

> HELPING BUSINESS GET BACK TO WORK



21st December 2020

COVID-19 Safety Plan

Effective 21 December 2020

Cinemas, theatres and concert halls (including drive-in cinemas)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 5.1 – 21 st December 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

1. Wellbeing of staff and customers
<p>1.1. Exclude staff and customers who are unwell from the premises.</p> <p>1.1.1. Conditions of Entry displayed at venue entrances that acknowledge COVID-19 conditions such as any visitor/staff displaying COVID-19 symptoms are instructed to stay away from the venue.</p> <p>1.1.1.1. These conditions of entry also address specific requirements for visitors/staff deemed vulnerable.</p> <p>1.1.2. Include the information "if you are unwell, do not attend the venue", on venue signage, noticeboards, website & hire guides.</p> <p>1.1.2.1. Reinforce through staff training, toolbox talks and client inductions upon entering the site.</p> <p>1.1.3. Updated terms and conditions for ticket holders.</p>
<p>1.2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.</p> <p>Riverside Theatres' staff made aware of the online training module on "COVID-19 Infection Control."</p> <p>1.2.1.1. Training includes reinforcing to stay at home if you are sick, outlines when to get tested, how to stop the spread of COVID, and practical tips to stay safe including social distancing, cleaning, hand washing and respiratory hygiene.</p> <p>1.2.1.2. An acknowledgement of attainment is received upon completion.</p> <p>1.2.2. As an addition to 1.2.1 - Riverside to conduct face to face COVID-19 training for staff covering: Understanding our restrictions, overview of our COVID-19 Safety Plan, overview of our COVID Safe Risk Management Plan, overview of PPE venue hardware and personal PPE, COVID Safe staff duties, COVID Safe positioning for public facing staff, roles and responsibilities of the COVID-19 Safe Hygiene Marshal and prevention in the spread of COVID-19.</p> <p>1.2.3. City of Parramatta desk staff to attend Learning and Development training modules aimed at assisting CoP staff to be COVIDSafe.</p> <p>1.2.4. Staff to be made aware of the situations where face mask's should be worn including:</p> <p>1.2.4.1. To either carry a personal face mask or know where to obtain a disposable face mask within the venue if required.</p>

- 1.2.4.2. If it is hard to maintain 1.5 metres of physical distance from others
- 1.2.4.3. If in high-risk indoor areas such as public transport, ride share, taxis, supermarkets, shops, places of worship and entertainment venues unless protected by a Perspex screen.
- 1.2.4.4. If symptoms develop while you are out of home
- 1.2.4.5. If you are out of home and notified by NSW Health that you are a close contact of a confirmed COVID-19 case and required to self-isolate immediately.
- 1.2.4.6. If you are going to get tested
- 1.2.4.7. When caring for or service vulnerable people
- 1.2.4.8. If working in a café, restaurant, pub, club or other high-risk indoor areas unless protected by a Perspex screen.
- 1.2.5. As stated by NSW Health, the wearing of a mask in NSW is not mandatory in the situations above. However Riverside Theatres strongly recommends people wear a mask when unable to physically distance to keep everyone safe.
- 1.2.6. Staff to be made aware of the situations where face mask's should be worn including:
 - 1.2.6.1. To either carry a personal face mask or know where to obtain a disposable face mask within the venue if required.
 - 1.2.6.2. If it is hard to maintain 1.5 metres of physical distance from others
 - 1.2.6.3. If in high-risk indoor areas such as public transport, ride share, taxis, supermarkets, shops, places of worship and entertainment venues unless protected by a Perspex screen.
 - 1.2.6.4. If symptoms develop while you are out of home
 - 1.2.6.5. If you are out of home and notified by NSW Health that you are a close contact of a confirmed COVID-19 case and required to self-isolate immediately.
 - 1.2.6.6. If you are going to get tested
 - 1.2.6.7. When caring for or service vulnerable people
 - 1.2.6.8. If working in a café, restaurant, pub, club or other high-risk indoor areas unless protected by a Perspex screen.
- 1.2.7. Wearing a mask in NSW is not mandatory in the situations above as stated by NSW Health. However, NSW Health, the City of Parramatta Council and Riverside Theatres strongly recommends people wear a mask when unable to physically distance to keep everyone safe.

1.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate.

- 1.3.1. Leave entitlement procedures for workers clearly outlined from City of Parramatta – People & Culture department on the [COVID-19 SharePoint site](#)* and also reinforced via internal communication channels.
- 1.3.2. Employees who are required to self-isolate are directed to the [COVID-19 SharePoint site](#)* for specific and more detailed information relating to available leave during the COVID-19 pandemic.
- 1.3.3. Where an employee is not sick but is directed not to attend the workplace due to isolation requirements, managers identify options for employees to work from home during the quarantine period as per the City of Parramatta Flexible Work Policy available on the [COVID-19 SharePoint site](#)*.
- 1.3.4. Where work is unable to be provided to employees of Riverside Theatres, they are to be placed on paid Special Leave for the entirety of the closure unless:
 - 1.3.4.1. The employee is directed to use excess Time in Lieu (provided 2 weeks' notice is provided).
 - 1.3.4.2. The employee is directed to take annual leave (where the employee has in excess of 8 weeks' annual leave and 4 weeks' notice is provided); or
 - 1.3.4.3. The employee is directed to take long service leave (provided 4 weeks' notice is provided).
- 1.3.5. Where work is unable to be provided to regular & forward roster casuals, they are to be placed on paid Special Leave for the length of the isolation (which as at 16 March 2020 is 14 days for forward roster casuals and 28 days for regular casuals).
 - 1.3.5.1. Casual employees do not accrue sick leave, and instead receive compensation for this as part of their casual loading.
- 1.3.6. Support services, such as the Employee Assistance Program (EAP) is available to all staff, including casuals.

* The COVID-19 SharePoint site is an intranet based site and is only accessible for City of Parramatta employees.

1.4. Display conditions of entry (website, social media, venue entry).

- 1.4.1. Conditions of Entry displayed at venue entrances and on the Riverside website.
 - 1.4.1.1. Inclusion of Riverside's additional health and safety measures in response to COVID-19
- 1.4.2. Pre-attendance communications provided to all visitors to Riverside via website & email. This includes:
 - 1.4.2.1. Conditions of Entry
 - 1.4.2.2. Outline of safety measures
 - 1.4.2.3. Any new procedures
 - 1.4.2.4. Visitor obligations, such as the obligation to stay at home if symptomatic.
- 1.4.3. Information is also displayed throughout the venue on wall mounted and noticeboard mounted signage which includes 4 key messages; stay at home if you are sick, practice social distancing, wash hands thoroughly and cough or sneeze into your elbow.
- 1.4.4. Artists, contractors, presenting partners and resident companies to be sent the conditions of entry directly via the Riverside Theatres Programming Team.

