



COVID SAFE PLAN

For Live Performances,
Events & Meetings

2021



This plan has been formulated with input from Whitehorse City Council and Whitehorse Centre staff. It uses the best information currently available and responds to identified risks that opening the venue to the public and staff in the present climate may present. The plan will be continually reviewed as further information and direction is made available.

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SUMMARY

Whitehorse Centre has a duty under the Work Health and Safety Act 2011 to respond to COVID-19. We must take action to protect workers and others at our workplace, hireable spaces and alternative performance venues from the risk of exposure to COVID-19 so far as is reasonably practicable.

Our key principles are:

- Hand hygiene and cough etiquette
- Physical distancing of 1.5m
- Reduced capacities
- Increased cleaning
- Stay home if you are unwell
- Record keeping
- Use the COVID Safe app
- Monitor the spread of the virus in our region
- Comply with Victorian Public Health directions

Current precautions recommended by the Victorian Department of Health and Human Services help ensure the safety of our visitors and team members, including:

1. Placing hand sanitisers with supporting signage in all rooms/venue areas
2. Placing guidance on handwashing in bathrooms
3. Placing tissues in bins for their hygienic disposal
4. Thorough and regular sterilisation of surfaces, including bathrooms, benches, and all touchpoints such as door handles, escalator rails, etc.
5. Continued rigorous adherence to ISO and HACCP food safety management standards within all culinary services.
6. Strict adherence to all physical distancing measures and limit of one person per two square metres.

WHITEHORSE CENTRE COVID-19 RESPONSE TEAM

Robyn McNicol - Centre Coordinator

COVID Safe Compliance Coordinator

Ash Whelan - Operations and Event Services Supervisor

- Performance spaces
- Artist requirements
- Contractor management
- Venue maintenance
- Cleaning and sanitising
- FOH and kiosk operations.

Megan Coe & Joanne Lucarelli - Box Office & Event Services Supervisor

- Meeting room hire and bookings
- Visitor and patron requirements
- Ticketing management
- Box Office services

VENUE CAPACITY

- The capacity for Community Centres is reduced to **2 square metres per person** and applies to all Council venues and alternative performance venues in accordance with Victorian Government COVID Restrictions and advice.

| Meeting Room | Willis Room | |
|--|-------------|-----------|
| Standing capacity with no furniture | Total m2 | PAX 2m2 |
| Total | 131 | 65 |
| Main Room | 108 | 54 |
| Projection Room | 2 | 1 |
| Kitchenette | 3 | 1 |
| Foyer | 18 | 9 |
| Female Toilets - Located in Civic Centre | 4 | 2 |
| Male Toilets - Located in Civic Centre | 6 | 3 |
| Accessible Toilets - Located in Civic Centre | 5 | 2 |

- Detailed capacity summary tables for alternative performance venues will be made available to venue hire clients, producers and touring companies. Our alternative venues include: Box Hill Town Hall, One Community (Blackburn) and Stairway (Vermont).
- 75% seated capacity per performance** is permitted in entertainment venues and performances spaces, which are currently not subject to 1.5 distancing and/or 2m2 room density rules.
- When considering backstage capacities, the need for performers to have a holding space offstage whilst performing onstage will be considered along with performer flows.

CONTRACTORS & DELIVERIES

For suppliers and contractors visiting the workplace or venues:

- All suppliers and contractors must be booked in to attend and be met by a staff member, unless previously inducted.
- All suppliers and contractors must sanitise in and out of the venue using the sanitiser station.
- All suppliers need to sign in via a manual registration or Councils QR code upon arrival.
- All suppliers must be accompanied by a staff member when in the workplace or venue.
- Contractors undertaking work on site must sign out when they leave.
- Contractors are not to access areas not required by their work.
- Contractors can be left to complete their work in the agreed work area.
- All work areas must be cleaned by the contractor before they depart.
- Staff should ensure distancing is adhered to with all delivery drivers and sanitising if a signature is required.

