

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

### Entertainment facilities

#### Business details

Business name	Civic Theatre Newcastle
Business location (town, suburb or postcode)	375 Hunter Street, Newcastle NSW 2300
Select your business type	
Cinemas, theatres, concert halls	
Completed by	Melissa Damstra
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Effective date	11 October 2021
Date completed	10 October 2021

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### Wellbeing of staff and customers

**Exclude staff and customers who are unwell from the premises.**

Agree

Yes

### **Tell us how you will do this**

- Conditions of Entry include instructions for staff and visitors to stay away from venue if unwell
- Terms and conditions for ticket holders include refund/exchange options for customers if they are unwell
- Included in messaging emailed to team members and in communication to customers.
- Signage in place in venues confirming "Stay at home if you are sick."

### **Provide staff with information and training on COVID-19 vaccination, including when to get tested, physical distancing, wearing masks and cleaning.**

#### **Agree**

Yes

### **Tell us how you will do this**

- Regular COVIDSafe news and updates are sent to all team members from the City of Newcastle People and Culture team
- Training for team members prior to return to work including information on when to get tested, physical distancing, wearing masks, cleaning requirements and how to use the Service NSW app to QR check in and out of the building.
- Team members are trained in the process of collecting and storing contact details of all visitors electronically
- COVID-19 safe practices confirmed during toolbox talks pre events.
- Team members have been trained in the additional COVIDSafe cleaning requirements and are aware of the increased COVIDSafe cleaning requirements and cleaning checklists within the venue
- Team members can check symptoms using the online resource to:  
<https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker>

### **Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.**

#### **Agree**

Yes

## Tell us how you will do this

- Website outlines conditions of entry including mandatory mask wearing, stay away and get tested if unwell, mandatory vaccination requirements, capacity limits, venue check in, arrival times, social distancing, cashless payment preferred, increased hygiene measures and COVIDSafe marshal and team member assistance.
- Multiple QR code signs at entry to venue, team members checking customers have QR coded prior to entering venue.
- Signage confirming conditions at venue entrances, points of sale and in window boxes around building.
- “NSW Government restrictions updates” to be posted at venue entries for team member and visitor reference when required.
- Conditions of entry regarding requirements to stay away if unwell and options for refunds and exchanges are included in pre-attendance email communication to customers.

**Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at: <https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses>**

**Note: Staff outside of Greater Sydney who have received one dose of a COVID-19 vaccine are permitted to work until 1 November 2021 when they need to be fully vaccinated.**

Agree

Yes

## Tell us how you will do this

- Staff contacted in advance of returning to site to outline the requirement for vaccination, and an understanding of their vaccination status will ensure only those staff who have received at least one dose of a COVID 19 vaccination will be rostered to work.
- Social media and website communications will outline the requirement for all customers to be vaccinated, and there will be signage at the entry point to the venues to state a condition of entry is to have evidence of double vaccination.
- The COVID safe marshal and/or allocated team members will be based at the venue entrances to check proof of vaccination as well as the green tick to demonstrate that the

customer has checked in.

- Vaccination information sessions provided by a qualified Doctor to all staff considering their options, encouraging staff to undertake vaccination.
- The Civic Theatre will follow the public health orders and will mandate vaccinations for any staff employed in roles that require it under the public health orders.

**People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household.**

**Note: This does not apply to a person aged under 16 who is on the premises to carry out work.**

**Agree**

Yes

**Tell us how you will do this**

- COVID Marshal or allocated team member will be based at the entry points to check vaccination status of all adults and evidence that the children are from the same household.

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## **Physical distancing**

**Capacity at an entertainment facility must not exceed 1 person per 4 square metres in the premises, or 75% of fixed seating capacity of the facility.**

**Agree**

Yes

**Tell us how you will do this**

Venue capacity can be overridden by any interim Gathering and Movement Public Health Order and the following table of capacities should be observed in line with the current restrictions.

TICKETED AUDIENCE CAPACITY

50% 75% 100%

Civic Theatre 744 1100 1489

City Hall 400 600 800

Playhouse 92 138 184

Allowable capacity can be worked out by the below available space:

Civic Theatre 2026 sqm of publicly available space

City Hall 382 sqm of publicly available space concert hall stalls only

Playhouse 331 sqm of publicly available space

Staff do not need to be counted in this total.