1.5. Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).

- 1.5.1. Customers who have invested in a ticket purchase to be readily assisted when notifying Riverside Theatres that they are unwell and cannot attend.
- 1.5.2. Avoid a ticket holder being inadvertently encouraged to attend a performance when unwell in an effort to not lose out financially:
- 1.5.2.1. Riverside Theatres will readily work with a ticket holder to facilitate an exchange of performance date or credit note for the value to be carried forward as a credited Gift Voucher for redemption to a future performance if practical.
- 1.5.2.2. In cases where future attendance is deemed impractical, highly unlikely or impossible, a discretionary refund would be considered.

1.6. 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 indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

- 1.6.1. Production companies & venue hirers to provide a completed COVID-19 Safety questionnaire – Attachment 6 – pages 24 - 25 (or a full-fledged COVID-19 Safety Plan) for their production / use of the venue.
- 1.6.2. Riverside Bar is operated by Riverside Theatres and therefore is operated under this COVID-19 Safety Plan using the Pubs & Clubs guidelines – Attachment 1 – pages 13 - 16
- 1.6.2.1. Additional electronic sign in not required as covered under the venue entries electronic sign in method.
- 1.6.3. Riverside Staff working in the Heritage Centre are covered under this COVID-19 Safety Plan and the COVID-19 Safety Plan as held by the Heritage Centre team.
- 1.6.3.1. Any visitors from the Heritage Centre entering Riverside Theatres or Riverside Rehearsal Studios are required to sign in at the venue entries.
- 1.6.4. Riverside Rehearsal Studio & Northmead Rehearsal Studio is operated by Riverside Theatres but deemed to be a community style hall and therefore is operated under its own COVID-19 Safety Plan for Community Centres & Halls. – Attachment 2 – pages 17 - 20
- 1.6.4.1. Additional electronic sign in IS REQUIRED when entering the rehearsal spaces regardless if already electronically checked in at the main Riverside Theatres entry check-ins.
- 1.6.4.2. Visitors coming from the Rehearsal studios and entering the main Riverside Theatres venue must electronically check in again at the venues entry points.

1.7. Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.

- 1.7.1. Any venue hires for weddings or funerals would be required to fill in and submit for approval, a COVID-19 Safety questionnaire - Attachment 6 – pages 24 - 25 or completed fully-fledged COVID-19 Safety Plan covering their event prior to the event taking place on site.

2. Physical distancing

2.1. Capacity must not exceed 75% of seated capacity if ticketed and seated, OR one person per 4 square metres of publicly accessible space (Greater Sydney) and one per 2 square metres (other regions). Outdoor cinemas and theatres can have 100% of seated capacity if ticketed and seated. Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

- 2.1.1. Riverside Operations have calculated maximum capacities of all spaces/rooms located within the venue based on current NSW State Government restrictions of 2.1. See 2.1.6 - Table 1 on page 5.
- 2.1.1.1. 75% capacities have been deemed the greater capacity over 1 per 4sqm calculations. Therefore, venues within Riverside Theatres have been calculated to the following:
- 2.1.1.1.1. Riverside has been determined to allow up to a maximum of **570 patrons** using the 75% model
- 2.1.1.1.2. Lennox has been determined to allow up to a maximum of **159 patrons** using the 75% model
- 2.1.1.1.3. Raffertys has been determined to allow up to a maximum of **66 patrons** using the 75% model
- NOTE: Maximum capacities may be lesser than the above figures due to production COVID Safe restrictions and exclusion zones such as singing or wind instrument activities.*
- 2.1.1.1.4. Therefore the total venue capacity for Riverside has been calculated at: **795 patrons**
- 2.1.1.2. The Courtyard for a ticketed and theatre style seated production such as a music concert, has been determined to allow up to a maximum capacity of **126 patrons**. For all other use of the Courtyard where

patrons are not ticketed and sitting in allocated seats, it has been determined the courtyard can allow up to a maximum capacity of **107 patrons** by the 1 person per 4 square meter rule.

- 2.1.2. All events in Riverside, Lennox & Raffertys will be ticketed with ticketholders assigned to a seat.
- 2.1.3. Any event/production that is deemed to be General Admission will need to have patron's allocated a ticket with a seat number so that patrons always return to the same seat.
- 2.1.4. Unless an exemption has been granted by NSW Health - ticket allocations and sales will be limited to the COVID-19 Safety Plan maximum capacity of each venue as outlined above in 2.1.1.1.
- 2.1.5. All planning of future productions will be planned as per current restrictions in place by the current Public Health Order and only once the order has been updated will Riverside engage in altering future production plans in regards to capacities of both back of house and seating.

2.1.6. TABLE: 1 per 2 square meter venue capacities

Area	Max capacity as calculated at 4 square meters
RIVERSIDE	
Riverside Stage	91
Riverside Auditorium (stalls, circle & gallery)	148 *
Riverside Substage	22
Riverside Control Room	8
Riverside Dome Room	2
LENNOX	
Lennox Black Box (no seating bank)	57
Lennox Stage (front on seating bank)	27
Lennox Seating Bank (front on mode)	30 *
Lennox Control Room	4
LENNOX	
Raffertys Black Box (no seating bank)	25
Raffertys Stage (front on seating bank)	12
Raffertys Seating Bank (front on mode)	13 *
Raffertys Control Room	1
DRESSING ROOMS, AMENITIES and CORRIDORS	
Dressing Room 1 (Riverside)	6
Dressing Room 2 (Riverside)	6
Dressing Room 3 (Green Room)	5
Dressing Room 4 (Green Room)	2
Dressing Room 5 (Green Room)	2
Dressing Room 6 (Green Room)	5
Dressing Room 7 (Lennox)	2
Dressing Room 8 (Lennox)	2
Dressing Room 8.5 (Raffertys)	2
Green Room	11
Laundry	3
Riverside Rear Corridor (behind stage)	11
Lennox Rear Corridor (behind stage)	8
Lennox Admin side Corridor (beside stage)	7
Lennox / Raffertys Corridor (between both venues)	4
FRONT OF HOUSE	
Foyer Space	102
Foyer Male Toilets – Lennox End	3
Foyer Female Toilets – Lennox End	4
Foyer Disability Toilet – Lennox End	1
Foyer Male Toilets – Riverside End	5
Foyer Female Toilets – Riverside End	7
Foyer Disability Toilet – Riverside End	1
OFFICES and STAFF ONLY AREAS	
Main Administration Office	16
Director's Office	6
Heritage Centre – Riverside Office Main	17
Heritage Centre – Riverside Office Kitchen	2
Heritage Centre – Lower Foyer / Exhibit Space	15
Riverside Meeting Room	8
Marketing Office Front	3
Marketing Office Rear	3
Marketing Kitchen	1
Stationery Room	2
Operations Manager Office	3
Technical Coordinator's Office	3
Production Office	3
Box Office	1
Front of House Office	2
Comms Room	1
Cloakroom	5
Bar / Kitchen	6
Café	1
Workshop	25

