptable.
- Face masks are mandatory indoors and outdoors where 1.5m distancing cannot be achieved, Riverlinks will still require this as a condition of entry to events although this is not enforceable by Riverlinks staff.
- Guidelines on wearing facemasks are available from the DHHS website - <https://www.dhhs.vic.gov.au/face-coverings-work-covid-19> or from Council - [http://insite/assets/files/uploads/announcements/1/Covid-19\\_FAQ\\_-\\_Masks1.pdf](http://insite/assets/files/uploads/announcements/1/Covid-19_FAQ_-_Masks1.pdf)
- First aiders may need N-95 or equivalent face coverings when dealing with potentially sick workers or patrons. These will be supplied by Riverlinks.
- Cleaning staff will be required to wear surgical disposable masks
- Training and guidance in the correct use of masks is provided to staff as part of the return to the workplace induction.
- Compliant masks are available for workers/ patrons if needed and are located in the Tech/Ops Office
- 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-face-covering>. This includes the case of someone working on their own in an enclosed space such as an office who does not need to wear a face mask unless another person enters the room.

## Practice Good Hygiene and Cleaning

### Hand Washing & Personal Hygiene

Good hygiene is critical for slowing the spread of coronavirus (COVID-19). **Everyone** should be taking the following hygiene actions:

#### Wash your hands

- Wash your hands regularly with for at least 20 seconds, using soap and water or use a hand sanitiser that contains at least 60 percent alcohol.
- Wash your hands when you get home, arrive at other people's homes, at venues or at work.
- 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 sanitiser.

## Cleaning regime & Hygiene

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). Cleaning and disinfecting procedures are based on the Department of Health and Human Services' (DHHS) and Safe Work Australia guidelines.

- All staff who clean **must** read and sign the Riverlinks SOP for COVID Cleaning
- All staff who clean **must** as a minimum complete the Infection Control Training - COVID 19 training as provided by the federal government.
- 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.
- In some cases, additional cleaning may be required during the event.
- If "hot desking" cannot be avoided, the equipment and desk space must be thoroughly cleaned and sanitised between users. Separate keyboards and mice should be used as a minimum.
- "Desk sharing" is considered to be when staff use the same desk equipment on different days although this should also be avoided where possible; the equipment must be thoroughly cleaned and sanitised after use.
- The cleaning must be documented by those performing the clean, utilising a venue Cleaning Check List which will be signed off by the Team Leader of that area.
- The check list will itemise all venue areas and its key surfaces for quick reference and cross-checking by cleaners/contractors/staff.
- The check list will include a clear identification of both Cleaning and Disinfecting techniques and products to be used.
- Disposable cleaning products and items will be disposed of safely after use.
- Cleaning and sanitising 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.
- For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.
- If using a general disinfectant spray for porous fabric seats after each use/ performance - check the time that it would need to be in contact with the surface to be effective, otherwise it may not be practical. Also check with manufacturer re material safety.

## Keep Records and act quickly if someone becomes unwell (Response Plan)

### Contact tracing

In the case of any suspected COVID-19 infection we must be able to immediately and accurately contact all visitors to the venue and advise them to undertake the appropriate measures. In the case of a confirmed case of the coronavirus, the DHHS will contact us to obtain contact details of everyone who has visited the venue for longer than 15 minutes.

- Government Directions mandate that we keep records and contact details for all persons coming into the venue. This includes staff, contractors, patrons, production personnel, conference delegates etc.
- All person must check in via the Service Victoria QR Code app.
- The Tracing Unit at GV Health, under overall management from the DHHS, is responsible for contacting impacted persons unless it advises otherwise.
- All visitors to the venues including “walk-up” patrons and visitors to the Café, should immediately sign in via a QR Code at the venue entrance.
- Encore Café Staff are responsible for checking that their customers sign in to the QR code when they arrive at the Café,
- All workers, performers, production and touring staff and contractors should immediately sign in using the QR Code provided. Any person not doing so will be refused entry.
- Contact details are required to be held for 28 days after which they are destroyed. Personal details taken via our ticketing system are governed by their own data and privacy regulations.
- Visitors should be encouraged via notices and our social media to download and use the government COVID-Safe app before attendance. Visitors cannot be compelled to do so and it is not a condition of entry.
- If the Health Authority indicates that it cannot carry out the contact tracing itself, the following process should be followed according to [pre-drafted notifications in the appendices](#).
  - Box Office Team to contact Patrons,
  - Business Development / Administration Team to contact producers/hirers,
  - Technical and Operations Team to contact Tour Managers and touring companies.

In consultation with the health authorities the Manager/COVID-Safe Compliance Coordinator will:

- Determine and note what areas of the venue were visited, used, or impacted by the infected person ('impacted areas'). Note: The Public Health Authority may contact the Venue with a request to immediately close the Venue and cancel all events until the Health Authority determines it is safe to reopen.
- Work with the local health department to determine which other people had close contact with the infected person ('impacted persons').
- If required by the Public Health Authority, notify the impacted persons that they may have had contact with an infected person and advise them to contact the COVID Hotline, to monitor their health and self-isolate as required or advised by the health authorities.
- Request that any person who tests positive for COVID-19 follow health authority guidance, but as a minimum remain in home isolation for not less than 14 days after symptoms begin.

Impacted person/s who are determined by the COVID Safety Team to have been in close contact with a person who tests positive, but who are not presently symptomatic will be stood down with pay and should be tested for COVID-19 as per advice from the Health Authority.

## RESPONSE PLAN

This Plan is the key to managing a local coronavirus incident when any person who has tested positive for COVID-19 has been at one of our venues. The infected person may be a patron, a staff member or visiting producer/hirer, performer or crew person, or contractor.

## Incident management

Refer to Council's OHS Guidelines: **Dealing with suspected or confirmed case of COVID-19**  
(Content Manager: M20/47357)7)

As soon as staff are made aware on an incident or a suspected incident:

## Internal communication

- The Director Community, Riverlinks Manager and COVID-Safe Compliance Coordinator shall be informed immediately.
- Director Community informs Pandemic and Executive Leadership Team (CEO informs councillors).
- Director Community / Riverlinks Manager informs directly impacted staff.
- Director Community / Riverlinks Manager informs Riverlinks team.
- CEO will issue a COVID-19 email to organisation with follow up messages as incident becomes clearer.

