Framework for development of COVID Safe Guides and Protocols

June 2020

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National Guiding Principles

The live performance industry faces unique challenges and requires a tailored approach to reactivation that is developed in consultation with government and public health agencies.

The development and implementation of COVID-Safe Risk Mitigation Plans for Public Performances will:

- Safeguard the safety and wellbeing of everyone on-site - audiences, performers, artists, crew, staff, contractors and volunteers.

- Implement measures that are consistent with Safe Work standards and public health directives.

- Continuously manage risks associated with the delivery of public performances, adapting to new information, restrictions or requirements.

- Deliver a positive customer experience and contribute to Australia's economic, social, and cultural wellbeing emerging from COVID-19.

- Ensure the ongoing sustainability of the live performance industry (including venues, theatres, producers, promoters and service providers)

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Framework for venues, events & festivals

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Venues, events and festivals

Before audiences arrive and after they leave

Safe Work Practices:
- Adhere to agreed safe work practices with relevant government authorities

Training
- For staff, contractors and volunteers
- Management training
- Communications
- Risk mitigation process
- Complaints
- Resources

Staff, Contractors, Volunteers
- Return to work plan
- Best work practices
- Updated staff roles and duties
- Personal hygiene practices
- Health checks
- Managing illness
- PPE for workers

Communications
- Standardised industry wide safety messaging
- Internal: staff, contractors and stakeholders
- External: hirers and producers/promoters
- External: audience engagement (pre-show, at the venue, post-show)
- Crisis communications

Back of House & Technical
- Ingress/egress
- Loading dock, deliveries
- Dressing rooms, green room, rehearsal rooms
- Fly floor/grid
- Onstage
- Orchestra pit
- Closed bio box/control room
- Dome room
- In auditorium sound desk and lighting board
- Mechanical services – climate control, air ventilation
- Administration/offices

Cleaning & Hygiene
- Public areas
- Staff areas
- Sanitising
- Handling and storage protocols

Disability Access
- Disability access maintained
- Communicate new program and procedures
- Access to backstage as artists and workers with disability

Broadcast/Media
- Protocols
- Media plan

Ground Transportation
- Safety protocols
- Vehicle capacity, passenger hygiene, vehicle cleaning
- Car park/drop off arrival point

Contact Tracing & Tracking
- Patron tracking
- Promotion of COVIDSafe app
- Rapid outbreak response
- Ticketing and patron data (purchasers, shadow audience, guest lists)
- Audience survey

When audiences are onsite and during the performance

Front of House
- Ingress/egress including queuing
- Ticket inspection/scanning
- Pre-show
- Interval
- Post-show
- Emergency evacuation

Audiences
- Declarations
- Health checks/measures
- Security – inc bag checks
- Onsite signage

Patron Movement & Crowd Control
- Communal areas inc carpark
- Auditorium/theatre
- Circulation
- Elevator and escalator usage
- In foyer social media engagement

Ticketing & Box Office
- Seating allocation
- E-ticketing
- Warnings, advice, Ts&Cs, consent
- Ticket exchanges and refunds
- Hirer and community shows

Food & Beverage
- Foyers & bars
- Cafes/bistros
- Refreshments in auditorium
- Queuing and ordering
- Contactless payment
- Roaming sellers in auditorium

Merchandise
- Queuing
- Touchless
- Contactless payment
- Spacing
- Online ordering
- QR codes

Special Events
- Cast meet and greet
- Audience Q&As
- Backstage visitation
- Sponsor and VIP events

Vulnerable Groups
- Audience/patrons

Medical / First Aid
- Protocols
- Isolation area

Other

Risk Management & Mitigation: • Liability and duty of care to patrons and workers • Legal and privacy • Risk assessment and WHS compliance • Updating protocols and procedures • Managing suspected cases • Responding to confirmed cases

Monitoring & Review: • Regular monitoring and review • Crisis management, emergency procedures • Rapid outbreak response • Refine operational practices and protocols • Staff feedback

Consultation: • Consultation with workers, worker representatives and relevant stakeholders regarding procedures and protocols • Development of guidelines and protocols • Monitoring and review

Resources & Checklists: • Links and industry resources • Quick guide checklists • Forms • External resources: government, other

Framework for Productions

Productions - Guidelines tailored for each artform

Auditions
- Before auditions
- During auditions
- After auditions

Rehearsals
- Before rehearsals
- During rehearsals
- After rehearsals

In season
- Onstage
- Backstage – e.g. dressing rooms, green room
- Set up and break-down
- Pre-show warmup
- Venue protocols

Touring
- Before going on tour
- Travel
- While on tour
- After the tour ends

Cast, Musicians, Artists, Creatives and Crew
- Production issues
- Best work practices
- Criteria for resumption of activities
- Returning after COVID-19
- Travel to and from work
- Personal hygiene practices
- Health checks
- Managing illness

Training, education and communication
- Induction and safety protocols
- Training
- COVID contact person
- Communications

Risk Management & Mitigation
- Liability and duty of care to staff
- Legal and privacy
- Risk assessment and WHS compliance
- Updating protocols and procedures
- Managing suspected cases
- Responding to confirmed cases
- Rapid response to changes in government advice

Monitoring & Review
- Regular monitoring and review
- Crisis management, emergency procedures
- Rapid outbreak response
- Refine operational practices and protocols
- Staff feedback

Consultation
- Consultation with employees, employee representatives (union) and relevant stakeholders regarding procedures and protocols
- Development of guidelines and protocols
- Monitoring and review

Resources & Checklists
- Links and industry resources
- Quick guide checklists
- Forms
- External resources: government, other

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