* These capacities are not use as 75% capacity is larger as per 2.1.1.2

2.2. Support 1.5m physical distancing where practical, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between seated groups**
- **between staff**

- 2.2.1. Face masks are strongly recommended for patrons visiting the venue and are available upon request from the box office.
- 2.2.2. Main foyer entry incorporates a tape bollard queueing system with 1.5m physical distancing signage appropriately spaced along the queue.
- 2.2.2.1. Mid-way exit points have been incorporated so people can leave the queue if required without needing to pass a significant number of other queueing patrons.
- 2.2.3. The foyer bar and courtyard bar incorporates a tape bollard queueing system with 1.5m physical distancing signage and floor stickers appropriately placed within the queue system.
- 2.2.3.1. Separate exit corridors have been created for this queueing system.
- 2.2.4. Bathrooms have capacity signage on entries into the bathrooms as well as floor stickers outside of the bathrooms for patrons to stand on whilst queueing.
- 2.2.5. Exit strategies have been designed to encourage people to leave and not remain after the event.
- 2.2.5.1. Tape bollards used with Exit arrow signage
- 2.2.5.2. Additional exit doors used if appropriate.
- 2.2.5.3. For large groups entering at stage door a tape bollard queueing system with 1.5m physical distancing signage is used as well as floor markers in back hall ways and stage door entrance.
- 2.2.6. Supporting distancing for venue specific activities:
- 2.2.6.1. There is a minimum distance of 1.5m between the performance space and any audience member unless the performers are categorised in points 2.2.5.2 or 2.2.5.3
- 2.2.6.2. Specific Wind Instruments (non-reeded woodwind instruments)
- 2.2.6.2.1. Productions with orchestras containing non-reeded woodwind instruments should ensure the performers are a minimum of **3 metres** distance from all audience, crew and other non-playing performers in the direction of air flow.
- 2.2.6.2.2. Wind Instrument Musicians should plan to warm up their instrument outside rather than their designated performance area in the venue. Wind instrument musicians not to warm up their instrument in any other back of house rooms unless prior approval has been granted by Riverside Theatres Technical Coordinator's.
- 2.2.6.3. Singing – see 2.14

2.3. If a venue has multiple theatres, consider staggering the start and end times of different shows where possible to minimise crowding.

- 2.3.1. Where multiple venues are running on one day/evening, stagger the start times of performances or films to avoid intermingling of audiences at the start of show/film, interval (if applicable) and the end of the show/film where possible.
- 2.3.2. Sufficient time allowed between shows/films in the same venue to enable cleaning of venue for audiences.
- 2.3.3. If Riverside is open to general public during business hours, then automatic main doors will be set to automatic and a COVID marshal will not be required as the expected patron number is under 15. Box Office staff will be responsible for ensuring visitors electronically sign in.
- 2.3.4. External foyer doors to open prior to the performance / film start time a minimum of 60 minutes prior to the start time of the performance / film but may open earlier to ease congestion of electronic sign in and patron comfort to weather such as rain / heat.
- 2.3.5. Internal auditorium doors to open as closely as possible to the external foyer doors opening to assist with easing of foyer and courtyard congestion.

2.4. Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Promote online ticket purchasing and electronic ticket checking where this is available. Use separate door or rope barriers to mark the entry and exit wherever practical.

- 2.4.1. Venue Wide
- 2.4.1.1. Floor stickers have been placed at all venue entries and on other hard floor surfaces throughout the venue where congestion may occur e.g. stage door & courtyard entrances.
- 2.4.1.2. Lolly pop signage have been placed throughout the venue with "please stand here" and "please keep 1.5m apart" messaging where appropriate.
- 2.4.1.3. Front of House to assist in the managing of physical distancing if any queues become unavoidably high.
- 2.4.2. Ticketing and Box Office
- 2.4.2.1. Discourage the venue box office collection option when purchasing online or via telephone.
- 2.4.2.2. Riverside Marketing maintaining communication campaign's encouraging online booking.
- 2.4.2.3. Align process with any authorised external ticketing agencies if applicable.

- 2.4.2.4. Offer easy post-sale care for booking changes and reissuing of lost or missing tickets especially around the increase of capacity and the removal of seating gaps.
- 2.4.3. On-site ingress and egress
 - 2.4.3.1. FOH to scan tickets at internal theatre doors to ease congestion at main entry with electronic sign in.
 - 2.4.3.2. Patrons directed to Box Office only if ticketing issue or requiring to purchase a ticket.
 - 2.4.3.3. Queue management (eg queuing along one side of exterior loggia) with appropriate queue management to manage the patrons approaching front doors for venue sign-in. See 2.2.2
 - 2.4.3.4. Promote physical distancing messaging with post-show announcements if applicable.
 - 2.4.3.5. Use main foyer doors (east of the bar) for all ingress and egress prior to events to ensure mandatory electronic venue sign on is being completed.
 - 2.4.3.6. Use alternative foyer doors (west of the bar) for egress to avoid foyer congestion if necessary at the end of a larger attended production in Riverside.
 - 2.4.3.7. Use all foyer to auditorium doors as normal to spread the crowd out but have distancing signage near where patrons queue.
 - 2.4.3.8. All internal double doors should be opened prior to the performance / film, and at the end to allow maximum movement and promote patrons not having to touch doors.
- 2.4.4. Bathrooms
 - 2.4.4.1. Provide clearly indicated maximum space limit signage in bathroom entrances and main bathroom spaces
 - 2.4.4.2. Use all available bathrooms in the foyer for all performances
 - 2.4.4.3. Monitor queuing and use Front of House staff to redirect patrons to other bathroom facilities.
- 2.4.5. Food and Beverage
 - 2.4.5.1. Allow drinks inside the venue for performances / films where possible to avoid gatherings in foyers (BAU).
 - 2.4.5.2. Barriers and signage in foyer as appropriate to control the flow of patrons to the bar. See 2.2.3
 - 2.4.5.3. Use of alternate bar facilities in courtyard when appropriate so patrons can distance from the foyer bar.
 - 2.4.5.4. Utilise online order and pre-order where applicable to promote distancing from the foyer bar.

2.5. Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.

- 2.5.1. As much as possible, intervals are to be avoided. This is to be a discussion point in the initial planning stages with Riverside Programming Team and all producers / hirers.
- 2.5.2. If intermission is scheduled, patron movement inside and outside venue to be encouraged to be kept to a minimum through a range of measures dependent on the show requirements.
 - 2.5.2.1. Sufficient number of tills open at the foyer bar to accommodate patron numbers in a timely manner and keep queues to a minimum
 - 2.5.2.2. Operation of the courtyard bar to relieve crowding at the foyer bar
 - 2.5.2.3. Online purchasing in courtyard to alleviate queueing
- 2.5.3. Internal auditorium doors to be fully opened to allow maximum movement of patrons through the space.
- 2.5.4. Patrons guided to a managed door for access to the outside and must produce their ticket for re-entry.
- 2.5.5. Heating to be used in courtyard to encourage patrons to use the courtyard area even in winter and move out of the foyer. Sun shades used in summer to keep courtyard as cool as possible.

2.6. Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

- 2.6.1. Internal signage provided to outline physical distances, maximum capacities in venues, dressing rooms, offices and shared spaces.
- 2.6.2. Stages, back of house rooms (dressing rooms, hallways, green room, offices etc) admin offices, shared spaces, control rooms and meeting rooms are limited in their capacities by 2 square metres per person to ensure enough space for physical distancing and not overcrowding. This is reinforced with signage.
- 2.6.3. No shared food or riders
- 2.6.4. Avoid overlap of crews and productions in Green room
- 2.6.5. Crews and artists to maintain physical distancing, including during rehearsal, performances, side of stage and in dressing rooms.
- 2.6.6. Mechanical or other aids considered to increase the distance between people for a task. However, the safety of the task should not be compromised and still meet the outcomes of any safe work method statements.
- 2.6.7. Physical distancing controls outlined in shift toolbox talks for crews as well as induction talks with hirers or production companies.
- 2.6.8. Face masks are strongly recommended for Riverside front/patron facing staff.

2.7. Use telephone or video for staff meetings where practical.

- 2.7.1. Skype for Business & Microsoft Teams platforms used across all staff groups, supported by broader web meeting platforms like Zoom for large scale meetings.

- 2.7.2. Working from home is still allowed and encouraged for non-essential face to face or on-site works to minimise the numbers of staff that are onsite at any one time.
- 2.7.3. Face to face meetings are limited in quantity and length and only conducted when absolutely necessary.

2.8. Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

- 2.8.1. Fulltime Riverside managers and their staff continue to follow the advice given from the City of Parramatta People and Culture team in following the Re-Entry into the Workplace as per the [COVID-19 SharePoint site](#)*.
 - 2.8.1.1. Staged approach and plan in re-entering the workplace underway.
 - 2.8.1.2. Work from home and flexible work arrangements continue for any work activities that can be completed off-site in line with the CoP Flexible Work Policy.
- 2.8.2. Production schedule to reflect stagger break times with consideration of onsite staff and venue amenity limitations in shared rooms like green room, courtyard, foyer etc to avoid over-crowding.
- 2.8.3. Production companies and venue hirers to schedule their performers and production crew to be onsite at certain times to meet and not exceed venue capacities in back of house areas and stage spaces. This plan must be sent to the Technical Coordinator's as part of the event planning and COVIDSafe risk assessment management plan.

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2.9. Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

- 2.9.1. Box Office Operations
 - 2.9.1.1. Box office area has been shielded to minimise opportunities for exposure.
 - 2.9.1.2. Options for Box Office staff to use PPE such as gloves to issue tickets are to be made available for use.
- 2.9.2. Food and Beverage
 - 2.9.2.1. Bar & Café area has been shielded at each till to minimise opportunities for exposure.
 - 2.9.2.2. EFTPOS Terminals have been situated in front of shields to allow for ease of access by patrons.
 - 2.9.2.3. Bar is recommended EFTPOS only minimising contact in handling of money. One till has cash and money must be handled with gloves.
 - 2.9.2.4. Mandatory for bar staff to use PPE such as gloves and tongs when serving raw food items like sliced fruit (BAU).

2.10. Review regular deliveries and request contactless delivery and invoicing where practical.

- 2.10.1. Contactless processes are encouraged as much as possible.
 - 2.10.1.1. Deliveries to front door to be granted access via Intercom and items placed by the delivery company in front of bar or in front of box office area.
 - 2.10.1.2. Deliveries to the courtyard gates to be granted access via the facilities team and items placed by the delivery company upon direction of facilities team in rear of the courtyard.
 - 2.10.1.3. Deliveries to the loading dock to be granted access via the operations teams and items placed by the delivery company upon direction of operations team on the side of Riverside stage area.
 - 2.10.1.4. All deliveries should be wiped down by disinfectant wipes before handling by Riverside staff.
- 2.10.2. Relevant paperwork and dockets are emailed to delivery driver and these should be shown to Riverside staff on arrival.
- 2.10.3. Invoicing should be emailed to staff rather than paper versions being sent and handled.

2.11. Have strategies in place to manage gatherings that may occur immediately outside the premises.

- 2.11.1. Position front of house as a welcoming and farewell team at key ingress and egress points to provide information and support for audience members
- 2.11.2. Venue Hirers and production companies must provide planning as part of their COVIDSafe Risk Assessment management plans on how they will manage performer pickups outside of the venue if applicable (eg youth performers etc).
- 2.11.3. Venue Hirers and production companies not to do official performer meet and greets with the audience before or after a production without the express permission of the Riverside Leadership team.

2.12. Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger shows, if crowding on public transport may occur.