CLEANING & SANITISING

STAFF AND OFFICE AREAS

- Office cleaning will be scheduled based on opening hours and planned activity.
- Staff cleaning supplies will be made available across all work zones.
- Staff members must use gloves for cleaning as appropriate.
- Each staff member will be responsible for cleaning their own workspace.
- Each staff member will be responsible for cleaning kitchen spaces, shared equipment and furniture after use.
- After staff meetings all hard surfaces must be cleaned by the meeting organiser.

MEETING AND PERFORMANCE VENUES

A combination of cleaning and sanitising will be most effective in removing the COVID-19 virus. Cleaning and sanitising are two different processes:

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces.
- **Sanitising** means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

Cleaning and sanitising during and between performances, events and meetings has been increased. We've introduced 3 types of cleans that will be scheduled around booked activity:

1. **Standard venue clean.**
2. **Post-performance, event or meeting deep clean.**
3. **Periodic cleaning during a performance, event or meeting event.**

Cleaning and sanitising protocols include:

- Cleaning and disinfecting common contact surfaces will help to slow the spread of COVID-19.
- All high-touch surfaces of the venue where there is regular human contact will be cleaned and sanitised by staff between and after each performance, event or meeting.
- High touch surfaces will be cleaned periodically by the contracted cleaning staff during performances, events and meetings, such as before and after interval or during extended breaks.
- Venue cleaning will be documented by contracted cleaners, utilising the Venue Cleaning Check List for deep cleans and performance cleaning.
- The cleaning contractor will identify cleaning and disinfecting techniques and products used.
- Disposable cleaning products and items will be safely disposed of.
- Air-conditioning will be programmed to allow for additional ventilation before and after performances.
- Cleaning contractors will be inducted into updated procedures and documentation required.

STAFF

STAFF TRAINING

- All staff members will be trained in COVID Safe protocols before commencing work.
- Training will cover relevant OH&S issues, risk factors and controls, new performance protocols and effective, frequent hand washing with soap or use of sanitiser.
- Standard inductions for new staff will be updated. Staff will be trained in correct responses to public request for further information on our COVID Safe planning and any confirmed cases onsite as per the communications plan.
- We will monitor staff feedback and implement an approach of continuous improvement.

BEST WORK PRACTICES FOR STAFF

- All casual staff will need to sign onto the contacts log at the commencement of every shift.
- All public facing staff members will complete Council's COVID-19 health questionnaire at the commencement of every shift.
- Staff will be instructed to not attend the workplace if experiencing any flu-like symptoms (fever, cough, runny nose) or have been in close contact with a person diagnosed with COVID-19. Note that COVID-19 is a contagious illness, and for some people it may only result in mild symptoms.

PPE FOR STAFF

- Control measures such as good hygiene and physical distancing are considered more effective than PPE, and in most instances, PPE is not required.
- Gloves only need to be worn where already used as part of routine - e.g. food handling or cleaning.
- Tech staff may need PPE such as gloves and mask if fitting equipment such as radio mics to performers.
- Where possible performers should be instructed to fit their own mics.
- All required PPE will be supplied.
- Theatre staff will be supplied with a wearable personal sanitiser kit to use while performing their duties anywhere in the venue.
- Staff utilising common touch equipment will need to sanitise it after use.

STAFF AMENITIES

- All staff should sanitise in and out of the building and toilets.
- Room capacities are to be adhered to by all staff in shared amenity spaces at all times and staff are to consider spaces they pass through to their final destination.
- All staff are to bring limited personal items to the workplace by bringing ready to eat food items and their own water bottles, and to follow COVID Safe staff protocols.

STAFF INFECTION

- If a staff member is confirmed to be infected with COVID-19, they must immediately contact their supervisor and the Centre Coordinator.
- If a worker has been in contact with a confirmed case they are to get tested and notify their manager immediately. The worker will be required to remain at home until they receive their results and confirmed it is negative.
- All workers are required to be symptom free prior to returning to work.
- If a worker presents at work with flu like symptoms, they will be asked to go home and call the Victorian Government Coronavirus hotline on 1800 675 398 to get tested. They are to remain isolated until they have the results. If results come back negative they can return to work. If positive, the worker will be required to follow the advice of VIC Health.
- Whitehorse Centre will notify Whitehorse City Council Emergency Management team and follow Council's documented *Guidelines for Managing Confirmed or Suspected COVID-19 in the Workplace*.