## Managing the incident

- Director Community contacts and liaises with the DHHS. The DHHS may have made contact in the first place.
- Director Community makes direct contact with potential impacted persons or delegates to Riverlinks Manager / COVID Safe Compliance Coordinator.
- Director Community delegates to Council's Pandemic Team to notify WorkSafe Victoria immediately if a staff member of council is a confirmed COVID-19 case - 13 23 60 and complete all relevant reporting paperwork within 48 hours.  
<https://www.worksafe.vic.gov.au/notifiable-incidents-involving-coronavirus-covid-19>
- Riverlinks Manager shall convene a meeting of the COVID Safety Team as soon as practical. The meeting shall preferably be held remotely.
- The Manager shall maintain close contact with the COVID-Safe Compliance Coordinator throughout the incident.
- The COVID-Safe Compliance Coordinator may be delegated the following tasks and may request Team Leaders to assist
  - Identify which members of staff may have had contact with the infected person(s),
  - Identify which members of the public may have had contact with the infected person(s),
  - Oversee deep cleaning and sanitising of the impacted area(s) as per COVID cleaning SOP in accordance with DHHS guidance.
- The Tracing Unit at GV Health, under overall management from the DHHS, is responsible for contacting impacted persons unless it advises otherwise.

- Director Community / Riverlinks Manager must take DHHS advice and initiate a risk assessment to determine whether the venue (or part of the venue) should be closed and for how long.
- Director Community / Riverlinks Manager must liaise with and obtain approval from the DHHS before reopening the venue (or part of the venue).

## Media Strategy

- Marketing & Communications will draft a media statement (liaising with Riverlinks Manager if needed for details).
- CEO approves media statement.
- Marketing and Communications issues media statement.
- Media enquiries co-ordinated by Communications Officer.
- CEO is organisation's spokesperson for this matter.

## What to do if someone displays symptoms of coronavirus

For latest advice on what to do if someone is displaying symptoms, visit,

[www.coronavirus.vic.gov.au/getting-tested](http://www.coronavirus.vic.gov.au/getting-tested)

If any customer, visitor, contractor or staff member displays symptoms (fever, coughing, sore throat, fatigue and shortness of breath) consistent with COVID-19 infection, staff should report this to their supervisor. The supervisor will request the person to leave the premises.

If emergency, such as a person having difficulty to breathe, 000 must be called to summon urgent medical help

Staff should not report for work if they have any symptoms.

The National Coronavirus Helpline phone number 1800 020 080, which operates 24 hours a day, seven days a week can be called to seek any medical help related to COVID-19.

If a staff member develops symptoms while at work, they should notify their supervisor and leave the workplace. After reaching home they must contact the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

## Getting tested for COVID-19

The current DHHS advice is that if a person has symptoms of coronavirus they should get tested and remain in isolation until test results are confirmed.

Persons should contact the Shepparton Respiratory Clinic (outside Princess Park) to make an appointment for testing: phone 03 5821 9655 or online [www.hotdoc.com.au/medical-centres/shepparton-VIC-3630/shepparton-respiratory-clinic/doctors](http://www.hotdoc.com.au/medical-centres/shepparton-VIC-3630/shepparton-respiratory-clinic/doctors)

## First Aid Room - Alex Rigg Meeting Room 3

Only the minimum amount of furniture should be placed in the room to facilitate easier cleaning and disinfecting when the room has been used and it should contain the following:

- Hand sanitiser
- PPE including gloves and surgical facemask
- Detergent and/or wipes and Tissues.
- Waste bags or waste bin with lid (pedal bin or non-touch mechanism).

### Avoid Enclosed Spaces

- Work areas have been rearranged where possible to enable staff to maintain physical distancing whilst at work.
- This is not always possible in areas such as the Control Room, Box Office and Store Rooms. People in these areas should minimise the time spent working together. Additional cleaning and sanitising of surfaces is carried out.
- Ventilation and the introduction of fresh air is increased where possible including to the Function Rooms and Auditorium.
- Activities should be held outside where practical such as in the Courtyard (eg. Meetings that cannot be done remotely)

### Workforce Bubbles

- Where possible, “work teams” are formed in which people routinely work together, but keep their distance from everyone else. It is recognised that there may not be sufficient staff to create a complete Team A and Team B, however the amount of “crossover” is kept to a minimum both in terms of time and physical space.
- Staff should only work at a single site on one day. Those who work elsewhere, such as casual employees, must sign a declaration with details of other sites they have worked and contact details for these sites (back 28 days).

### Tech area

- In circumstances where only 1 or 2 staff are required for an event, the concept of Team A/Team B may be possible - depending on different staff being available for the next day/shift and what level of supervision is required.
- All efforts will be made to aim to separate into teams so that staff are not in direct contact however due to the nature of the work this may be impossible to achieve. Whilst onsite all staff will be appropriately separated and contact will be limited to the bear minimum required to get tasks done, for example lifting and shifting of equipment.

### Operations area

- This mostly concerns casual staff. In circumstances where only a few staff are required for an event, the concept of Team A/Team B may be possible - depending on different staff being available for the next day/shift and what level of supervision is required.
- Daily clean teams are broken into morning and afternoon with no crossover.

### Box office, Administration and Marketing areas



- Due to insufficient staff, separate teams are not possible in these areas. However, staff should maintain distance from other staff in the building where possible as an alternative method of reducing infection risk.

### Catering areas

- All efforts will be made to aim to separate into teams so that staff are not in direct contact however due to the nature of the work this may be impossible to achieve. **Separate offices**

The office areas at Riverlinks are physically separate from each other. This is another interpretation of workplace Bubble. Due to the distance between offices, staff in each area can remain separate from the others although this may not make a difference to DHHS contact tracing services.

## STAFF

### Working from home

When government advice allows staff to return to the workplace, most staff will find alternating between office and home is impractical and inefficient. However, this flexible work pattern remains an option and may be authorised by the manager in individual cases.