### **Ensure 1.5m physical distancing where possible, including:**

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

### **Agree**

Yes

### **Tell us how you will do this**

- Staff, venue hirer and production performers and crew should observe physical distancing where possible in all non-public areas of the venue including offices, corridors, green room, dressing rooms, laundry, storage rooms, meeting rooms etc.
- Bollard systems used to assist in queueing and supporting 1.5m physical distancing in foyer areas
- Traffic management is designed to assist in the flow of people pre show, interval and post show with considerations around multi-theatre start, interval and finish times.
- Foyer, café seating and tables, chairs, bench seats and couches, where possible are positioned and reset post show to support 1.5m physical distancing.
- Office spaces, meeting rooms, dressing rooms, green rooms etc have relevant capacity signage on doors and/or within the spaces aligning with current restrictions.
- Signage at entrance provides guidelines on social distancing and keeping at least 1.5 metres apart.

### **Avoid congestion of people in specific areas where possible.**

**Agree**

Yes

### **Tell us how you will do this**

- Floor decals in place as a visual reminder to all of what 1.5m spacing looks like.
- Signage stands and AV screen signage is used to promote and remind people of 1.5m physical distancing in areas of congestion such as front entry, bathroom and bar queues.
- Foyer doors and auditorium doors to open 1 hour prior to performance, where possible to allow for customers to be seated on arrival.
- Intervals are encouraged to be a minimum of 30 minutes long to allow for the easing of congestion during intermission.
- Messaging provided to customers encouraging them to remain seated during intermission and be mindful of physical distancing when moving throughout the venue.
- Set up bar and heating outside to encourage customers to use the outside area reducing congestion in the foyers where possible.

### **Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick-up and drop-off zones.**

Agree

Yes

### **Tell us how you will do this**

- Front of house team members to welcome customers at the designated electronic sign in area who can also watch out for any congestion.
- Front of house team members to oversee customers exit at key egress points who can also watch out for any congestion in foyer and gatherings directly outside.
- Venue hirers and production companies should only exit via stage door and not seek to meet with family and friends in the foyers post show.
- Venue hirers and production companies wishing to do any official performer meet and greets with audience members should create this as an official function activity with all requirements on capacity and physical distancing from the above points.
- Signage stands and AV screen signage is used to promote and remind people of 1.5m physical distancing in areas of congestion such as front entry, outside area, bathrooms and bar queues.

**All patrons must be assigned to specific seats and, as far as is reasonably practicable, remain seated.**

**Singing and dancing by audiences is not allowed in indoor areas.**

**Patrons can only consume alcohol when seated in indoor areas.**

## Agree

Yes

### Tell us how you will do this

- Customers to be assigned to seats at time of booking, all events to be ticketed
  - Signage is displayed to note the requirement to sit while consuming alcohol in indoor areas.
  - Team members to remind customers alcoholic beverage must be consumed only while seated in indoor areas.
  - Signage to inform customers that singing and dancing is not allowed in indoor areas. If customers start to sing or dance, then staff to be trained to remind them of their requirement to remain seated.
  - Website to include information on these requirements as conditions of entry.
  - Singing and dancing requirements to be included in venue hirer and production performers and crew should observe physical distancing where possible in all non-public areas of the venue including offices, corridors, green room, dressing rooms, laundry, storage rooms, meeting rooms etc.
  - Venue hirers and touring productions to include measures to manage risk around audiences singing and dancing in their COVID-19 Safety Plan eg not encouraging and requesting audiences to remain seated
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## Ventilation

**Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.**

## Agree

Yes

### Tell us how you will do this

- Regular maintenance of air conditioning system throughout the building.
- Keep open external entry/exit doors to allow for fresh air. Increasing the amount of outdoor seating available.
- Team members in offices and spaces with opening windows are encouraged to open

windows and doors (if in a secure environment) to promote fresh air flow.

**Use outdoor settings wherever possible.**

**Agree**

Yes

**Tell us how you will do this**

- Seating and shade will be provided in the area immediately outside the theatre. A fenced area will denote the available outdoor space.
- Queuing for entry will take place outside, auditorium doors to open at same time to allow customers to enter and take their seats directly.
- Outdoor bar service to be set up when possible

**In indoor areas, increase natural ventilation by opening windows and doors where possible.**

**Agree**

Yes

**Tell us how you will do this**

- Staff in offices and spaces with opening windows are encouraged to open windows and doors (if in a secure environment) to promote fresh air flow.

**In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

**Agree**

Yes

**Tell us how you will do this**

- City of Newcastle Building and Trade Services team to maintain HVAC system as a priority and review settings to maximise the intake of outside air and reduce or avoid recirculation of air.



**Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).**

**Agree**

Yes

**Tell us how you will do this**

• City of Newcastle Building and Trades/ Mechanical services team to continue with regular maintenance schedule and maintain HVAC system as priority.

**Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.**

**Agree**

Yes

**Tell us how you will do this**

• City of Newcastle Building and Trades/ Mechanical and property services contacted to provide advice on best indoor ventilation engineering controls.

## **Hygiene and cleaning**

**Face masks must be worn by staff and customers in indoor areas, unless exempt.**

**Agree**

Yes

**Tell us how you will do this**

- Signage in place throughout venue and at entry points include wearing of masks as a condition of entry
- Staff required to wear masks in indoor and outdoor areas, and will continue to do so into the future.
- Masks will be provided to staff and customers in Front of House and Back of House areas, and the importance of continued mask wearing will be communicated regularly to team members.
- Staff will be trained to remind customers who are not complying and confirming

exemptions.

- Staff are trained to ensure the correct fitting of facemasks, covering mouth and nose must be observed and ways to communicate this to visitors / customers.

**Adopt good hand hygiene practices. Have hand sanitiser at key points around the facility.**

**Agree**

Yes

**Tell us how you will do this**

- Team members equipped with their own supply of an alcohol-based disinfectant, hand sanitiser and mask.
- Ensure a touch free hand sanitiser station is available at points of sale and entries.
- Signage in place reminding of proper handwashing procedure including kitchen areas and bathrooms.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

**Agree**

Yes

**Tell us how you will do this**

- Cleaning staff to ensure that the bathrooms are fully stocked every morning.
- Regular cleaning checks to be conducted by cleaning and front of house team members at scheduled intervals throughout the day, pre-event, interval and post event.
- Storage areas well stocked to ensure there is no shortage of supplies.
- Regular check of hand dryers for correct function and working condition.

**Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.**

## **Agree**

Yes

### **Tell us how you will do this**

- Checklists for the daily cleaning of bathrooms, offices and meeting rooms installed, maintained and audited.
  - Frequency of cleaning increased during the hours public are onsite.
  - Disinfectant wipes available for staff to wipe down shared equipment.
  - Additional cleaning of venue, toilets and touch points, emptying of bins, checking of sanitiser
  - Front of house team assist with COVID cleaning and issued with cleaning wipes, gloves and mask when required.
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## **Record keeping**

**Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.**

## **Agree**

Yes

### **Tell us how you will do this**

- It is a condition of entry that all staff are to sign in using the Services NSW app when attending City of Newcastle sites including Theatres, for work or leisure. This will be the responsibility of managers, coordinators, and supervisors to ensure staff are compliant.
- It is a condition of entry that all customers sign in using the Services NSW app at the time of entry into the foyer. Team members are placed at entry points to check for customers NSW app green tick.
- It is a mandatory requirement that all production company staff including performers and crew are to sign in at stage door using the Services NSW app at the time of entry.
- It is a mandatory requirement that all other visitors (contactors, family members of staff, ticket office customers, public using the bathroom facilities etc) are to sign in using the Services NSW app at the time of entry.
- QR code posters are to be placed at the entrance to the venues to prevent any members

of the public from entering unless they have checked in.

- Theatre iPad, used as by Front of House team as alternative for customers with no ability to scan QR code.

**Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.**

**Agree**

Yes

**Tell us how you will do this**

- Team member to be stationed at the entry points to check for customers green tick and vaccination status prior to their admittance.
- A COVIDSafe marshal in place for each performance.
- Stage door or technical staff will request production company and venue hirer staff including performers and crew to display the green Services NSW tick that they have successfully signed in prior to admittance.
- All other visitors are to check for the green Services NSW tick to confirm that the visitor has successfully signed in prior to admittance.
- Multiple electronic check-in QR posters are setup at entry points when open to the public events.
- Multiple QR posters are on display at stage door and all entry points to the building.

**If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.**

**Agree**

Yes

**Tell us how you will do this**

- An additional device will be on hand for the staff member on the door to manually

record check in details for those customers who do not have a smart phone to use for check in.

- As the services NSW identity card is rolled out, this will be scanned by the device and details recorded in this way.
- Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the iPad or check to see if another member of the party can add the customer as a dependant.
- If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and the paper copy should then be shredded.
- Note: For school, child care, aged care and disability groups, contact details only need to be collected for two of the group organisers. The group organisers must have an electronic record of the name and phone number of all members, and parent or carer of any child, and be contactable at any time for a period of at least 28 days.

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.**

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes