

# RIVERLINKS COVID SAFE PLAN



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## About this Plan

This COVID Safe Plan seeks to comply with the Victorian Government's Pandemic Orders in force at the time and reflects the information provided by the Victorian Government's Coronavirus website.

The COVID Safe Plan is based on the Victorian Association of Performing Arts Centres (VAPAC Inc.) template Guidelines, produced by *Ross Farnell Cultural Consulting* for VAPAC Inc. 2022. [www.rossfarnell.com.au](http://www.rossfarnell.com.au)

## VENUE & ORGANISATION DETAILS

Organisation Name / Council	Riverlinks Venues / Greater Shepparton City Council
Venue/s Name	Riverlinks Venues
ABN / ACN	59 835 329 843
QR Code/s for this site	
Venue Manager/ Coordinator	Ken Cameron
Contact Details / phone	0428 176 508
Site Address	Riverlinks Eastbank, 70 Welsford Street, Shepparton 3630 Riverlinks Westside, Echuca Road, Mooroopna 3629
COVID Safe Compliance Coordinator	Ken Cameron
Contact Details	0428 176 508
Local Government Area/ Location	Greater Shepparton
Council CEO	Peter Harriott

## Plan Review

This plan will be reviewed for compliance with any updated health or other regulatory requirements every month and approved by the Riverlinks COVID-Safe Team or Greater Shepparton City Council COVID Team as required.

## Version control

Version	Officer	Date
1.1	Ken Cameron	22 June 2020
1.2	Matthew Schroeders	26 June 2020
1.3	Ken Cameron	20 July 2020
2.1	Ken Cameron	6 August 2020
2.2	Ken Cameron	17 August 2020
3.1	Members COVID Safety Team	17 November 2020
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
6.1	Jessica Watt	19 November 2021
6.2	Ken Cameron	18 January 2022
6.3	Ken Cameron	28 March 2022

## Approval of COVID-Safe Plan

Acknowledging responsibilities and obligations under the Pandemic Workplace Order.

Approved by - Name	Ken Cameron
Role	Manager Riverlinks Venues
Signature	
Date	28 March 2022

## 1. MANAGEMENT OF COVID-19 CASE(S) AT RIVERLINKS VENUES.

- Workers must get tested at the first sign of symptoms and stay home and isolate until testing negative.
- If a worker who has tested positive for COVID-19 has worked in the work premises during their infectious period, they must inform their team leader or supervisor as soon as possible. The Riverlinks Manager should subsequently be informed.
- If there is a case of COVID-19 at the workplace, staff and management must follow government advice, available on the Victorian Government Coronavirus website: <https://www.coronavirus.vic.gov.au/case-workplace>

REQUIREMENTS	ACTIONS	STAFF RESPONSIBLE
<p><b>Workers testing positive for COVID-19</b></p>	<ul style="list-style-type: none"> <li>- Workers who have symptoms must use a rapid antigen test, or a PCR test if they cannot access a rapid antigen test.</li> <li>- If they test positive on any rapid antigen test, they must report their result through the Victorian Government portal, isolate for seven days and follow advice on the Victorian Coronavirus website.</li> <li>- Cases of workers who have tested positive must be reported to their supervisor who should inform the Manager Riverlinks Venues.</li> <li>- Once employers are aware of a case of COVID-19 at the workplace, they must:               <ul style="list-style-type: none"> <li>- Direct the worker to return home and self-isolate for 7 days after the date they were tested (if they are on site), even if they don't have symptoms. If the worker is unable to return home immediately, direct the worker to isolate themselves at the workplace and, while doing so, to wear a face mask and remain at least 1.5 metres from any other person.</li> <li>- Identify workplace contacts.</li> <li>- <b>A workplace contact</b> is an employee (or contractor) who has been:                   <ul style="list-style-type: none"> <li>o face-to-face (&lt;1.5m) for more than 15 minutes (total in one day) with a confirmed or probable case OR</li> <li>o in a small indoor space (&lt;100m<sup>2</sup>) for more than 2 hours (total in one day) with a confirmed or probable case</li> </ul> </li> </ul> </li> </ul>	<p>Workers who test positive must report to their immediate supervisor who must inform their Team Leader or Manager.</p>