### Return to Workplace / office

All staff will be required to complete online training before returning to the workplace. Customer facing staff and volunteers will need to complete induction and familiarisation with health and safety protocols before they recommence work with members of the public.

Staff involved in cleaning should also complete an additional training module from GOTAFE or equivalent <https://www.gotafe.vic.edu.au/study/infection-control/skill-sets>

Catering staff should register and complete Covid training at the Victorian government site:

<https://rtw.educationapps.vic.gov.au/login/custom/index.php>

Guidelines should be displayed in appropriate work areas.

Volunteers over the age of 70 or over 65 and with medical conditions are classified as Vulnerable Workers and should not be rostered for work.

Emergency Evacuation Procedures have been amended and training will be provided to relevant staff.

Each staff member will need to sign in via QR Code at the start of each shift.

Riverlinks will be prepared for possible staff absences by ensuring tasks can be carried out by other staff members.

## Sick Workers

- The simple message is: if you are unwell, you must stay at home, get tested and follow DHHS advice.
- Staff must notify their Supervisor and stay home from work if they have symptoms consistent with COVID-19 – such as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath. As per the advice for all Victorians, even if staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. The Manager and/or COVID-Safe Compliance Coordinator should be informed of all such cases.
- If staff record temperatures of 37.5 degrees or above whilst they are at home, they are considered to have a fever and should not come to work but get tested and follow DHHS advice.
- Symptomatic Workers. If a worker exhibits any symptoms of COVID-19 at any time while at work, they will be sent home and the Response Plan - Confirmed Cases of COVID-19 will be activated immediately.
- The Supervisor or Manager should inform the COVID Safety Team of all suspected staff infections.
- **Staff members who have a suspected or diagnosed case of COVID-19 must provide medical clearance before returning to work.**
- **Staff members who have been in close contact with a person who tests positive, but are not presently symptomatic, should quarantine for 14 days, seek medical advice and undergo testing if symptoms appear.**

## PPE for staff

In general, government advice is that control measures such as good hygiene and physical distancing are more effective than PPE.

### Gloves

- Gloves must be worn when cleaning/sanitising is being completed.
- Gloves will be supplied by Riverlinks Operational Department and are stored in Storeroom 1
- Staff should also wear gloves in some instances eg. Fitting radio mics to performers

Training in the use of masks and PPE is included in the Return to Work training modules. Additional training regarding cleaning will also be provided to relevant staff.

## Wellbeing and Support

The health and wellbeing of all staff is of utmost importance, particularly during these difficult times. Staff are encouraged to seek information from The Arts Wellbeing Collective regarding a range of mental health issues and taking care of yourself during the pandemic.

<https://www.artswellbeingcollective.com.au>

The Support Act Wellbeing Helpline is 1800 959 500

The Arts Wellbeing Collective website lists other organisations that provide help including Lifeline: 13 11 14 and Beyond Blue: 1300 224 636.

Help is also available for staff and their families from Council's Employee Assistance Program: 1300 687 327.

## CUSTOMERS & PATRONS

### Warnings, Advice, T&C and Consent on Tickets

Patrons will be provided with essential information and updated terms and conditions about their attendance. This will take the form of advice notices regarding COVID Safe operational health and safety processes we have put in place.

Patrons will be asked when purchasing tickets only to attend the venue if they are in good health. This will be done via publicity messaging, on ticket confirmation slips and by box office personnel.

### Tickets, refunds and exchanges

Tickets will be sold according to current density quotient / physical distancing / mass gathering restrictions in place in the state of Victoria.

Ticket sales may be suspended if shows sell up to the current capacity limit.

If the show has already sold above current capacity limit, it may be impossible to reduce audience numbers in a fair and practical manner. These shows should be rescheduled at least six weeks prior to the date of the Event if restrictions are still in place.

We have extended our refund policy so that refunds may be given anytime up to the "last minute" to a patron who cancels their attendance because they have contacted coronavirus or are self-isolating. This is to encourage patrons to put the safety of other patrons and staff ahead of financial considerations. This will be communicated to all Venue Hirers/Users.

Patrons will be advised when they purchase tickets that in the case of an Event not proceeding for reasons related to COVID-19, they will be offered a full refund. Existing Patrons may be asked to move to different seats to ensure appropriate physical distancing; if those new seats are not acceptable to the Patron, the Patron will be offered a full refund.

If an Event is postponed and rescheduled to another date for reasons relating to COVID-19, ticket holders will have their bookings transferred to the new date. If the new date does not suit the ticket holder, they are entitled to a full refund provided they inform the Venue within a period of 28 days of being notified of the change.

Children over the age of 18 months on the day of the performance must have a ticket and their own seat. If a child was under the age on the original performance date and will be over 18 months on the new performance date, they will require a ticket. Parents must contact the Box Office to make necessary arrangements. Some performances have a lower age requirement of 12 months, these will be managed on a show by show basis with the promoter. This will be communicated in any reschedule notifications.

Density quotients as published by the government in their Directions will be followed.

An announcement will be made before the start of each show to remind patrons to leave their phones on, but turned to silent, to ensure the COVID-Safe app is effective for anyone using it.

All patrons **must register via Service Victoria QR Code app** as a condition of entry.

## Patron Compliance

It is the responsibility of each individual patron to ensure they observe physical distancing protocols as directed by the Australian, State and Territory Governments. Individuals are liable for fines if they do not comply with restrictions placed by the appropriate Chief Health Officer.

Riverlinks has the right to refuse entry or ask a patron to leave if they are not complying with Chief Health Officer advice or with the published terms and conditions of venue entry. However, Riverlinks staff cannot enforce the regulations. Police or security may be called to assist.

Note: It may be difficult to distinguish which patrons are required to observe social distancing and which are not (eg. Families from the same household). Unless there is clear, objective evidence to the contrary, we have to take the customer at their word.

It is not a condition of entry that patrons download and use the COVID-Safe app although they will be encouraged to do so in order to assist health authorities with contact tracing if needed.

## Patron screening options

Patron Screening measures are NOT mandated by the Government or Health authorities at this time.