VOLUNTEERS

The Whitehorse Centre does not engage volunteers for standard office work or operational duties connected to performances, events or meetings.

TICKETING

TERMS AND CONDITIONS OF SALE

In conjunction with Whitehorse Tickets' standard [Conditions of Purchase](#), the following additional COVID specific conditions apply:

1. The right is reserved to vary advertised programs and add, withdraw or substitute artists as necessary.
2. Patrons will adhere to all house rules and enter the venue at their own risk.
3. It is a requirement for entry that patrons and visitors must disclose any COVID-19 symptoms or risk of exposure and agree not to attend the venue if showing symptoms or had contact with a confirmed case.
4. The Whitehorse Centre's Exchange and Refund Policy has been temporarily varied to encourage anyone showing symptoms or who has had possible contact with a COVID-19 case to cancel their attendance for the safety of all other patrons and staff.

We will encourage all ticket buyers at time of purchase, via our website and through pre-show EDMs, to:

- Check the date, time and validity of tickets prior to attending the performance venue.
- Pre-collect tickets from our Box Office (located at Nunawading Civic Centre) between 10am – 12pm Mon to Thu.
- Choose eTickets, which can be printed at home or displayed on the screen of a phone or device to minimise staff handling.

COVID-19 TICKET EXCHANGES AND REFUNDS

The Whitehorse Centre's Exchange and Refund Policy has been temporarily varied to encourage anyone showing symptoms or who has had possible contact with a COVID-19 case to cancel their attendance for the safety of all other patrons and staff. This temporary refund policy will be communicated to audience members through the ticketing terms and conditions and the producer/ hirer via email. This policy will be consistent across all events. We will ensure that we have producer / hirer agreement to these refund policies in our hire and performance contracts. Rescheduled performances will have contract amendments issued.

Revised conditions include:

- A full refund or exchange is available to any ticket purchaser who, since their ticket purchase, has developed any of the recognised symptoms of COVID-19.
- A full refund or exchange is available to any ticket purchaser who, since their ticket purchase, has come into contact with anyone displaying COVID-19 symptoms or a confirmed case of Coronavirus.
- A full refund or exchange is available to any ticket purchaser who determines not to attend the event in order to comply with the terms and conditions of sale or directions or instructions given at the venue.
- Refund or exchange in the above circumstances will be available up until 1 hour prior to a scheduled performance. Absolutely no refunds or exchanges will be available after the performance has taken place.
- A full refund or exchange will be offered for any tickets to cancelled or rescheduled shows.
- These changes to our Exchange & Refund Policy will remain in place until 31 December 2021. This policy will be reviewed at this time and may be either extended for an additional period or may revert to our previous policy of no refunds/no exchanges unless recommended by the Live Performance Australia Ticketing Code of Practice.

TICKETING – ALLOCATED SEATING

- All seat allocations will be determined in advance using the ticketing system's capacity for allocated seating.
- Seating maps will be managed with holds and regular manual checking. Checking will be carried out daily by generating a sales report for the previous day and monitoring placement of allocated seating.
- Patrons will be advised when purchasing that seating allocations have been made with safety in mind, and to remain in their allocated seat.
- Seating plans will be issued to FOH staff for each performance for a sight check of patron positioning.
- A door list report will be generated before each performance so staff have comprehensive information on where patrons are sitting. Manual seat notes will be generated from this door list when necessary.

PATRONS AND DISTANCING

Each space and touchpoint our clients and visitors move through as part of their planning and attending an event has been considered when developing a COVID Safe environment. The Whitehorse Centre will do everything reasonably practicable to maintain a safe physical distance of at least 1.5mtrs between people to minimize the spread of COVID-19 and where possible, provide each person (workers and patrons) with 2 square metres of space in enclosed areas in accordance with general health advice.

To ensure stipulated levels are achieved, we will:

- Measure and confirm capacity of venue spaces to ensure limits are not exceeded.
- Limit the number of tickets sold as per the safe capacity.
- Manage distancing between the performers and audience where required for choral and high energy performances.
- Implement separate entrances and exits for patrons where possible, as well as identify separate walkways in foyer areas.
- Provide advice to patrons on their venue arrival times and ask patrons to depart the venue immediately afterwards to avoid crowds forming.
- Communicate all of the above regularly through pre-show emails and information available on our website.

PATRON COMPLIANCE

- It is the responsibility of the individual patron to ensure they observe physical distancing protocols as directed by the Australian, State and Territory Governments.
- Individuals are liable for fines if they do not comply with restrictions placed by the appropriate Chief Health Officer.
- Venues have the right to refuse entry or ask a patron to leave if they are not complying with CHO advice or with the published terms and conditions of venue entry, including safety regulations.
- If patrons are refused entry and do not leave, staff will call the police to remove them from the building.

INGRESS / EGRESS

- Clearly signposted entry and egress points will be assigned to help facilitate physical distancing.
- Automatic doors will be utilised as a no touch entry point.
- Ticket scanning and ticket collects will take place at the screening/arrival point to the venue to:
 - Reduce repeated points of contact between patrons and staff
 - Provide real time contact information and volume of patrons in the venue
- Allocated doors will be used for patrons entering the auditorium to avoid overcrowding in aisles.
- Public signage regarding COVID-19 protocols and distancing will be placed at access points and throughout public and back of house spaces.
- Internal pathways will be designed and implemented to create efficient flows of patron movement.
- We will manage possible queuing using a combination of 1.5m ground markers, rope & bollards and signage.
- All public areas will open at the same time to allow patrons to spread throughout the building.
- Accessibility will be managed on a case by case basis by the Box Office & Event Services Supervisor, accessible seating will still be bookable for scheduled performances.
- Patron flows will be designed to ensure people of all abilities can navigate their way around the venue.

PATRON SCREENING

Patron screening measures are not mandated by the Government or Health authorities at this time.

However, we will:

- Place signage at all entrances advising patrons and visitors that disclosure of COVID-19 symptoms or risk of exposure in advance of attendance is a requirement of entry.
- Advise ticket holders of these terms and conditions at the time of purchase via Box Office or online messaging.

PATRON TRACKING / CONTACT TRACING

Contact details need to be kept for all people coming into Council buildings or designated off-site facilities for more than 15 minutes, including those under 18 years old where applicable.

- All non-ticket holding venue attendees including patrons, workers, performers, production and touring staff and contractors will immediately sign in to the contacts log at the venue entry, Box Office or stage door, providing their first name and phone/email contact details. Any person not doing so will be refused entry.
- Contact logs for each day/event will be kept for 28 days, and then destroyed as per privacy legislation.
- All ticket purchasers will be able to be traced by their seat allocation, including free events.
- Anyone who buys a ticket from the Box Office will have their sale recorded should a contact list be required.
- State guidelines indicate that if we have the ticket buyer's information for bookings of 2 or more, that is sufficient contact information.
- We will ask purchasers who are booking tickets for multiple households to supply a secondary point of contact and keep a record of who was in their group with the means to contact all group members. Secondary contact details must be provided to the venue, if requested, for contact tracing.
- Patrons will be encouraged to download and use the COVID Safe app via signage onsite.

ONSITE MEETINGS

- All nominated meeting organisers or facilitators must be met by a staff member unless previously inducted.
- All meeting participants and attendees must sanitise in and out of the venue using the sanitiser station.
- All meeting participants and attendees need to sign on via the contacts log on arrival.
- Staff should ensure distancing is adhered to amongst all participants and attendees.
- Meeting participants, organisers or attendees are not permitted to modify room setup and furniture.

FOYERS & CUSTOMER SERVICE

- We will avoid scheduling concurrent events with patron overlap in foyers.
- Foyer and meeting room furniture will be reduced and arranged to be consistent with physical distancing and to allow for patron flow.
- COVID Safe and occupancy signage will be prominently displayed.
- Queueing stickers on floor will indicate where to queue, as required for entry and patron service areas.
- No-touch bins to be easily located.
- Hand sanitiser stations will be positioned at venue entry points as well as around key touch point areas such as Box Office, kitchenette, bar and toilet facilities.

TOILETS

- Room capacities for toilet facilities will be displayed for patrons to adhere to.
- 1.5m distancing reminders will be placed in these areas to assist with applying physical distance measures.
- Signage in place for effective hand washing.
- The entry/exit doors are push/pull, therefore sanitiser stations will be available in these areas.
- Paper towel and no-touch bins will be available in all toilets for hand drying.
- As described in the cleaning and sanitising section, additional periodic cleaning will be carried out.

BOX OFFICE

- Our Box Office is operating reduced hours for face-to-face sales and we encourage phone and online ticket sales via our website to reduce unnecessary contact.
- Advertised performances will have the webpage and ticket purchase links included. Messaging via the website and EDMs will encourage pre-purchase print at home / eTickets.
- Box Office will be reduced to one point of sale, with the capacity to add a second if there is the demand.

BOX OFFICE – STANDARD OPERATIONS (at Whitehorse City Council)

- Perspex service/sneeze shields are in place to protect both staff members and patrons.
- Cashless – contactless payment highly encouraged, with signage in place and communicated on website.
- Queueing stickers on floor to indicate where to queue, applying physical distance measures.
- Dedicated EFTPOS terminals for each Box Office point of sale.
- Staff use of sanitiser between customers if contact made.
- Contact details for all customers will be captured and recorded on the contact log.
- Significantly reduced hours for in-person sales, to encourage phone and online ticket sales.
- In person visits to the Box Office in excess of 15 minutes will require patron to complete venue sign in
- In person visits less than 15 minutes will be documented via a ticket sale or note added to customer file on ticketing CRM.

BOX OFFICE – PRE-SHOW OPERATIONS (at alternative performance venues)

- Pre-paid ticket collection re-positioned to main entry point to reduce queueing at Box Office.
- Queueing stickers on floor to indicate where to queue applying physical distance measures.
- Door sales of tickets only implemented where specifically required and approved by the Centre Coordinator on a case-by-case basis. Clear messaging is in place to patrons that tickets should be pre-purchased.
- If there is capacity to sell tickets for the performance on the day, patron contact details will be collected. A notation of counter sale will be made in the order note on the transaction. Anonymous door sales are not permitted.

FRONT OF HOUSE

PRE-SHOW

- Patrons will be advised of scheduled arrival times through pre-show emails and advised to allow enough time to 'check in' for their performance.
- Auditorium doors will open at the same time as the foyers, this will be no less than 30 minutes prior to the performance commencing.
- We will do everything possible to ensure a smooth customer journey onsite while reducing the need to queue.
- Patrons advised they are to be seated at all times when inside the auditorium. Foyers should be considered as thoroughfares and access to bar, toilet and other facilities only. Staff will be positioned to reduce audience mingling in these areas.

INTERVAL

- Pre-recorded messaging as to the new protocols in place.
- We will extend the interval time where appropriate to ensure all patrons have been able to use the facilities.
- As capacities increase we will continue to monitor the most effective management of patrons.

POST-SHOW

- Meet and greet and post-show signings will be eliminated to avoid performer/patron contact.
- Q&A sessions will be held in the auditorium with roving boom microphones to be handled exclusively by staff
- Patrons will be encouraged to depart directly following the performance and to continue to adhere to physical distancing measures once outside of the venue.
- All exits to be utilised for egress including quick exit to outside via door 1 and 4 to avoid foyers.

MERCHANDISE

- Utilise existing service points to sell merchandise if required.
- Queueing stickers on floor to indicate where to queue applying physical distance measures.
- Rope and bollard for queueing.
- Cashless – contactless payment only.

TOURING SHOWS

We understand that each performance planned entails different specifications. Our team will work with touring companies to apply specific safety measures to meet the exact requirements of each performance. We will:

- Ensure touring companies have provided written agreement to abide by this COVID Safe Plan.
- Ensure touring companies have considered their own COVID Safe Plan for rehearsals and performance and provide templates and current guidelines.
- Inform touring companies that increased control measures will require more pre-production time.
- Brief and induct all touring personnel regarding venue COVID Safe Plan / health & safety protocols, on arrival.
- Ensure all touring cast, crew and production teams sign contacts log.
- Not permit touring company personnel access to enclosed or confined spaces.
- Minimise the amount of contact of venue equipment.
- Ensure no touring company personnel use auditorium seating pre-show, to avoid cross-contamination.

OFFSTAGE – DRESSING ROOMS / SHARED SPACES / FACILITIES / WORKSPACES

- No public access is granted to off stage areas.
- Only one set of occupants to use back of house facilities per event.
- Dressing rooms are to be considered holding areas, performers should arrive as prepared for the performance as possible.
- Room capacity limits according to distancing guidelines displayed at entrance to each room.
- Distancing floor decals in high traffic areas.
- Hand sanitiser stations distributed throughout the back of house area.
- All 'high-touch surfaces' will be cleaned and sanitised after each event / performance.

ONSTAGE – PERSONNEL / PERFORMERS

- The number of people onstage must be submitted as part of the technical specifications and approved by the Event Services and Operations Supervisor or a delegate.
- Technical Staff will clean performance areas at the end of each day – following backstage cleaning procedure.
- Technical Staff will sanitise equipment used onstage between each performance. The Supervising technician oversees cleaning station onstage and clearly labels equipment as used or sanitised. Equipment is sanitised according to procedure.
- The Event Services and Operations Supervisor will request where possible that professional artists provide their own microphone / headsets for hand-held or close use.
- Technical Staff will instruct artists to fit their own body-worn equipment such as radio mics.
- We will minimise the time that crew are in close contact. Social distancing instructions to be included in toolbox talk.

FOOD AND BEVERAGE

KIOSK

The theatre kiosk will operate for scheduled performances where required.

- The number of points of sale will be increased with venue capacity to service demand and reduce queueing.
- Queueing stickers on floor to indicate where to queue applying physical distance measures.
- Dedicated EFTPOS terminals for each bar point of sale.
- Cashless – while contactless payment is the preferred and promoted option, one service point will be made available for limited cash sales.
- Regular hand hygiene emphasised and signage, paper towel and no-touch bins in place.
- There will be no self-service at the bar, signage in place that free water will be served by the bar attendant.
- Bar will serve mostly pre-packaged beverages for quick service. Alcohol is not permitted to be served at alternative performance venues and the use of all glassware will be minimised.
- Staff use of sanitiser between customers if contact made.
- All glassware and utensils are cleaned with a commercial dishwasher between uses.
- Foyer Bar closed post-show to avoid crowds remaining onsite.

CATERING

Theatre Events:

- We do not provide catered meals for patrons at theatre events.
- We will sell or offer individual snack food offerings for patrons via the kiosk, which will be pre-packaged by food manufacturers or our catering providers.
- Any catering items provided at theatre events will meet the Food Handling Code of Practice.

Meetings and Functions:

- Catering will be prepared and distributed as individual serves or meal boxes to avoid using or sharing items that are reusable, difficult to clean or sanitise.
- Where required, Council staff or a nominated Food Marshall is to serve guests and prepare beverages to minimise communal touch points (such as milk and water jugs, tap on the hot water urn etc) on the catering station.
- Shared group catering and platters are no longer permitted.
- The use of Whitehorse Centre crockery, cutlery and glassware will be minimised and temporarily replaced with disposable and eco-friendly paper cups, cutlery and plates wherever possible.
- Willis Room clients wishing to self-cater for meeting or events are required to adhere to the above protocols.
- Access to the self-service Kitchenette in the Willis Room is limited to use for washing up and refrigeration only.
- Food preparation within the kitchenette is currently not permitted.