	<ul style="list-style-type: none"> <li>- Contact the workplace contacts and inform them that they may have been exposed to COVID-19 and inform them that they must use a rapid antigen test (or a PCR test if they can't access a rapid antigen test) if they have symptoms, and recommend they use rapid antigen tests daily for 5 days if they don't have symptoms.</li> <li>- Inform all workers (including health and safety representatives) to be vigilant about the onset of COVID-19 symptoms and advise all workers to use a rapid antigen test (or a PCR test if they can't access a rapid antigen test) if they have symptoms.</li> <li>- If a worker who has tested positive for COVID-19 and worked indoors in the work premises during their infectious period, they must inform their workplace as soon as possible.</li> <li>- Put in place appropriate control and/or risk management measures to reduce the risk of spreading COVID-19 at the workplace. For example, increase the use and enforcement of PPE (such as face masks) and physical distancing.</li> <li>- Current requirements: <a href="https://www.coronavirus.vic.gov.au/case-workplace">https://www.coronavirus.vic.gov.au/case-workplace</a></li> </ul>	
<p><b>Notification to the Department of Health</b></p>	<p>Five or more cases within 7 days is considered a potential outbreak and must be reported by Riverlinks Manager to the Council Covid Safe Team/OH&amp;S Officer who will inform the Department of Health through the notification portal:  <a href="https://www.coronavirus.vic.gov.au/covid-outbreak-notification-form">https://www.coronavirus.vic.gov.au/covid-outbreak-notification-form</a></p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>- Only workplace contacts and cases need to be notified to Health Dept.</li> <li>- Cases are required to notify their close contacts and other individuals they may have been in contact with while they have been infectious.</li> <li>- In most cases, Riverlinks will self-manage the exposure by following the guidance provided.</li> <li>- Council may be contacted by the Department or Local Public Health Unit if an outbreak is identified. In these situations, the Dept will provide special advice for Riverlinks to follow</li> </ul>	<p>Manager Riverlinks to report five or more cases within 7 days to Council's OH&amp;S Officer.</p>

<p><b>Cleaning and disinfection at venues</b></p>	<ul style="list-style-type: none"> <li>- Daily, routine cleaning at the venues is carried out to prevent the spread of COVID-19 in the workplace.</li> <li>- Cleaning guidance: <a href="https://www.health.vic.gov.au/coronavirus-cleaning-guidelines-for-workplaces-doc">https://www.health.vic.gov.au/coronavirus-cleaning-guidelines-for-workplaces-doc</a></li> <li>- Deep clean of the workplace is not required following an outbreak.</li> </ul>	<p>Facility Operations Coordinator for Covid cleaning and daily touch-point sanitising throughout the venues.</p>
<p><b>Process for impacted workers to return to work safely.</b></p>	<ul style="list-style-type: none"> <li>- A worker who has tested positive for COVID-19 must self-isolate for 7 days after the date they got tested.</li> <li>- Workers can return to work once they have completed their 7-day self-isolation</li> <li>- Current information: <a href="https://www.coronavirus.vic.gov.au/case-workplace">https://www.coronavirus.vic.gov.au/case-workplace</a></li> </ul>	<p>A worker who tested positive may return to work once they have completed 7 day isolation by reporting this information to their team leader or manager.</p>
<p><b>Business continuity.</b></p>	<ul style="list-style-type: none"> <li>- Contingency plans for each team / area have been drawn up to manage staff absences wherever possible.</li> </ul>	

## 2. VACCINATION STATUS FOR WORKERS

- Workers in the 'Vaccinated Economy' sectors, including the Entertainment / Theatre Sector, must provide evidence they are vaccinated.
- The vaccination certificate of all workers must be sighted and recorded.
- Workers include contractors, third-party staff, touring personnel, volunteers etc.

REQUIREMENTS	ACTIONS	
Process to check the vaccination status of all workers.	<ul style="list-style-type: none"><li>- Permanent, part-time, casual and volunteers will have their vaccination status recorded by Council's People and Development Department.</li><li>- Contractors and touring personnel will have their vaccination status recorded by the Venue Supervisor or Venue Technician on duty.</li><li>- Visit <a href="https://coronavirus.vic.gov.au/worker-vaccination-requirements">coronavirus.vic.gov.au/worker-vaccination-requirements</a> for the latest information and advice</li></ul>	

### 3. VACCINATION STATUS FOR PATRONS

REQUIREMENTS	ACTIONS	STAFF RESPONSIBLE
There is no longer the requirement for Riverlinks to check the vaccination status of all patrons.		

### 4. FACE MASKS

REQUIREMENTS	ACTIONS	STAFF RESPONSIBLE
Ensure all workers, performers and crew attending the Venue wear a fitted face covering <i>when and as required</i> .	<ul style="list-style-type: none"><li>- Wearing of face masks is recommended where physical distancing cannot be maintained.</li><li>- It is recommended that Riverlinks staff in customer facing roles wear a face mask.</li><li>- The wearing of face masks is recommended for all patrons in the venues.</li><li>- Suitable signage is displayed to inform customers of these recommendations.</li><li>- For current regulations and information see:<ul style="list-style-type: none"><li>- <a href="https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask">https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask</a></li><li>- <a href="https://www.coronavirus.vic.gov.au/signs-posters-and-templates">https://www.coronavirus.vic.gov.au/signs-posters-and-templates</a></li></ul></li></ul>	Team Leaders are responsible for staff in their area.

## 5. GOOD HYGIENE & CLEANING

REQUIREMENTS	ACTIONS	STAFF RESPONSIBLE
<p><b>Venue cleaning</b></p>	<p>Shared and public spaces are regularly cleaned to reduce the risk of COVID-19 infection.</p> <ul style="list-style-type: none"> <li>- All cleaning staff must read and sign the Riverlinks SOP for COVID Cleaning.</li> <li>- All cleaning staff must as a minimum complete the federal government's Infections Control Training - COVID 19.</li> <li>- All "high-touch" areas of the venue are cleaned and sanitised after each public event/performance.</li> <li>- If "hot desking" cannot be avoided, the equipment and desk space must be thoroughly cleaned and sanitised by users between uses.</li> <li>- The cleaning must be documented by those performing the clean, utilising the venue Cleaning Check List which will be signed off by the Team Leader of that area.</li> <li>- The check list itemises all venue areas and its key surfaces for quick reference and cross-checking by cleaners/contractors/staff.</li> <li>- The check list includes a clear identification of both Cleaning and Disinfecting techniques and products to be used.</li> <li>- Regular inspections of venue seating and spot cleaning is undertaken as and when required.</li> <li>- For fabric chairs, the touch surfaces of the item are wiped with a damp cloth. Not all surfaces are amenable to frequent cleaning.</li> <li>- Disposable cleaning products and items are disposed of safely after use.</li> <li>- Refer: <a href="https://www.health.vic.gov.au/covid-19-infection-control-guidelines">https://www.health.vic.gov.au/covid-19-infection-control-guidelines</a></li> </ul>	<p>Facility Operations Coordinator</p>
<p><b>Hand sanitisers are provided for workers and patrons at all key points of facility and entrance/ exit.</b></p>	<ul style="list-style-type: none"> <li>- Staff to ensure that hand sanitiser is stocked and dispensers are working.</li> <li>- Staff will ensure bathrooms are well stocked with supplies of hand soap and paper towels</li> </ul>	<p>Facility Operations Coordinator</p>

## 6. PHYSICAL DISTANCING

REQUIREMENTS	ACTIONS TO ACHIEVE	STAFF RESPONSIBLE																												
<p>Government Regulated capacity &amp; distancing compliance.</p>	<ul style="list-style-type: none"> <li>- If restrictions around capacity are re-introduced, signage will be displayed at the entrance to each area and Covid Marshals will monitor the compliance of customers.</li> <li>- Refer to Current Pandemic Orders for venue restrictions: <a href="https://www.health.vic.gov.au/covid-19/pandemic-order-register">https://www.health.vic.gov.au/covid-19/pandemic-order-register</a></li> <li>- Capacity requirements will be conveyed via signage, floor decals and staff training.</li> <li>- If regulated, document Venue Capacity for each area based on square metre density regulation and 1.5m physical distancing.</li> </ul> <p>In the event that entertainment venues are only 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:</p> <p><i>Riverlinks Eastbank</i></p> <table border="1" data-bbox="591 935 1780 1394"> <thead> <tr> <th>Space</th> <th>100% Capacity* (1 per 1sqm)</th> <th>50% Capacity (1 per 2sqm)</th> <th>25% Capacity (1 per 4sqm)</th> </tr> </thead> <tbody> <tr> <td>Lower Foyer (ap. 552m<sup>2</sup>)</td> <td>552</td> <td>276</td> <td>138</td> </tr> <tr> <td>Upper Foyer -including Alex Rigg 1 (approx. 298m<sup>2</sup>)</td> <td>298</td> <td>149</td> <td>75</td> </tr> <tr> <td>Foyer (additional use of function rooms) (approx. 966m<sup>2</sup>)</td> <td>900</td> <td>483</td> <td>241</td> </tr> <tr> <td>Auditorium with fixed seating (832 seats - no quotient used)</td> <td>787</td> <td>424</td> <td>212</td> </tr> <tr> <td>Auditorium with fixed seating (ap. 480m<sup>2</sup> quotient used)</td> <td>480</td> <td>240</td> <td>120</td> </tr> <tr> <td>Auditorium, flat floor configuration (ap. 365m<sup>2</sup>)</td> <td>365</td> <td>182</td> <td>91</td> </tr> </tbody> </table>	Space	100% Capacity* (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 (approx. 298m <sup>2</sup> )	298	149	75	Foyer (additional use of function rooms) (approx. 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	<p>Facility Operations Coordinator</p>
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Stage (ap. 176m <sup>2</sup> )	120	88	44
Basement area, Green Room/dressing rooms (approx. 158m <sup>2</sup> )	70	44	22
Green Room (approx. 24m <sup>2</sup> )	14	10	5
Kitchenette (approx. 16m <sup>2</sup> )	10	6	3
Dressing Room 1 (approx. 27m <sup>2</sup> )	15	10	5
Dressing Room 2 (approx. 11m <sup>2</sup> )	5	4	2
Dressing Room 3 (approx. 7m <sup>2</sup> )	4	3	1
Dressing Room 4 (approx. 8.4m <sup>2</sup> )	4	3	1
Dressing Room Toilet 3 (approx. 16m <sup>2</sup> )	6	4	2
Dressing Room Toilet 4 (approx. 18m <sup>2</sup> )	6	4	2
Laundry (approx. 6 m <sup>2</sup> )	2	1	1
Single Function Room (approx. 206 m <sup>2</sup> )	206	103	51
Double Function Rooms (approx. 414 m <sup>2</sup> )	414	207	103
Main Corridor -used for function seating (apprx. 60m <sup>2</sup> )	60	30	15
Nixon Street Entry (used for function seating (approx. 87m <sup>2</sup> )	87	43	21
Entire Venue (timber floor used for functions)	900	462	231
Alex Rigg Meeting Room 1 - Theatre Style (approx. 9m x 7m)	63	31	15
Alex Rigg Meeting Room 1 - Boardroom (approx. 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+ (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 (approx. 42 m <sup>2</sup> including toilet/shower)	20	14	7
Dressing Room 2 (approx. 49 m <sup>2</sup> including toilet/shower)	22	16	8
Dressing Room 3 (approx. 28 m <sup>2</sup> )	24	14	7
Laundry Area (approx. 10 m <sup>2</sup> )	4	4	2
Orchestra Pit	26	13	7
Single Rotary Room (approx. 57 m <sup>2</sup> )	57	28	14
Rotary Rooms -Full (approx. 115 m <sup>2</sup> )	115	57	28