We are not currently carrying out temperature screening. Other measures such as signage, cleaning, sanitisation and contact tracing will be implemented instead. For [contact tracing](#), see section on Keeping Records above.

## COMMUNICATION

### Disability Access

We will continue to provide full accessibility for all patrons including those with disabilities.

### Messaging to customers / patrons

Recent audience surveys indicate that a key component of attracting patrons and customers back to the venue is reassurance that appropriate safety measures are in place. However, patrons also indicate that they don't want to be overwhelmed by safety measures so we seek to find a balance.

Messaging to the public will include signage in the venue as well as via social media, website and printed material:

- reassurance regarding availability of full ticket refund up to the "last minute" in case a patron develops any of the recognised symptoms of COVID-19, has come into contact with someone displaying those symptoms or is a confirmed case of COVID-19 and is therefore required to stay home.
- Mention of thorough cleaning regime to ensure visitor safety, eg. "Auditorium is cleaned and sanitised between shows."
- Messaging about good hygiene practices, physical distancing and other COVID related advice and requirements.
- Need for registering attendance via the Service Victoria QR Code app as a condition of entry,
- Seating arrangements in the venues to allow for physical distancing.
- Brief description of what layout or venue changes might be expected.

- Facemasks are mandatory in the venue.

## Consulting, communicating and informing staff

Staff members and volunteers will be consulted about impacts and implications of these measures to ensure that proposed guidelines or procedures are suitable and workable.

## WORK AREAS

### Administration Area

The 'Four Square Metre Rule' does not apply to workplaces/ spaces that do not have public access, although all workplaces are encouraged to apply the rule wherever possible and encourage staff to remain 1.5m apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It may also increase the time taken to perform some duties.

Riverlinks will:

- Identify the appropriate capacity per office/meeting space based on 1.5m distancing and provide this through signage at each entrance.
- Remove 'hot desk' options or carry out appropriate sanitising/cleaning of all equipment such as keyboards and phones if not possible between uses. As a minimum we will source a keyboard and mouse for each user of the hot desk which would be clearly labelled with that staff member's name and placed into a plastic bag and left onsite between uses. Each staff member would be responsible for installing and removing said devices each time they worked and for sanitising/cleaning the items afterwards.
- Provide appropriate signage about good hygiene practices
- Provide hand sanitiser at the entry of administration.
- Minimise face to face meetings where possible (utilise online meeting facilities) - this applies both to staff and external stakeholders.
- Staff/attendees that do need to attend meetings in person should be seated a minimum 1.5m apart and avoid sitting face to face. Sitting side by side (1.5m apart) or offset seating is preferred.
- Request contactless delivery for any goods arriving at the venue.
- Staff mental wellbeing will be managed through appropriate consultation, making signage and printed/online materials available and communicating information about Employee Assistance within the organisation.
- No shared food e.g. birthday cakes, 'family-style' staff meals, etc.
- Manage hygiene, sharing of utensils and crowding in common areas.

## Technical and Back of House

As with all workplaces, the technical, production, performance and back of house / administration areas of venues must also comply with the current physical distancing regulations.

The 'Four Square Metre Rule' does not apply to workplaces/ spaces that do not have public access, although all workplaces are encouraged to apply the rule wherever possible and encourage staff to remain 1.5m apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It will also increase the time taken to perform most technical duties, from bump in to rigging and staging.

### **Appropriate operating procedures will be established that are suitable for this area.**

Where it is not possible to undertake necessary work tasks and maintain physical distancing, or staff need to work in confined areas such as the Bio Box, other control measures will be implemented.

- Where crew and staff must work in close proximity, they should minimise the time that they are in close contact.
- Where there is unavoidable close contact between workers/ other people for longer than 15 minutes face-to-face cumulative over the course of a week or more than 2 hours in a shared closed space utilise PPE.

Riverlinks has taken the following measures to facilitate safe operations in the Technical and Back of House:

- Touring companies and Hirers will be informed of our COVID-Safe Plan and will be requested to submit their own plan to us. Hirers and users of the venues *must* sign off and acknowledge that they have read and agree to our COVID Safe measures.
- Touring companies and Hirers *must* provide Riverlinks a copy of their COVID Safe Plan at least three weeks prior to the date of their event.
- Producer plans will be expected to take into consideration distancing requirements for their performers, their touring party, and from our audience both on and off stage.
- Single entry where feasible for all staff/contractors/performers/volunteers/deliveries. This will be Stage Door at both venues.
- Compulsory sign-in register for all people entering through stage door for each day to allow Contact Tracing.
- Contactless delivery of goods where possible.
- All visitors, contractors and staff must complete a short Staff Health Questionnaire upon arrival each day with contact details and health screening questions including disclosure of illness, COVID-19 type symptoms in the past 14 days and any overseas travel.
- Hand sanitiser stations provided at key points including Stage Door, and other areas as required.
- Signage at all entrances regarding venue / back of house protocols for staff and visiting production crew to observe.
- Supervisor to brief all personnel in regards to venue policy and process on arrival.

- Sound operation for performances will be in the Auditorium of both venues allowing for safer operations from staff. This will affect the number of seats available for sale as these areas will impose a 1.5m rule from the operator's location to reduce unnecessary contact. Sound operation for other events at Riverlinks Eastbank will need to be determined on a case by case need. Best case is that they are not in the control room or that the contact with others is limited.
- All new ingress/ egress and emergency exits will remain accessible for people with disabilities.

### **Dressing rooms and Green Room**

- Display room capacity limits set according to distancing guidelines at entrance to each room.
- Provide hand sanitizer stations.
- Provide distancing floor decals in high traffic areas such as backstage corridors, crossovers and dressing room mirror/ sink areas.
- Establish restroom occupancy limits and entry controls for toilets within dressing rooms and backstage.
- Only one set of occupants per hire.

### **Loading dock**

- Control occupancy to enable distancing within area limits.
- Ensure crew levels do not exceed spatial limits.
- Provide hand sanitizer / wipes to all appropriate areas

### **Fly Floor / Grid**

- Disinfect touchable surfaces, weight stacks and ropes, control panels after each production.
- Hand sanitizer stations and regular handwashing.
- Provide hand sanitizer / wipes to all appropriate areas

### **Closed Bio Box / Control Room**

- Reduce number of personnel where possible.
- Where possible do not allow touring company personnel access.
- Disinfect touch surfaces and high use equipment after each use.
- Routinely disinfect common touch points in control and production areas.
- Provide hand sanitizer / wipes to all appropriate areas / crew.

### **Orchestra Pit at Westside**

- Orchestra Pit use should be avoided where possible.
- If possible increase air flow by opening up parts/all of the pit lid. This will come with its own risk assessment and may not be achievable dependant on the type/nature of the show.
- Number of musicians will be reduced to enable physical distancing of 1.5m between players.
- Installation of sneeze guards/ mute shields between musicians is highly recommended.
- Provide hand sanitizer to the entrance/exit of the pit.
- No instruments should be used by separate musicians unless a complete clean has been done on the instrument. This is particularly important for items like keyboards/pianos.

- During rehearsals and performances, performers should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of instruments that are played with a mouthpiece must be avoided.
- Orchestra Pit should also be cleaned with increased frequency.

## Office

- Identify the appropriate capacity per office based on 1.5m distancing.
- Remove 'hot desk' options or carry out appropriate sanitising/cleaning if not possible between uses. As a minimum we will source a keyboard and mouse for each user of the hot desk which would be clearly labelled with that staff members name and placed into a plastic bag and left onsite between uses. Each staff member would be responsible for installing and removing said devices each time they worked.
- Stagger employee start/finish times, or working from home days, or alter business hours to effectively manage arrival/departure times and the capacity of workspaces.
- Provide appropriate signage about good hygiene practices
- Provide hand sanitiser at the entry of office.
- Minimise face to face meetings where possible (utilise online meeting facilities) - this applies both to staff and external stakeholders.
- Staff/attendees that do need to attend meetings in person should be seated a minimum 1.5m apart and avoid sitting face to face. Sitting side by side (1.5m apart) or offset seating is preferred.
- Request contactless delivery for any goods arriving at the venue.
- Staff mental wellbeing will be managed through appropriate consultation, making signage and printed/online materials available and designate an appropriate contact within your team for communicating staff concerns.
- No shared food e.g. birthday cakes, 'family-style' staff meals, etc.
- Manage hygiene, sharing of utensils and crowding in common areas.

## On Stage – Personnel / Performers

- The 'Stage' area is considered a 'workplace'. Therefore, the four-square metre density rule does not apply, but where possible physical distancing of currently 1.5m should be maintained.
- Indicate clear limits to the number of personnel allowed on stage at any one time, including performers and production staff. Technical Supervisor to monitor.
- Limits large ensembles such as Choirs and Orchestras. The Team Leader Technical and Operations will work with them and their own COVID-Safe plan to manage close contact performer numbers safely both on stage and in back of house.
- Acknowledge that touring companies pose a high risk due to the possibility of the touring party unknowingly spreading the disease as they travel around the country. Higher safety measures will therefore be required of touring parties.
- During rehearsals and performances, performers should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of microphones or of instruments that are played with a mouthpiece must be avoided. Rehearsal and performance areas should also be cleaned with increased frequency.



- Informed Consent - Close Proximity: producers/ touring party / hirers will be required to have appropriate controls and strategies in place regarding close proximity performers, and if appropriate have written informed consent from performers to work in scenes that require close contact, and what control measures are in place.
- The stage, wings and surrounding back of house is included in daily / each event cleaning schedules, including all touch surfaces and equipment.
- Minimise use of communal areas including Green Room.

## Equipment & Props

- A risk management / hygiene strategy has been established for all high touch / high risk and 'shared' staging, performance and technical equipment.
- This may include headsets, microphones, headphones, props and sets as well as audio and LX desks and equipment.
- Practical, safe equipment protocols and training.
- Sanitise all high-risk equipment before / after each use with an alcohol-based disinfectant.
- Consider a system of colour-coded tape on all equipment to quickly identify when equipment has been cleaned and is ready for next use.
- Restrict items like headsets and microphones to single allocated use by individuals only. Colour coded identification method will be used for each item/person allocated.
- Where possible, artists should provide their own microphone / headsets for hand-held or close use.
- If body-worn radio mics are required (i.e. lapel mics) artists will be instructed by the venue technicians to fit their own microphone and should ensure that their clothing has a fixed collar/lapel position and a waistband/belt.
- The venue will provide appropriate PPE for crew when fitting equipment such as radio microphones to performers if this is necessary.
- Require cast/crew to handle hand-held props out of a sanitised bag and return them to the same bag when finished.
- Quarantine of Microphones & related high-risk equipment: until further evidence and advice is received, precautionary quarantine should be placed on such equipment up to 72 hours

## Box Office

- Although the four square metre rule does not apply to workspaces, no more than one staff member should attend to the box office counter at one time, if possible, based on 1.5m distancing.
- If necessary, screens will be placed between work stations.
- Remove 'hot desk' options or carry out appropriate sanitising/cleaning of equipment such as phones and keyboards if not possible between uses. As a minimum there will be a keyboard and mouse for each user which will be clearly labelled with that staff member's name and placed into a plastic bag and left onsite between uses. Each staff member is responsible for installing and removing said devices each time they work.

- Stagger employee start/finish times, or working from home days, or alter business hours to effectively manage arrival/departure times and the capacity of workspaces.
- Arrangements will be made so that staff use different rooms to carry out their usual work activities instead of sharing the same space.
- Provide appropriate signage about good hygiene practices
- Provide hand sanitiser at the entry of the box office.
- Minimise face to face meetings where possible or meet outside (utilise online meeting facilities) - this applies both to staff and external stakeholders.
- Request contactless delivery for any goods arriving at the venue.
- Staff mental wellbeing will be managed through appropriate consultation, making signage and printed/online materials available and designate an appropriate contact within your team for communicating staff concerns.
- No shared food e.g. birthday cakes, 'family-style' staff meals, etc.
- Manage hygiene, sharing of utensils and crowding in common areas.

1.5m distance lines, floor decals and post/ropes are deployed at the box office counter along with sneeze guards to reduce the risk of infection.

## Merchandise

The following arrangements will be in place:

- Suitable queuing measures to ensure physical distancing. Floor decals, line markings, post/ropes etc.
- Only sellers to touch merchandise items until the sale is complete.
- Contactless payment options so sellers do not have to touch patron credit cards.
- No refunds or exchanges.
- Merchandise table to be placed where it will not impede movement of other patrons and create crowding.

## Front of House - all Events

These guidelines apply to all patrons, function guests or delegates.

### COVID Check-In Marshal

Sufficient numbers of COVID Check-In Marshals will be provided at all events and at the Café to ensure all attendees check-in to the Service Victoria QR Code app on arrival. These staff can undertake other roles at the event. Where the patron does not have a mobile device to sign in, staff will use the Services Victoria Kiosk to sign in on their behalf.

### COVID Safe Marshal

COVID Safe Marshals will be present at Events, in a ratio of 1: 200 people to ensure all patrons and visitors have provided Contact details and observe other COVID infection control measures are carried out. These staff can undertake other roles at the event.

The COVID Safe Compliance Coordinator will delegate appropriate duties to the COVID Safe Marshal.

Riverlinks is responsible for deciding the maximum number of people allowed in all spaces, including the auditorium and function rooms in their different layouts. This will be based on current mass gathering rules, density quotient or physical distancing protocols as stipulated in the current Government Directions from the government.

Front of House and venue staff are not included in capacity limits.

Event and function organisers are included in capacity limits as are any conference or dinner speakers who are seated with other guests.

Unless advised otherwise, performers are not included in capacity limits unless they cross over into the audience area; the stage will have its own capacity limit as this is a separate area to the public space.

Riverlinks will:

Ensure there are clear notices, line markings, floor decals etc. to ensure physical distancing as customers arrive, collect tickets, visit toilets, make their way to the auditorium, function rooms etc.

Provide hand sanitisers at key points in the venues and ensure adequate supplies of soap and paper towels are available in public toilets.

Provide appropriate advice and information notices at entrances.

Provide appropriate foyer and auditorium messaging to patrons and guests during the event.

Adapt auditorium messaging at start of event to advise patrons and guests that phones should be turned to silent but left on to ensure the COVID Safe app is effective for anyone using it.

Designate some doors as exit only at the end of the event.

Open the house earlier to enable patrons to filter into the auditorium without crowding at the entrance,

Consider ways of staggering entrance times (similar to plane boarding) and exit times.

Instruct patrons to leave the auditorium at the end of the show in an orderly, row by row fashion without crowding the exits.

Meet and greet events will not occur until further notice unless otherwise arranged.

Government Directions may require us to check ID of people entering the venues to determine their Primary Place of Residence (PPR) and to refuse entry if their PPR is in a current Lockdown area.

## **Ushers**

Take instruction from Venue Supervisor or Front of House Manager regarding movement of patrons and guests to ensure physical distancing is maintained. They will be assisted in this task by the COVID Safe Marshal

Ushers are not included in the capacity limits of the space as they are considered essential workers, however, they should maintain 1.5m distancing where possible.

The wearing of masks is mandatory.

### Ticket scanning

Riverlinks Ushers should use contactless scanning of all tickets where possible.

### Communications

All Ushers must carry a two way radio to enable them to be in contact with the Front of House Manager.

## Emergency Evacuation

The need for physical distancing creates significant challenges when planning to evacuate a crowd during an emergency. External emergency evacuation assembly points will need to be able to accommodate the patrons / performers while maintaining distancing between unrelated groups. While attendance numbers remain low, this should not be a problem.

Note: The goal of maintaining distancing between people becomes a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Moving patrons away from imminent danger is the top priority.

## Foyers

Capacity limits for foyers and function rooms are indicated via signage at the entrance to each space. We may need to separate audiences or groups of people to ensure they do not exceed the capacity in each area, dependant on the total number of patrons in the building. This will be the responsibility of the COVID Safe Compliance Coordinator although the task may be delegated to other staff such as the COVID Safe Marshal to ensure that visitors move smoothly through each space whilst maintain physical distancing. Each event may require its own planning to make this happen.

## Toilets

Capacity limits for toilets will be indicated via signage at the entrance to toilets. Intervals will be a challenge. The COVID Safe Marshals will oversee appropriate use of toilets. Intervals may need to be longer or not occur at all.

## Lifts

The four square metre rule does not apply to lifts, however sensible precautions should be taken by people using the lift. The Welsford Street Lift is allowed to carry one person or one person plus their carer or two persons if from the same household.

## Café / Catering

The Courtyard is considered a "separate space" under the government restriction orders. Depending on the capacity limits at the time, this means the capacity of the Courtyard will be calculated separately to the interior Café area. Patrons heading to the Courtyard will be able to move through the interior area without impacting on the capacity of the interior, however, physical distancing must be maintained at all times.

Takeaway patrons and wait staff are not included in the capacity limits.

Physical distancing applies except to those from the same household. All tables should be a minimum of 1.5m distance apart.

### Contact Tracing at Café

All visitors to Encore Café, must sign in using the QR Code app as they enter the building. One of the Café staff will be designated as COVID Check-In Marshal at all times. Where the patron does not have a mobile device to sign in, staff will use the Services Victoria Kiosk to sign in on their behalf.

### Cleaning

#### Daily Clean

Daily cleaning of the flooring, doors, windows, entrance and exits will remain the responsibility of the Riverlinks Operations Department.

## RISK MANAGEMENT

Refer attached Risk Management plan

## APPENDICES

### 1 - Coronavirus (COVID-19) Health Questionnaire (TRIM M20/68765)

These are available electronically via QR code at venue entrances.

## Coronavirus (COVID-19) Health Questionnaire

We encourage all staff members, contractors and volunteers to complete this questionnaire before starting any shift and giving the completed questionnaire to your supervisor to keep as a record.

