FRAMEWORK FOR DEVELOPMENT OF COVID SAFE GUIDES AND PROTOCOLS

A. 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:

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

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

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

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

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

B. FRAMEWORK FOR COVID SAFE PLANS

The framework below outlines key areas your business should consider when developing your own COVID Safe Plan within the context of venues, events, festivals and productions. Some areas may not be relevant to your business or activities, and your COVID Safe Plan should be tailored accordingly.

A range of generic guides and information are also available:

- National COVID-19 Coordination Committee – Have a COVID-19 Plan
- NSW: How to make a business COVID safe
- Safe Work Australia: Small Business Planning Tool – COVID-19

The requirements about whether businesses need to have a COVID Safe Plan prior to reactivating vary across jurisdictions. A summary of requirements for each state and territory is available on the Australia Council website.

VENUES, EVENTS AND FESTIVALS

As a starting point for developing specific COVID Safe Plans for your venue or event, please refer to the following guidelines:

- PAC Australia: COVID Safe Theatre Guidelines
- Creative Victoria: Arts and Culture Guidelines for coronavirus (COVID-19) Return-To-Business

a. Before audiences arrive and after they leave

Safe Work Practices

- Adhere to agreed safe work practices with relevant government authorities. These practices may change over time, depending upon evolving government advice and directions.

Training

- For staff, contractors and volunteers
- Induction & safety protocols
- Management training
- Communications
- Risk Mitigation process
- Complaints
- Resources

Staff, Contractors, Volunteers

- Return to work
- Best work practices
  - Unavoidable close contact between workers
  - Protocols for sharing uniforms
- Updated roles
- Personal hygiene practices
- Health checks – screening workers
- Managing illness
- PPE for workers
- Consultation with workers on protocols

Communications

- Standardised industry wide safety messaging
- Internal: staff, contractors and stakeholders
- External: hirers, producers, promoters, performers, artists and crew
- External: audience engagement (pre-show, at the venue, post-show)
- Crisis communications / communications plan (prepared pre-agreed statements)

Back of House & Technical

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

Cleaning & Hygiene

- Public areas
    - Restrooms
    - Auditoria
    - Carparks
    - Foyer and lounge
    - Lifts, stairs, and escalators
    - Outdoor spaces
- Staff areas
- Sanitising
    - Public areas
    - Staff areas
    - BOH offices, dressing rooms, green rooms, rehearsal rooms
    - BOH kitchen and food preparation areas
    - Shared equipment (e.g. microphones)
- Waste disposal
- Handling and storage protocols
    - Production equipment and cargo
    - High-touch equipment
    - Heavy equipment
    - Instruments, props, costumes
- Deep cleaning protocols

- Refer to cleaning guidelines produced by Safe Work Australia & state/territory health authorities – for example:
    - Safe Work: Cleaning to prevent the spread of COVID-19
    - Safe Work: How to clean and disinfect your workplace
    - Safe Work: Cleaning checklist
    - VIC: Cleaning and disinfecting for business and constructions sites

- VIC: [Cleaning and disinfecting for local councils](#)
- QLD: [COVID-19 cleaning, disinfection and waste recommendations](#)
- SA: [Cleaning and disinfection in the workplace](#)
- WA: [COVID-19 environmental cleaning in non-healthcare settings](#)

Ground Transportation

- Safety protocols
- Vehicle capacity, passenger hygiene, vehicle cleaning
- Car park/drop off arrival points – ingress and egress

Disability Access

- Disability access maintained
  - Engagement (pre-show, at the venue, post-show)
  - Wayfinding (entries, exits, food & beverage)
  - AUSLAN interpretation, sightline considerations, captioning and audio-description
  - Tactile tours
  - How to access restrooms, food and beverage outlets and other venue facilitates
- Communicate new program and procedures
- Access to backstage as artists and workers with disabilities

Broadcast/Media

- Protocols
- Media plan

Contact Tracing & Tracking

- Patron tracking
- Worker (venue staff, performers, production and touring staff, contractors) tracking
- Promotion of COVIDSafe app
- Rapid outbreak response
- Ticketing and patron data (purchasers, shadow audience, guest lists)
- Capturing shadow audience data (non-ticket buyers)
- Audience survey

- Refer to Public Health directions or guidelines in each state/territory which outlines what personal information must be collected from patrons for contact tracing purposes. Summary below accurate as at 9 June 2020.

NSW	Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.

VIC	Businesses must request that each person (including staff and visitors) who attends the facility or venue for longer than 15 minutes provide their first name and a contact phone number. Businesses must keep a record of those details for 28 days, including: • the date and time at which the person attended the facility or venue; and • if there are multiple indoor spaces, the indoor space(s) which the person visited. Businesses must use reasonable endeavours to protect the personal information and destroy is as soon as reasonably practicable after 28 days, unless another statutory requirement permits or requires the personal information to be retained.
QLD	A person who owns, controls or operates a restricted business, activity or undertaking must keep contact information about all guests and staff for contact tracing purposes, including name, address and mobile phone number for a period of at least 56 days, unless otherwise specified. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days.
WA	**Maintain attendance records** It is a requirement for businesses to maintain attendance records of people. This will assist Public Health with contact tracing in the event of a positive COVID-19 case in your premises: • Records can be physical (i.e. secure sign-in book managed by staff) or electronic but at a minimum must include a name and contact information for each patron (e.g. phone number or email) • Records are not required for people who visit the premises for a short period time and have minimal face-to-face interaction. For example, someone returning a book to a library, or someone ordering take-away. • Records must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes) Businesses should implement a process consistent with any privacy obligations they have for obtaining and safely maintaining these records of patronage for the purposes of assisting with contact tracing if needed.
SA	Venues are required to make and retain records of patrons attending public activities. This must include the name of each patron in attendance, as well as their phone number or email address, along with the time and date of their attendance. Contact tracing records must be presented at the request of an authorised officer. These records must only be used in the event that tracing of contacts needs to occur. For example, the records can't be used for marketing or similar purposes.