### Riverlinks Studios

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

	<p><i>Encore Café</i></p> <table border="1" data-bbox="593 236 1783 472"> <thead> <tr> <th>Space</th> <th>100% Capacity+ (1 per 1sqm)</th> <th>50% Capacity (1 per 2sqm)</th> <th>25% Capacity (1 per 4sqm)</th> </tr> </thead> <tbody> <tr> <td><b>Inside</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Seated area</td> <td>80</td> <td>60</td> <td>30</td> </tr> <tr> <td><b>Outside</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Seated area</td> <td>80</td> <td>60</td> <td>40</td> </tr> </tbody> </table> <p><i>#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</i></p>	Space	100% Capacity+ (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	
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<p><b>RECOMMENDATIONS</b></p> <p>Physical distancing of 1.5 metres recommended as much as possible.</p>	<ul style="list-style-type: none"> <li>- Display of appropriate signage to encourage distancing and floor decals to delineate the extent of entry by visitors.</li> <li>- Covid Marshals to ensure compliance during events.</li> <li>- Refer: <a href="https://www.coronavirus.vic.gov.au/covidsafe-workplaces">https://www.coronavirus.vic.gov.au/covidsafe-workplaces</a></li> </ul>	<p>Venue Supervisor during events</p>																				
<p>Venue Ingress/ Egress</p>	<ul style="list-style-type: none"> <li>- Covid Marshals, if employed, will request physical distancing at pressure points (queues for bar etc.)</li> <li>- Hand sanitisers are located at entrance points and throughout the venues.</li> </ul>	<p>Venue Supervisor during events</p>																				
<p>Auditorium</p>	<ul style="list-style-type: none"> <li>- At the end of a show, patrons may be asked to leave one section at a time, as instructed by public announcement.</li> </ul>	<p>Duty Technician</p>																				
<p>Ticketing &amp; Box Office. Managing COVIDSafe Practices.</p>	<ul style="list-style-type: none"> <li>- Payment for tickets and merchandise will be contactless where ever possible.</li> <li>- Advice, Terms and Conditions have been updated as appropriate in response to COVID-19.</li> <li>- Patrons are provided with essential venue information including conditions of venue entry at time of ticket purchase.</li> <li>- Exchanges &amp; Refunds available for patrons with Covid related reasons up to the last minute.</li> </ul>	<p>Team Leader Ticketing and Client Services</p>																				
<p>Messaging to customers</p>	<ul style="list-style-type: none"> <li>- Messaging to the public will include signage in the venue as well as via social media, website and printed material.</li> <li>- This information is sent to patrons via email two days prior to the show.</li> </ul>	<p>Marketing Officer</p>																				

	<ul style="list-style-type: none"> <li>- 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, is a close contact of someone displaying those symptoms or is a confirmed case of COVID-19 and is therefore required to stay home.</li> <li>- Mention of thorough cleaning regime to ensure visitor safety, eg. “Auditorium is cleaned and sanitised between shows.”</li> <li>- Messaging about good hygiene practices, physical distancing and other COVID related advice and requirements.</li> <li>- Brief description of what layout or venue changes might be expected.</li> </ul>	
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## 7: BACK OF HOUSE & TECH/ PRODUCTION

RECOMMENDED	ACTIONS	STAFF RESPONSIBLE
	<ul style="list-style-type: none"> <li>- The combination of increased protocols, risk management, cleaning and sanitisation 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.</li> </ul>	Team Leader Technical and Operations
<b>Third-Party Venue Users: Hirers, Touring</b>	<ul style="list-style-type: none"> <li>- Touring Parties/ Hirers are provided with a copy of Venue’s COVID Safe Plan, at least three weeks prior to their arrival. Hirer must sign off agreement to this plan.</li> <li>- Touring Parties/ Hirers must provide Riverlinks management with their COVID Safe Plan at least three weeks prior to the event.</li> <li>- Induction process for other crew/ touring parties coming into the venue will be carried out.</li> </ul>	Client Services Coordinator  Venue Hirer  Duty Technician
<b>Back of House access &amp; spaces</b>	<ul style="list-style-type: none"> <li>- Attendance and vaccination record check-ins will be required for Touring parties including Performers and staff.</li> <li>- Physical distancing measures such as decals and signage will be displayed where appropriate</li> <li>- Cleaning of rehearsal and performance areas is carried out in accordance with the venue’s Covid Cleaning Check-list.</li> </ul>	Duty Technician  Facility Operations Coordinator  Facility Operations Coordinator

- **Specific area infection controls:**
- **Dressing rooms and Green Room**
- Display any relevant 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.
- **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.

	<ul style="list-style-type: none"> <li>- Number of musicians will be reduced to enable physical distancing of 1.5m between players.</li> <li>- Installation of sneeze guards/ mute shields between musicians is highly recommended.</li> <li>- Provide hand sanitizer to the entrance/exit of the pit.</li> <li>- 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.</li> <li>- 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.</li> <li>- Orchestra Pit should also be cleaned with increased frequency.</li> <li>-</li> </ul>	
<p><b>Performers inc Musicians</b></p>	<ul style="list-style-type: none"> <li>- Current regulations regarding on-stage capacities, distance between performers and to workers will be adhered to.</li> <li>- Musicians and performers should maintain a physical distance of 1.5 metres where possible.</li> <li>- Where physical distancing is not possible, including with staff who work backstage with performers, the duration of close contact will be limited.</li> </ul>	<p>Duty Technician</p>
<p><b>Equipment and Props</b></p>	<ul style="list-style-type: none"> <li>- Practical equipment protocols have been developed and training provided to technical staff.</li> <li>- All high-risk equipment is sanitised before / after each use with an alcohol-based disinfectant.</li> <li>- Artists may provide their own microphone / headsets for hand-held or close use.</li> <li>- If crew must fit equipment to performers appropriate PPE will be provided.</li> </ul>	<p>Technical Coordinator</p> <p>Duty Technician</p> <p>Duty Technician</p>

## 8: ENCLOSED SPACES - IMPROVED AIR QUALITY

RECOMMENDED	ACTIONS	STAFF RESPONSIBLE
<p>Improve indoor air quality. Avoid enclosed and confined spaces</p>	<ul style="list-style-type: none"><li>- Sound and lighting mixing consoles are located in the auditorium rather than in the control room.</li><li>- Performers and touring parties are distributed across wider number of room where possible.</li><li>- Doors are left open to increase air flow where possible.</li><li>- Meal and coffee breaks are taken in separate spaces where possible.</li><li>- All areas are routinely cleaned and disinfected, particularly high touch points</li><li>- Settings on heating and air conditioning have been adjusted to allow greater inflow of fresh air.</li><li>- Refer: <a href="https://coronavirus.vic.gov.au/ventilation">coronavirus.vic.gov.au/ventilation</a></li></ul>	<p>Team Leader Technical and Operations / Technical Coordinator</p>