COMMUNICATIONS

A communications plan has been documented by Whitehorse City Council. This plan runs alongside Whitehorse Centre's COVID Safe Plan. Getting our community confidently returning to events and theatre performances is a key priority and communicating our health and safety measures in a clear and transparent way is of vital importance to build attendee and audience trust. Clear communications will ensure we can continue to provide room hire and events as a warm, friendly experience whilst keeping everyone safe and supported in the process.

INTERNAL COMMUNICATIONS

Internal communications will remain regular and keep all staff members updated as to current planning. Regular updates and information will be given to Council and the Councillors.

EXTERNAL COMMUNICATIONS

External communications will be rolled out as per the communications plan at all stages of stakeholder contact.

1. Advance communication
2. Event day communication
3. Post event communication

Messages will be developed and scheduled for customers, suppliers /contractors, venue hirers, media and the local community. External communication will include

- Public facing documents available for patrons in advance of their arrival to the venue
- Updated and detailed messaging at the time of ticket purchase and pre-show email communications
- Education on the new protocols in advance to ensure that the customer journey onsite is as smooth as possible.

The Whitehorse Centre website will be continuously updated with the latest information available.

Importantly, we will continue our communication beyond the event with follow-up reminders and surveys to keep the communication channels open and transparent.

Standard response statements for media and public have been developed should they be required in response to a number of different scenarios.

SIGNAGE – POSTERS & STICKERS

Signage is an integral part of our COVID Safe Plan for visual communication onsite. Adequate signage is placed around the building indicating good hygiene practices and to assist with safe crowd flow. COVID Safe green will be used as a consistent messaging colour to allow customers to instantly recognise the key safety signage.

Signage will include:

- Physical distancing reminders and 1.5m spacing markings on floors
- Reduced capacity signage for different areas
- Health warnings, conditions of entry and COVID Safe app
- Hand hygiene reminders

INCIDENT RESPONSE PLAN

In the event of a positive case of COVID-19 with Whitehorse Centre's rooms, events or alternative venues, we will

- Cooperate with all VIC Government COVID outbreak directives and notify WorkSafe VIC
- Activate our wider organisation response plan, outlined in Whitehorse City Council's Guidelines for Managing Confirmed or Suspected COVID-19 in the Workplace document (available by request).

REASSESSMENT

REGULAR REVIEW

This COVID Safe Plan will be reviewed periodically and necessary adjustments made. The COVID Safe Response Team will assess and readjust plans as required. Any updates will be communicated to staff, hirers and touring companies for future delivery.

REASSESSMENT TRIGGERS

This plan is written for the restrictions in place commencing January 2021. As Government announcements are made and capacities increase, this plan will be reassessed to ensure we are operating with the most effective controls in place to comply with current Government and Health Regulations.

Other triggers for reassessment would include: a confirmed case at the venue, or if VIC Government introduces, amends or revokes its COVID-19 orders / directions under biosecurity, public health or emergency management legislation.

ADDITIONAL RESOURCES & DOCUMENTS

VAPAC – SAFE GUIDE FOR REOPENING PERFORMING ARTS VENUES

https://vapac.org.au/wp-content/uploads/2020/06/VAPAC_A-Safe-Guide-for-Re-Opening-Performing-Arts-Venues_V1-0.pdf

PERFORMING ARTS CONNECTIONS – NATIONAL GUIDELINES FOR COVID SAFE THEATRES

<https://paca.org.au/projects/coronavirusresources2/>

Whitehorse City Council has the following supplemental COVID-19 documents available upon request:

- WCC Guidelines for Managing Confirmed or Suspected COVID-19 In The Workplace
- WCC COVID Safe Plan