Staff/Contractor/Volunteer Name: \_\_\_\_\_

Mobile: \_\_\_\_\_

Date: \_\_\_\_\_ Time of shift: \_\_\_\_\_

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Chills	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cough	<input type="checkbox"/> Yes <input type="checkbox"/> No
Sore throat	<input type="checkbox"/> Yes <input type="checkbox"/> No
Shortness of breath	<input type="checkbox"/> Yes <input type="checkbox"/> No
Runny nose	<input type="checkbox"/> Yes <input type="checkbox"/> No
Loss of sense of smell	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered YES to any of the above questions you should **not** enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered NO to all the above questions, you can enter your workplace.

Have you travelled from a Restricted Area in the last 14 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If you answered YES to the above question, you must report this to your direct report/venue contact.

Please state your reason for visiting the premises below

(please note that if your visit is not deemed appropriate/necessary you may be refused entry)

*If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.*

## 2 - Suspected Infection Checklist

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Have you notified the local Public Health Authority?

If not, please contact 1800 675 398 asap.

Name of show/event/purpose for attending: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Did you attend other local establishments before or after your visit to our venue?

\_\_\_\_\_

Can you recall where you entered the venue? \_\_\_\_\_

Did you use/visit the following?

- Restrooms
- Lift
- Box Office to purchase or pick up tickets
- Café/Kiosk
- Auditorium
- Function Rooms
- Stage
- Back stage area
- SAM
- Welsford Street council offices

Can you trace your movements through the venue? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3 - COVID-Safe Compliance Coordinator - Duties

#### Objectives of the role

- To implement, coordinate and communicate COVID-Safe requirements and guidelines to staff, patrons and guests at Riverlinks Venues;
- To liaise with the COVID Safe Team with respect to COVID-19 related matters at Riverlinks.

#### Key responsibilities:

- Brief staff regarding health and risk implementation and COVID-19 compliance for all events;
- Attend meetings regarding changes to business operations. This may include Executive Leadership Team (ELT) or the Business Continuity Team.
- Liaise with the local health authority if delegated to do so by the CEO, Director Community or Manager Performing Arts and Conventions.
- Be responsible for on the spot decision making if required, regarding risks, safety and compliance for patrons, performers, producers and the event itself;
- Work with the COVID Safe Team to adapt these and applicable regulatory guidelines to suit the particular needs, physical layout and resources of Riverlinks.
- Devise and rollout checklists or action lists as required by the COVID Safe Plan.
- Liaise with the relevant Team Leaders and Riverlinks Marketing Officer to draft and provide pre-prepared notices such as SMS notices for patrons if shows are cancelled.
- Liaise with Riverlinks Marketing Officer and Team Leader Technical & Operations/ Facility Operations Coordinator to ensure appropriate COVID related signage is devised, used and displayed in the venues.
- Oversee the process of Health Questionnaires including the rollout, collection and eventual disposal of log sheets.
- Oversee the process of contact tracing for performances (and events if required) including the rollout, collection and eventual disposal of log sheets.

#### Extent of authority

- Responsibility for decisions and actions related to COVID-19 matters rests with the existing management structure.



## 4 - COVID Safe Marshal - Duties

### Objectives of the role:

- Implement the relevant COVID-Safe requirements during Events at Riverlinks Venues,
- Ensure that patrons comply with COVID-Safe requirements during the Event,
- Liaise with the Front of House Manager or Venue Supervisor with respect to COVID-19 related matters during the Event.

### Key responsibilities:

- Understanding the current government requirements in relation to COVID Safe practices at Events.
- Ensure all guests and patrons have signed in electronically using the Service Victoria QR Code app.
- Assist guests and patrons to sign in electronically or sign them in manually if required.
- Work with the Front of House Manager or Venue Supervisor to ensure regulatory guidelines are followed at Riverlinks Venues.
- Provide basic COVID Safe training to volunteer ushers if required at Events.
- Provide feedback to the supervisor with respect to COVID measures and their implementation.

### COVID Safe requirements at Events

- It is a condition of entry that all patrons sign in electronically using the Service Victoria app. This can be done by the COVID Safe Marshal or other Riverlinks staff on behalf of patrons.
- Patrons are strongly recommended to wear a face mask if they cannot maintain 1.5m distancing.
- Patrons must adhere to Capacity limits at venues. Capacity limits are marked on notices at the entrance to each space.
- Routine clean of high touch surfaces after show starts and again after interval.

### Training of volunteer ushers

- Key duty is to ensure all patrons sign in using the QR Code. One person may sign in for others in their family.
- We recommend that patrons wear masks wherever they cannot maintain 1.5m distancing
- Ensure patrons move through foyer quickly to avoid congestion.
- Ensure patrons sit in their allocated seat and do not move to another seat.
- Assist when patrons exit row by row at end of show.

### Extent of authority

- Ensuring all guests and patrons have signed in electronically via the Service Victoria app.
- Responsibility for decisions and actions related to COVID-19 matters follows the existing management structure at Riverlinks.

### Skills

- People skills
- Communication skills
- Skill in operating the Service Victoria QR Code app.

## 5 - Pre-drafted Notifications

There are multiple warnings that we can add:

Ticket Warning - "Warning: Only attend Venue if in good health"

### Postponed show email

Dear Patron

I am sure you are aware of the current situation regarding the COVID-19 pandemic and the various measures taken to slow the spread of the disease. It is an extremely difficult time for all.

Following recent directives from the government, health authorities and Greater Shepparton City Council, a number of our shows have been cancelled or postponed. Some promoters have also chosen to also re-schedule their performances.

Our records indicate that you have purchased tickets to (insert name of show), which originally was scheduled for (insert date of show). Unfortunately this show has been re-scheduled to (insert date of show). Your tickets have been moved to this new date. Please disregard your old tickets, if you haven't already, as new tickets will be issued to you. As many of you are aware, we are working remotely and therefore not in the office to reprint your tickets at this stage. Please don't worry, once we have re-opened to the public, you will be able to collect your reprinted tickets from Riverlinks Box Office. The Box Office will be open on the day of the performance 45 minutes prior to the performance; tickets can also be collected at this time.