- 2.12.1. Maximum allowable attendance in Riverside venues unlikely to drive crowding on public transport.
- 2.12.2. Events in Bank West Stadium could pose an increase in public transport use and foot traffic around the venue.
 - 2.12.2.1. Scheduling productions away from any games if possible.
- 2.12.3. If a game schedule at the same time as a performance, ensure notification to patrons of a game being on and to take measures to be COVIDSafe on public transport and walking to and from the venue.

2.13. Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

- 2.13.1. Utilise the Riverside carpark for patrons attending small events if practical

2.13.2. Liaison with local parking providers, Secure Parking (Eat Street Car Park) & Novotel, if they are still running a parking special for our patrons. Investigate if they will look at an ongoing discount and any promo codes going forward.

2.14. No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5 metres between each other and any other performers, and be 5 metres from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.

2.14.1. Producers and venue hirers made aware of restrictions on number of performers that can be singing on stage at any given time. This requirement forms part of the COVID Safety Questionnaire - Attachment 6 – pages 24 – 25, required to be approved by Riverside prior to the activity at Riverside.

2.14.2. Producers and venue hirers to provide indication of direction that singers will be facing to ensure singers will not be facing each other or any other performers or crew. This to be submitted and approved with COVID Safety Questionnaire - Attachment 6 – pages 24 – 25, prior to activity at Riverside.

2.14.3. A five (5) metre exclusion zone to be incorporated into the staging and/or seating plan for productions and events that contain singing to ensure that 5m of space is given between audience and conductor. This to be discussed with Technical Team and Box Office Team to find best outcome.

2.14.4. Any production requiring singing or chanting from the audience must seek prior approval by the Riverside Leadership Team to this event taking place. Masks will be mandatory for audience members for this type of event.

2.14.5. Any vocal warm ups should be done outside and are not permitted in any back of house areas except solo in a private dressing room, or on stage.

2.15. In indoor areas, alcohol should only be consumed by seated customers. There should be no dancefloors.

2.15.1. Communications to patrons as part of Conditions of Entry displayed at venue entries and on website.

2.15.2. Front of House staff to ensure patrons are sitting in foyer chairs to consume any alcohol purchased at the bar or advise patrons to move into the outdoor courtyard area.

2.15.3. Encourage patrons to take their seats in the theatres if the internal venue doors have been opened and consume their food and drink at their seats.

2.15.4. There are no events at Riverside that contain dancefloors in public areas.

3. Hygiene and cleaning

3.1. Adopt good hand hygiene practices

3.1.1. All visitors and staff to the venue are guided to

3.1.1.1. Wash hands regularly with soap and water before and after work tasks, especially before and after breaks

3.1.1.2. Regularly apply hand sanitiser located at prominent back of house areas, in venues and other public locations around the building.

3.1.1.3. Do not touch your face. Sneeze or cough into your elbow.

3.1.1.4. Minimize sharing of tools and equipment. If this is unavoidable (eg consoles, meeting room equipment etc), ensure the equipment is thoroughly cleaned with alcohol based cleaner or disinfectant wipes between uses.

3.1.2. Signage of correct method of handwashing located at all handwashing facilities.

3.1.3. Office staff also to have disinfectant wipes available to wipe and clean computer keyboard, mouse and telephones.

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

3.2.1. Toilet seat sanitiser sprays added to all toilet cubicles in the front of house bathrooms & office bathrooms.

3.2.2. Pre-interval and post-performance OR daily for non-performance days, stock check and cleaning of front of house and administration bathrooms

3.2.3. Post-performance/event stock check and cleaning of back of house bathrooms

3.2.4. Storage areas are well stocked to ensure there is no shortage of supplies.

3.3. Have hand sanitiser at key points around the facility, such as entry and exit points.

3.3.1. Front of House: Touchless hand sanitisation stations are installed across the site in all paths of travel and nearby bathroom facilities.

3.3.2. Back of House & Admin Offices: Touchless hand sanitisation stations are installed at frequently accessed areas including clock-on areas, kitchens, green room.

3.3.3. Portable self-standing touchless hand sanitisation units available to be moved into an area that may be deemed a temporary high frequented area.

3.4. Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

- 3.4.1. Riverside Operations team have upgraded the venue Cleaning Standard Operating Procedure to include routine disinfection, non-COVID case cleaning and confirmed COVID case cleaning as well as listing the approved certified disinfectants that kills COVID-19.
- 3.4.2. Increase in cleaning staff on-site to ensure sanitising practices and supervisor audits to take place on all major paths of travel (foyers, hallways) and within frequented spaces (bathrooms, dressing rooms, green room, etc)
- 3.4.3. Within accommodation, the frequency of cleaning has been increased during the trading hours of a production containing audiences so a designated facilities team member can be solely dedicated to be disinfecting touch point surfaces including but not limited to amenities, administration areas, external amenities, tables and benches.
- 3.4.4. Non-fire doors to be "held open" in all major paths of travel to minimise touch points.
- 3.4.5. Internal keypad access fire doors to be set to auto unlock between 9am to 5pm Mon to Fri while no audience activity.
- 3.4.6. Production briefs and end of night / show reports to explicitly outline key rooms and paths of travel used by audiences, performers and crew to flag additional cleaning requirements to be reviewed and actioned by the Riverside facilities team.

3.5. Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

- 3.5.1. Riverside Facilities team ensure that appropriate cleaning products are used in correct strength as per the manufacturer's instructions.
- 3.5.2. All disinfectant products selected are approved for the surface to be cleaned. In general, Riverside Facilities use combined detergent/disinfectant solutions or wipes for hard surfaces.
- 3.5.3. Some products such as bleach can damage fabrics, stainless steel and other surfaces so only plant based or recommended hospital grade disinfectant which contains Viral killing products are used.
- 3.5.4. Safety Data Sheets are to be available for all chemicals utilised in the workplace. For most general cleaning tasks, a neutral detergent with pH between 6 and 8 is used.
- 3.5.5. Food and Beverage
 - 3.5.5.1. Glassware and bar utensils will be washed in glasswashers operating at optimum/approved temperatures using approved chemicals.

3.6. Develop strategies to address cleaning of very high-touch surfaces such as handles and chair arms. Consider having disinfectant wipes available for customers to use.

- 3.6.1. Riverside Facilities team have a cleaning schedule for high touch surfaces.
 - 3.6.1.1. Particular attention is paid to horizontal surfaces such as tables, chairs & arm rests and frequently touched surfaces such as handrails, door handles, toilets, basins, cisterns, light switches, bench tops as well as any frequently touch areas like keypads etc.
 - 3.6.1.2. Front of House staff may be included in assisting the cleaning and sanitisation of the foyer and venues.
- 3.6.2. Venues cleaned including all seats and arms before each show to ensure that area is sanitised before the next audience.
 - 3.6.2.1. Riverside to provide an initial clean before and/or after each production using a low fogging disinfectant device.
 - 3.6.2.2. Venue Hirers requesting multiple audiences of patrons coming and going throughout the hired time in the venue will need to provide a cleaning plan to the Operations Manager as part of their RA management plan to adequately clean the seats between each group of audience members.
 - 3.6.2.3. Venue Hirers can elect to pay a Riverside custodian who will be dedicated to the cleaning requirements between each of the audience sittings.
- 3.6.3. Food and Beverage
 - 3.6.3.1. The free water station which forms part of Riverside's Responsible Service of Alcohol policy will be replaced with a free water option to be ordered at the bar.
 - 3.6.3.2. Counters regularly sanitised with appropriate products
 - 3.6.3.3. Sanitiser available near service counters for patrons to use as required.
- 3.6.4. EFTPOS
 - 3.6.4.1. Wipes available for EFTPOS keypads and bins to discard are available.

3.7. Staff are to wash hands thoroughly with soap and water before and after cleaning.

- 3.7.1. Personal Protective Equipment is provided for all cleaning staff
- 3.7.2. All cleaning staff advised to:
 - 3.7.2.1. Stay at home if they are in any way unwell, even with minor symptoms.
 - 3.7.2.2. Use chemicals in accordance with the Manufacturer's instruction and the safety data sheets.
 - 3.7.2.3. Avoid touching their face especially mouth, eyes and nose when cleaning
 - 3.7.2.4. Wear appropriate personal protective equipment e.g. disposable gloves and mask (if they deem appropriate) while cleaning

- 3.7.2.5. Wear protective eyewear to avoid eye splashes when handling disinfectant solutions
- 3.7.2.6. Perform hand hygiene before and after completion of cleaning tasks and/or removing of disposable gloves.
- 3.7.3. Production staff trained on procedures and cleaning protocols for the sanitisation of production equipment including the use of any required PPE.

3.8. Encourage contactless payment options.

- 3.8.1. All cash handling terminals on-site have contactless payment services
- 3.8.2. Box office operations
 - 3.8.2.1. Online payment facilities are available for booking and paying for tickets
 - 3.8.2.2. Cashless operation procedure at onsite box office and tap and go type payment encouraged over swipe or card insert.
 - 3.8.2.3. In any EFTPOS transactions requiring use of the keypad for PIN entry, the cleaning of the keypad is to be undertaken after each use via disinfectant wipes.
- 3.8.3. Food and Beverage
 - 3.8.3.1. Cashless operation procedure at onsite bar and tap and go type payment encouraged over swipe or card insert transactions.
 - 3.8.3.2. In cases of PIN entry, cleaning of the keypad is to be undertaken following the use of the terminal.

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

- 3.9.1. Air conditioning systems have been serviced back in April 2020 to raise the minimum level of fresh air the system brings in from the outside without causing strain on the heating / cooling efficiency.
- 3.9.2. Marketing offices and meeting room have had the old restaurant air conditioning system re-activated to draw in outside air during business hours.
- 3.9.3. Offices with opening windows encouraged to open windows or doors (if in a secure environment) to promote air flow.

4. Record Keeping

- 4.1. **Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.**

Note: 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 there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

- 4.1.1. All staff are to sign in using the Services NSW app when attending Riverside Theatres, Riverside Rehearsal Studios and Riverside office within the Heritage Centre for work or leisure. This will be the responsibility of department managers and coordinators to ensure staff are compliant.
- 4.1.2. All patrons are to sign in using the Services NSW app at the time of entry into the foyer. This will be checked by front of house staff prior to admittance.
 - 4.1.2.1. General Terms and Conditions for Tickets and Attendance at Events should reference the requirement for provision of details to be made available to authorities for the purpose of contact tracing should risk of exposure be present.
 - 4.1.2.2. Customer communications and transaction path messaging to highlight CovidSafe changes to Terms & Conditions and contact tracing requirements of purchasers.
- 4.1.3. 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. This will be checked by stage door staff or technical staff prior to admittance.
- 4.1.4. All visitors to the Rehearsal Studios are to sign in using the Services NSW app at the time of entry. This will be checked by the authorised facilitator responsible for the activity within the space.
- 4.1.5. All other visitors (contactors, family members, CoP staff, box office enquiries, public using the bathroom facilities etc) are to sign in using the Services NSW app. This will be the responsibility of the Riverside Staff member granting access to this visitor to check that a correct sign in has occurred.
- 4.1.6. The CoP visitor registration is a back-up electronic and contactless method to the Services NSW app.
 - 4.1.6.1. Records are kept in a secure City of Parramatta email account Riverside Contact Tracing Form <ContactTracingForm_Riverside@cityofparramatta.nsw.gov.au>.
 - 4.1.6.2. Records in this account can be accessed by a number of the Riverside Management, Technical Coordinator's & the Building and Facilities Coordinator for quick response and redundancy. Please see **attachment 3 on page 21** for the relevant contact details.

4.1.7. Riverside has a visitor contact gathering procedure for visitors that may not be able to provide contact details electronically such as visitors with language barriers, visitors where age is an issue in completing electronic sign in, school aged groups or if internet was unavailable for electronic check-in. See [attachment 4 on page 22](#)

4.2. Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

- 4.2.1. Services NSW App is managed by an approved NSW Government Department which abides by privacy policies as set by the NSW Government.
- 4.2.2. The CoP Contact form's data is kept onshore in Australia and has an automatic 31 day retention policy set so it automatically deletes contact data older than the minimum 28 days.
- 4.2.3. Staff that have access to the CoP Contact form's data have been sent the policy on this information that forbids the use of this visitor information for any purpose other than contact tracing by NSW Health.
- 4.2.4. Paper sign in forms are shredded once they have been scanned and sent to ContactTracingForm_Riverside@cityofparramatta.nsw.gov.au for storage.
- 4.2.5. Electronic spreadsheets containing contact information for school groups must sent to ContactTracingForm_Riverside@cityofparramatta.nsw.gov.au and must only kept in this location.

4.3. Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

- 4.3.1. The COVIDSafe app has been promoted in internal communications to staff
- 4.3.2. COVIDSafe app to also be promoted and encouraged to download for patrons and visitors to site.

4.4. Cinemas, theatres and concert halls should consider registering their business through nsw.gov.au

- 4.4.1. Registration of a COVID Safe Business was made on the 20th of July 2020 for the following:
- 4.4.2. Riverside Theatres - https://www.nsw.gov.au/covid-19/covid-safe/covid-safe-resources-for-business-owners-and-managers?business_uuid=17c63cec-abe6-4593-ba22-55d5731d6182
- 4.4.3. Riverside Rehearsal Studio - https://www.nsw.gov.au/covid-19/covid-safe/covid-safe-resources-for-business-owners-and-managers?business_uuid=41e60a4b-326c-4de0-aac9-e8490acf9498
- 4.4.4. Northmead Rehearsal Studio - https://www.nsw.gov.au/covid-19/covid-safe/covid-safe-resources-for-business-owners-and-managers?business_uuid=ee01dabf-f7d0-4688-9b3c-9f3fadacd8dd
- 4.4.5. Riverside Theatres – Heritage Centre Offices - https://www.nsw.gov.au/covid-19/covid-safe/covid-safe-resources-for-business-owners-and-managers?business_uuid=04326d72-a82d-4a27-913b-ec10db6160d7

4.5. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

- 4.5.1. Riverside Theatres process which outlines the steps to deal with a suspected or positive case of COVID-19 see [attachment 5 on page 23](#)
- 4.5.2. This process outlines the requirement for the Riverside leadership team to notify SafeWork NSW in the case of a positive or confirmed case of COVID-19.

ATTACHMENT 1 - COVID-19 Safety Plan – Pubs & Clubs

Effective 21st December 2020

Covering the Operation of the Riverside Bar

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 5.1 – 21 st December 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

5. Wellbeing of staff and customers
<p>5.1. Exclude staff and customers who are unwell from the premises.</p> <p>5.1.1. See 1.1</p>
<p>5.2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons. 'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website foodauthority.nsw.gov.au/covid-training</p> <p>5.2.1. See 1.2</p> <p>5.2.2. All staff have been trained in when and how to sign in patrons and visitors using the Services NSW app, back up online system and paper forms.</p> <p>5.2.3. All Front of House staff handling food and beverages at the bar to complete Covid-19 awareness for food service course and provide Riverside with certificate.</p>
<p>5.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p> <p>5.3.1. See 1.3</p>
<p>5.4. Display conditions of entry (website, social media, venue entry).</p> <p>5.4.1. See 1.4</p>
<p>5.5. If there are more than 250 people on the premises, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.</p> <p>If the premises has more than one separate area each with 250 people in the area, consider assigning a COVID-19 Safe Hygiene Marshal in each separate area.</p> <p>The identified Safe Hygiene Marshal/s must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).</p> <p>5.5.1. During peak periods of audience activity, a Front of House staff member will be assigned as the COVID-19 Safe Hygiene Marshal.</p> <p>5.5.2. All ushers act as COVID-19 Safe Hygiene Officers within the venue auditorium assisting and escalating any issues to the assigned COVID-19 Safe Hygiene Marshal on duty.</p> <p>5.5.3. Training has been provided to these staff as per control 1.2</p>
<p>5.6. 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 indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.</p> <p>5.7. See 1.6</p>

6. Physical distancing

6.1. Capacity in regions outside of Greater Sydney must not exceed one customer per 2 square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space indoors and one patron per 2 square metres of space outdoors, whichever is less.

The density limit does not apply if there are 25 customers or less at the premises. Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

6.1.1. See 2.1

6.1.2. Capacity requirements governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas)

6.1.3. The courtyard even though classified as outdoor space, **cannot exceed 200 patrons** for Fire Regulation reasons but has been determined as 107 max capacity with 4 square metre rules applied.

6.2. In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space indoors and one patron per 2 square metres of space outdoors, whichever is less, provided that each separate area is:

- Separated from other areas on the premises
- Designated a separate area by the occupier of the premises
- Has staff that are providing food and drink only in that area
- Does not allow people in different areas to mingle
- Monitored by a designated COVID-19 Safe Hygiene Marshal at required times.

6.2.1. Foyer and Courtyard are not treated as separated spaces and capacity requirements are governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas) as per point 2.1

6.2.2. The indoor foyer area has a designated COVID-19 Safe Hygiene Marshal at the required times.

6.3. In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors. Nightclubs may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant. Capacity at nightclubs must not exceed one person per 4 square metres to a maximum of 300 people.

6.3.1. See 2.15

6.3.2. Riverside is not deemed a Nightclub venue.

6.4. Reduce contact or mingling between customer groups and tables wherever possible.

6.4.1. Allocated seating within the venue reduces contact and mingling between customer groups.

6.4.2. Signage encouraging patrons to take their seats in the courtyard have been installed.

6.4.3. Other elements of the main Riverside Theatres Covid-19 Safety Plan assist in reducing contact and mingling between customer groups in the foyers and courtyard.

6.5. Support 1.5m physical distancing where practical, including:

- at points of mixing or queuing such as bars, toilets and entrance and exit points
- between people using gaming machines and gaming tables
- between seated groups
- between staff.

6.5.1. See 2.2

6.5.2. Foyer tables, chairs, bench seats etc setup to allow couples seating with the minimum 1.5 metres of physical distance.

6.5.3. Foyer built in bench seats to have signage reminding to social distance when using these non-moveable seats.

6.5.4. Courtyard tables and chairs setup to allow couples seating with the minimum 1.5 metres of physical distance between each table.

6.5.5. Riverside does not contain any gaming machine or gaming tables

6.6. Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

6.6.1. See 2.4

6.7. Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.

