



RIVERLINKS
EASTBANK

SCHOOL GROUP BOOKINGS

Information and Risk Planning Sheet

Thank you for booking a performance or event at Riverlinks Eastbank. We hope you and your students will enjoy the performance and be rewarded by the experience of attending “live” theatre.

Risk Management

To assist with your arrangements and for the purpose of drawing up a risk management plan for your excursion, we provide the following information.

Whilst we make every effort to provide a comfortable and safe environment for everyone attending events at Riverlinks Venues, we do not accept responsibility for young people in your care unless otherwise stated. Please make us aware in advance of any issues or special needs that could affect student welfare during your visit.

Venue Details

Riverlinks Eastbank: 70 Welsford Street, Shepparton, Victoria 3630.

Box Office: 03 5832 9511 boxoffice@riverlinksvenues.com.au

Administration: 03 5832 9865 admin@riverlinksvenues.com.au

When to arrive

We recommend that you arrive at least 20 minutes prior to the scheduled start of the show. We aim to open the auditorium doors 30 minutes prior to the start of the show and fill seats in block bookings.

Some shows have latecomer policies and you may not be admitted until a suitable break in the performance. **If you are running late please call the box office 03 5832 9511.**

How to get to Eastbank

For groups approaching by foot, we advise using the pedestrian crossing at the intersection of Welsford and Nixon Streets.

Coach drop off point

There is a drop off point for coaches immediately outside the venue on Nixon Street. Coaches should enter Nixon Street from Welsford Street to ensure they are on the correct side of the road. This is strictly a drop off / pick up zone and all buses must move on once the students have departed the bus. There is strictly no drop off of students allowed in Welsford Street.



Parking

Once coaches have dropped off their passengers, they must park elsewhere for the duration of the show. Patrons arriving by private vehicle are reminded to adhere to parking regulations in the area as there are no special exemptions for Riverlinks events. There is free, unlimited parking available along Marungi Street, Quinan Parade and Knight Street to the north of the venue, all within a 10 minute walk. Coaches can park at Princess Park.

Entry to venue for school performances

School groups should enter the venue through the entrance doors on Nixon Street. There are several steps up to the entrance from street level as well as an access ramp. You will be asked to confirm attendance numbers of your group when you arrive for the purpose of seating.

Storing of school bags and coats

There are no cloakroom facilities at the venue. School bags and coats should be stored in the allocated area for the performance you are attending. It is suggested that the students don't bring too many items with them (including school bags) unless absolutely necessary.

During performances

We want students to enjoy the performance and have a good experience of live theatre and events. Teachers need to be mindful however of students behaving in ways that might detract from the enjoyment of others such as blocking view of students behind or making it hard for others to hear what actors/presenter are saying.

During most theatre performances, the lights are dimmed in the auditorium. There is low aisle lighting on the stairs, so students leaving the auditorium during a performance will be moving in a dimly lit environment. It is recommended that staff and students remain seated throughout the performance / event and only exit the auditorium if absolutely necessary.

At end of performances / events

At the conclusion of the performance / event, please remain seated and the Front of House Manager will call the appropriate school when their bus arrives in the bus drop off / pick up zone.

Education Kits

Some productions provide Education Kits to enhance the learning experience for students and give teachers material to explore themes raised by the play. They contain activities and information to assist you with your pre and post show experience. These Education Kits will be emailed directly to you.

Filming / photography

On some occasions, the performance / event will be photographed or filmed and this may include images of audience members. If you have students that do not wish to be photographed and have not already provided us with this information, please inform our Marketing Officer prior to your visit by calling 03 5832 9865 or emailing marketing@riverlinksvenues.com.au Please also make yourself known to the venue Front of House Manager on the day.

Child Safety

Riverlinks Venues are a part of Greater Shepparton City Council and adheres to council's Child Safe policies and the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015. Our Child Safe Policy is available on council's website.

Lost property

For all lost property enquiries, please contact the Box Office on 03 5832 9511. Uncollected items are donated after 6 months.