If you have any queries or require a refund please phone Riverlinks Box Office on 5832 9511 and leave a message. An operator will contact you as soon as possible.

As per government regulations, if you are feeling unwell please do not attend the Venue and contact our Box Office for a full refund.

### Cancelled show email

Dear Patron

Our records indicate that you have purchased tickets to (insert name of show), which was scheduled for (insert date of show). Unfortunately this show has now been cancelled.

A Riverlinks Box Office Team member will be in touch with you shortly to discuss either an alternative date or a refund.

### Delayed Start Time

Dear Patron

Our records indicate that you have purchased tickets to (insert name of show), which was scheduled for (insert date of show). Please be aware that the performance which was due to commence at (insert time) has now been delayed and will commence (insert time)

If you have any queries please do not hesitate in contact Riverlinks Box Office on 5832 9511.

## **Inform Patrons of an outbreak email**

Dear Patron

Our records indicate that you have recently attended our venue to see the performance of (insert name of show and date). It has come to our attention that a patron has now recorded a positive result for Coronavirus.

Please be aware that you may be contacted by a member of the Department of Health and Human Services.

It is recommended that you self-isolate and contact the Coronavirus Hotline on 1800 675 398 for further instructions.

### **SMS Messaging – 160 characters**

#### **SMS Positive COVID**

You are receiving this message as you attended Riverlinks on 00/00/00. A patron has tested positive for COVID. Please isolate and wait for DHHS to contact you.

#### **SMS Delayed Start time**

You are receiving this message as you have a booking for SHOW NAME. The performance start time had been delayed until 0.00pm.

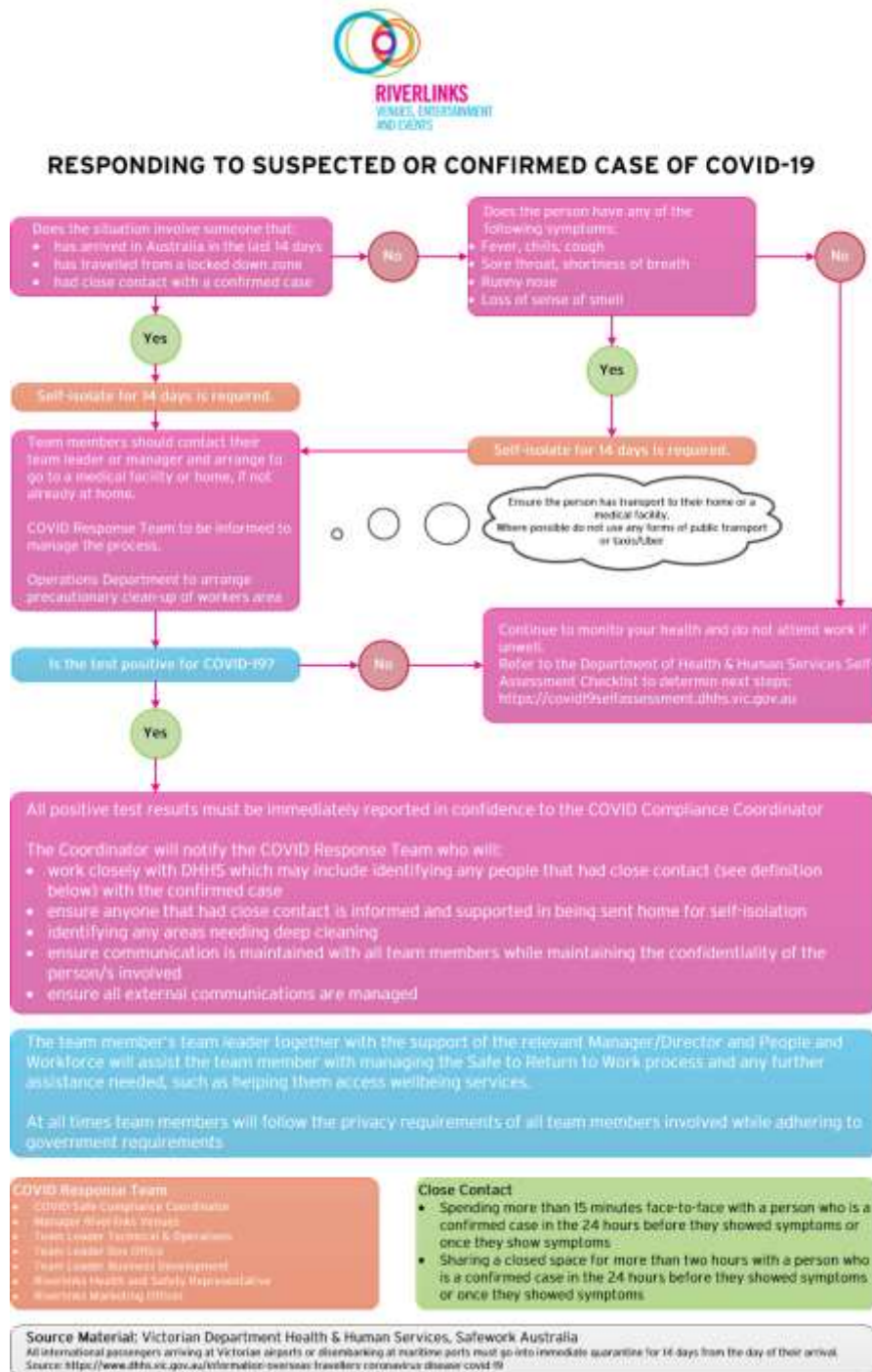
#### **SMS Cancellation at last minute**

You are receiving this message as you have a booking for SHOW NAME. Please be advised this has now been cancelled. Contact Box Office on 58329511 for enquiries.

#### **SMS for show that has been moved - Reminder**

You are receiving this message as you have a booking for SHOW NAME. This has been moved to 00/00/00. Please contact Box Office on 58329511 for enquiries.

## 6 - Responding to Suspected Case (TRIM M20/62638)



## 7 - Riverlinks Face Covering Requirements (TRIM M20/74806)

Please refer to attached document.

## 8 - Riverlinks Floor Decals/Signage (TRIM M20/77649)

Please refer to attached document.