TAS	Unable to find information that indicates patron contact information must be collect for contact tracing purposes. This may change.
ACT	Venues are required to ask for a first name and contact phone number of all individuals in attendance.

If the individual provides the details, venues must keep a record of the details along with a date and time at which the person attended, to assist with contract tracing efforts, if required. https://www.covid19.act.gov.au/__data/assets/pdf_file/0009/1554183/Factsheet-Collecting-and-Storing-Customer-Information-28-May-2020FINAL.pdf |
| NT | There is not a mandated requirement for entertainment businesses to collect patron contact information for contact tracing purposes. |

Note: There are provisions in the Privacy Act 1998 that allow personal information to be shared. Specifically, section 16A of the Privacy Act states that APP entities can share personal information if the following conditions are satisfied:

a. *it is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure; and*
b. *the entity reasonably believes that the collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.*

In addition, some government entities may have powers under relevant legislation or government directions to request and receive personal information from businesses.

b. **When audiences are onsite and during the performance**

Front of House

- Managing restricted capacity
- Ingress/egress including queuing
    - Timed ticketing
    - Scheduled egress
    - Separate egress/exit
- Ticket inspection/scanning
- Pre-show
- Interval
- Post-show
- Emergency evacuation

Audiences

- Declarations
- Health checks/measures (e.g. temperature checks)
- Security – including bag checks, pat downs, metal detectors
- Onsite signage

Patron Movement & Crowd Control

- Communal areas – including carpark, foyer
- Restrooms – capacity, ingress/egress, queuing
- Auditorium/theatre
- Circulation
- Patron ejection
- Elevator and escalator usage
- In foyer social media engagement

Ticketing & Box Office

- Managing restricted capacities
- Seating allocation
- E-ticketing
- Warnings, advice, Ts & Cs, consent
- Ticket exchanges and refunds
    – **Note:** LPA is currently developing guidance on refunds and exchanges. This will be made available to Members once finalised.
- Hirer and community shows
- Queuing
- Counter partitions
- Ticketing for live streamed events

Food & Beverage

- Foyers & bars
- Cafes/bistros
- Refreshments in auditorium
- Roaming sellers in auditorium
- Queuing and ordering
- Pre-order
- Contactless payment
- POS terminal (one staff member use, wherever possible)
- Pre-packaged beverages
- Counter partitions
- Green room catering
- Sponsor and VIP catering
- Requirements if food and beverage services provided by a third party

- Refer to guidelines produced by state/territory authorities – for example:
  – Safe Work: [COVID-19 Information for workplaces – hospitality](#)
  – VIC: [Hospitality Industry Guidelines for coronavirus](#)
  – NSW: [Industry guidelines for COVID Safe workplaces - restaurants and cafes](#)
  – WA: [COVID-19 coronavirus: Food businesses and licensed premises](#)
  – TAS: [COVID Safe Workplace Guidelines – Hospitality Industry](#)
  – NT: [Guidelines for food businesses](#)
  – QLD: [Food, beverage and catering](#)
  – QLD: [COVID Safe checklist for dining](#)

Merchandise

- Queuing
- Touchless
- Contactless payment
- Spacing
- Online ordering / QR codes
- Final sale – no returns or exchanges (unless required by law)
  – **Not**e: blanket statements stating 'no refund or exchanges' are unlawful because they imply it is not possible to get a refund under any circumstance. Consumers may be entitled to a remedy under the Consumer Guarantees

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

c.   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
- COVID-19 Response Plan
- COVID-19 Response Team
- Managing suspected cases (workers and patrons)
- Responding to confirmed cases (workers and patrons)
- 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 workers, worker representatives and relevant stakeholders regarding procedures and protocols
- Development of guidelines and protocols
- Monitoring and review

- **Reminder:** under WHS laws there is a duty for employers to consult with workers and their representative (e.g. union) on any matters that directly affect them.

Resources & Checklists

- Links and industry resources
- Quick guide checklists
- Forms
- External resources: Safe Work Australia, Safe Work state-based agencies, government, other

PRODUCTIONS – GUIDELINES TAILORED FOR EACH ARTFORM

As a starting point for developing COVID Safe Plans for your organisation/productions, please refer to the following guidelines:

- AusDance QLD: Dance and Physical Performing Arts Industry COVID Safe Plan

The following guidelines are currently in development and will be made available to Members once finalised:

- Touring Guidelines
- Theatre guidelines for auditions, rehearsals and performances

Auditions

- Before auditions
- During auditions
- After auditions

Rehearsals

- Before rehearsals
- During rehearsals
- After rehearsals

In season

- Onstage
- Backstage
  - Dressing rooms
  - Wardrobe & costume changes
  - Hair & make-up
  - 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
    - Production and design meetings
    - Handling of scenery, props, costumes
    - Use and cleaning of equipment, tools, instruments
- Best work practices
    - Unavoidable close contact between workers
    - BOH visitors, gifts, personal items
    - Movement between FOH and BOH
- Criteria for resumption of activities
- Returning after COVID-19
- Travel to and from work
- Personal hygiene practices
- Health checks
- Managing illness
- Accommodation
- Travel / incoming travellers
- Eating and socialising
- Social media
- Consultation with workers on protocols

Training, education and communication

- Induction and safety protocols
- Training
- COVID-19 contact person
- Communications

Risk Management & Mitigation

- Liability and duty of care to patrons and workers
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