Toilets

These are located on the ground floor on the Welsford Street side of the foyer. An accessible unisex toilet is located at the Nixon Street end of the foyer and an additional accessible toilet is located within the male toilets. Toilets are also located on the first floor next to the lift. Teachers and Carers should be aware that these toilets are also open to members of the public.

Wheelchair access

There is a wheelchair ramp at the Nixon Street entrance. Once inside the venue, the floor is flat to the first row of seats where wheelchair patrons are seated. Please advise the box office (or Riverlinks administration for non-ticketed events) of wheelchair requirements prior to your visit.

Food and drink

In good weather we recommend the Queens Gardens or the grass area near the library as suitable places for snacks or lunch but please be aware of swooping birds at certain times of the year, particularly if there is food about.

If the weather is not suitable for students to eat outside, there is sufficient space inside the venue in the foyers as well as in the function rooms, if available.

The Eastbank Café is open to the general public during the day.

Known hazards at Eastbank

Potential Hazard	Control measure or action
Buses dropping students in Welsford Street	The designated bus drop off / pick up zone is in Nixon Street. Bus companies have been advised that there is to be no drop off or pick up of students in Welsford Street.
Steps at Nixon Street entry	There are several steps up to the entrance from street level. There is an access ramp to the right of the steps.
Entry doors to the theatre	Entry doors to the theatre are automatic and operated by theatre ushers. If necessary, doors can be opened or closed manually in the normal way.
Inclement weather	If the weather is not suitable for students to eat lunch or snacks outside, there is sufficient space for all patrons in the foyer and/or function rooms.
Birds swooping	Some bird species (such as myna and magpies) are known to swoop, particularly in the Queens Gardens area. If there is swooping activity, students should be aware of where the bird is as most birds swoop from behind. If students are really concerned, they should be shown how to place folded arms above their head to protect head and eyes.
Need for emergency	A fully monitored fire detection system will provide warning. Follow instruction of Riverlinks staff. Leave auditorium via the illuminated

evacuation	exits and move calmly to Assembly Points. Evacuation of the building is coordinated by the member of Riverlinks staff who is designated as Chief Fire Warden.
Theatrical effects	Performances and events may involve sudden noises, smoke or haze, loud music or blackouts which may disturb some students. Please liaise with Riverlinks Box Office or administration if you have any concerns.
Folding seats	The seats at Eastbank fold up when no one is sitting on them. Students and Carers should be mindful that when they stand up, the seat will fold up at the same time and must be pushed down again before use.
Blocked aisles and passages	Students must not block passageways with bags, props or other items and must not remain standing in the auditorium aisles.
Low lighting	The auditorium is a low light environment during performances and events and steps, seats and doorways present a greater hazard in the dark. Students and Carers should remain seated and only move if necessary.

Emergencies

Evacuation / Lockdown

Our Front of House Manager and staff are trained in emergency evacuations or lockdowns. In the unlikely event of an emergency, please follow their instructions. Our staff will direct you to appropriate, safe exits or locations within the building.

Assembly Points

- To the left of the exit on Nixon Street.
- On the south side of the library on Marungi Street.
- In front of the main entrance on Welsford Street.

Please assemble at any of these Points and await further instruction from Riverlinks staff or emergency service personnel.

The building has a fully compliant fire detection, suppression and warning system which is monitored automatically.

First Aid and Medical

If a person is seriously injured or ill, call an ambulance immediately on 000 and be ready to provide the following details:

Your name / location (Riverlinks Eastbank, 70 Welsford Street) / type of emergency / number of people involved / any medical details.

Then inform the venue staff so that we can direct emergency services to the appropriate location within the building.

Our staff will respond to calls for first aid and assist emergency services.

First Aid boxes are located in the Box Office and Backstage areas.

A defibrillator is located in the foyer by the main entrance from Welsford Street.

Security

Public areas of the venue are covered by CCTV cameras to improve safety measures at Eastbank. Please refer to Councils CCTV Policy for more details.