## 9. RISK MANAGEMENT

RECOMMENDED	ACTIONS	STAFF RESPONSIBLE
Risk Management Plan / Work, Health and Safety Plans re COVID-19 mitigation.	Venue Risk Management and OHS Plans attached.	Manager Riverlinks Venues Team Leader Technical and Operations.
COVID Communications. Staff & Patrons.	A Communication Plan has been established to convey to patrons what best practice protocols are in place. Refer pre-agreed statements and communication in case of Covid cancellations or outbreak. Refer to appendix 1 - What to Expect pre-show email to patrons.	Marketing Officer Team Leader Ticketing and Client Services

## 10: WORKFORCE BUBBLES

	ACTIONS	STAFF RESPONSIBLE
Work Force Bubbles	Whilst Workforce Bubbles within teams are not always feasible due to limited staff numbers, Team Leader are aware of limiting interaction between their staff where possible.	Team Leaders in each area.

## 11: TICKETING

	ACTIONS	STAFF RESPONSIBLE
<b>Information for patrons and promoters of shows.</b>	<p>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.</p> <p>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.</p> <p>Tickets will be sold according to current density quotient / physical distancing / mass gathering restrictions in place in the state of Victoria.</p> <p>Ticket sales may be suspended if shows sell up to a capacity limit.</p> <p>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 contracted coronavirus or are self-isolating.</p> <p>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.</p> <p>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.</p> <p>Riverlinks has the right to refuse entry or ask a patron to leave if they are not complying with the current Pandemic Health Order 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 if required.</p>	Team Leaders Ticketing and Client Services.

## Appendix 1

Template for email sent to patrons two days prior to show

Dear <<First Name>>,

We're excited to welcome you to Riverlinks Westside for *1927*.

We encourage patrons to please check which venue you are attending. If you're looking to pick up tickets on the day of the performance, this can be done at the respective Box Office (Eastbank or Westside), 45 minutes prior to the performance. We've listed the venue phone numbers for your reference.

Eastbank Box Office phone: **03 5832 9511**

Westside Box Office phone: **03 5825 2671** (only staffed 45 minutes prior to the show)

Since your last visit, there are a few changes we'd like to let you know of. We've listed them below.

- **All visitors to Riverlinks Venues must be fully vaccinated** or hold a valid exemption and provide proof on arrival. This applies to all visitors 18 years and over.
- **Please make sure you arrive at the theatre with ample time to find your seats.** Our theatre may open earlier for performances to make sure you have enough time to make your way through the building safely. Both entry and exit from the theatre may be staggered to reduce congestion at entrances.

- **When entering the venue, you will be required to scan and fill out the QR code through the Services Victoria app** (available for download on the [App Store](#) and [Google Play](#)). Please download the app before you arrive to speed up the process. There will also be staff to help you with this tomorrow.
- Once seated we ask that you **please remain in your allocated seat.**
- **Face mask are recommended** in the venue.
- We have placed hand sanitiser stations throughout the venue and encourage patrons to use them regularly.
- If you are experiencing cold or flu like symptoms or have been in contact with a confirmed case of COVID-19, you should stay home and get tested. You will be eligible for a refund up until the start time of the performance. This can be done by contacting the appropriate Box Office. **Eastbank 03 5832 9511** or **Westside 45 minutes prior to performance 03 5825 2671.**

Please reach out to one of our friendly staff members if you're unsure about any of this.

We look forward to seeing you and hope you enjoy *1927*.

Yours sincerely,

**Ken Cameron**  
**Manager Riverlinks Venues**

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## Cancelled / postponed 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 / postponed due to circumstances in relation to the Covid-19 pandemic. (further specific information about nature of cancellation / postponement may be inserted here.)

This show has now been re-scheduled to (insert date of show) and 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. If this new date does not suit you, please let us know within 28 days of this email and you will be eligible for a full refund.

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

As per government regulations, if you are feeling unwell please do not attend the Venue and contact our Box Office for a full refund any time up to the performance. We will not be able to issue refunds after the performance has taken place.

Kind regards

Team Leader Ticketing and Client Services

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## 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.

### SMS Messaging - 160 characters

#### **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 5832 9511 for enquiries.