6.7.1. See 2.6
6.8. Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for this event.
6.8.1. Riverside Theatre's will ensure any bookings for weddings and funerals abide by the venue's COVID-19 Safety Plan as well as ensure the hirer supply a completed COVID-19 Questionnaire - Attachment 6 – pages 26 – 27 , or fully fledge COVID-19 Safety Plan covering their event for approval by Riverside Management.
6.9. Where reasonably practical, stagger start times and breaks for staff members.
6.9.1. See 2.8
6.10. Consider physical barriers such as plexiglass around counters with high volume interactions with customers.
6.10.1. See 2.9
6.11. Review regular deliveries and request contactless delivery / invoicing where practical.
6.11.1. See 2.10
6.12. Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.
6.12.1. See 2.11
6.12.2. Riverside does not have a designated smoking area and no smoking signs have been placed around the perimeter of the building.
6.13. Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.
6.13.1. Riverside Theatres does not operate any courtesy vehicles as part of its operations.
6.14. No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.
6.14.1. See 2.14

7. Hygiene and cleaning
7.1. Adopt good hand hygiene practices
7.1.1. See 3.1
7.2. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.
7.2.1. See 3.2
7.3. Reduce the number of surfaces touched by customers wherever possible.
7.3.1. As per 2.4 – doors to venues will be open at the same time (if possible) as outside doors to venue. This is to allow patrons to move directly to their seats in the venue avoiding the need to stop in the foyer unnecessarily.
7.4. No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.
7.4.1. Catering for artists organised by Riverside is to be provided in individual lunch/dinner pack style boxes.
7.4.2. Catering for functions organised by Riverside is to be provided in individual lunch/dinner pack style boxes or served onto individual plates by a staff member restaurant style.
7.4.3. Catering for cabaret audiences by Riverside is to be provided in individual shared packed boxes (1 per house hold couple).
7.4.4. All beverages are separately packaged and the bar has removed the communal water station with free water glasses by order.
7.5. Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.
7.5.1. See 3.5
7.5.2. Cutlery and some plates in use are disposable.
7.6. Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.
7.6.1. Menus are digital either via screens at the bar or online accessed by a QR code at the courtyard table.
7.7. Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

<p>7.7.1. See 3.4</p> <p>7.7.2. Tables, chairs and tables are cleaned as part of the Riverside Cleaning SOP and on schedule from the Patron Management Plan for the day.</p> <p>7.7.3. Pens in the "used" bin are sanitised effectively and then returned to the "clean" bin</p> <p>7.7.4. All tills, ticket scanners and radios cleaned before and after use.</p>
<p>7.8. Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.</p> <p>7.8.1. See 3.5</p>
<p>7.9. Staff are to wash hands thoroughly before and after with soap and water.</p> <p>7.9.1. See 3.7</p>
<p>7.10. Encourage contactless payment options.</p> <p>7.10.1. See 3.8</p>
<p>7.11. In indoor areas, increase natural ventilation by opening windows and doors where possible, and 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).</p> <p>7.11.1. See 3.9</p>

<p>8. Record Keeping</p>
<p>8.1. Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.</p> <p><i>Note: 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 there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.</i></p> <p>8.1.1. See 4.1</p>
<p>8.2. Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au</p> <p>8.2.1. See 4.2</p>
<p>8.3. Make your staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</p> <p>8.3.1. See 4.3</p>
<p>8.4. All venues must register their business through nsw.gov.au.</p> <p>8.4.1. Riverside Theatres is registered with nsw.gov.au</p>
<p>8.5. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p> <p>8.5.1. See 4.5</p>

ATTACHMENT 2 - COVID-19 Safety Plan – Community Centres & Halls

Effective 21st December 2020

Covering the Operation of the Riverside & Northmead Rehearsal Studios

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 5.1 – 21 st December 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

9. Wellbeing of staff and customers
9.1. Exclude staff, volunteers and visitors who are unwell. 9.1.1. See 1.1
9.2. Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing, wearing masks, cleaning, and how to manage a sick visitor. 9.2.1. See 1.2
9.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate. 9.3.1. See 1.3
9.4. Display conditions of entry (website, social media, venue entry). 9.4.1. See 1.4
9.5. 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 indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars. 9.5.1. See 1.6
9.6. Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event. 9.6.1. See 1.7

10. Physical distancing
10.1. Capacity must not exceed one customer per 4 square metres of publicly accessible space (Greater Sydney) and one per 2 square metres (other regions). The density limit does not apply if there are 25 customers or less at the premises. Children count towards the capacity limit. 10.1.1. See 2.1 10.1.2. Both rehearsal studios have been calculated to the following: 10.1.2.1. Riverside Rehearsal Studio: 38 pax excluding staff, helpers, volunteers etc 10.1.2.2. Northmead Rehearsal Studio: 28 pax excluding staff, helpers, volunteers etc
10.2. Support 1.5m physical distancing where practical, including: <ul style="list-style-type: none">• at points of mixing or queuing such as toilets and entrance and exit points.• between seated groups• between staff 10.2.1. See 2.2
10.3. Have strategies in place to manage gatherings that may occur immediately outside the premises, such as with drop off and pick up zones or staggered class start times, and also of staff in meeting or break rooms. 10.3.1. See 2.11

<p>10.3.2. Users of the rehearsal studios must provide planning as part of their bespoke COVID-19 Safety Plan on how they will manage performer pickups outside of the venue if applicable (eg youth etc).</p>
<p>10.4. Reduce crowding wherever possible and promote physical distancing with markers on the floor, including where people are asked to queue.</p> <p>10.4.1. Floor stickers are placed on the entry to the rehearsal studios demonstrating the 1.5 metres apart.</p> <p>10.4.2. Signage around the rehearsal studios and corridors promotes physical distancing especially outside bathrooms where queueing may occur.</p>
<p>10.5. Ensure any communal areas where people gather, such as BBQ or kitchen facilities, maintain appropriate physical distancing where practical.</p> <p>10.5.1. Signage within the rehearsal studio's kitchenette (Northmead only), entry corridor and bathrooms, promote physical distancing.</p> <p>10.5.2. Users of the rehearsal studios are reminded during the induction that maximum capacities should be adhered to at all times.</p>
<p>10.6. Ensure communal facilities such as showers, change rooms and lockers have strategies in place to reduce crowding and promote physical distancing.</p> <p>10.6.1. Bathrooms at both rehearsal studio locations have clear maximum capacity signage.</p> <p>10.6.2. Users of the rehearsal studios are reminded during the induction that maximum capacities should be adhered to at all times.</p>
<p>10.7. Where practical, stagger the use of communal facilities. Strongly encourage visitors to shower/change at home where possible.</p> <p>10.7.1. Users of the rehearsal studios to incorporate a statement in their bespoke COVID-19 Safety Plan if requiring the use of the lower level shower/change facilities at Northmead rehearsal studio.</p> <p>10.7.2. There are no shower facilities located within the Riverside rehearsal studio.</p>
<p>10.8. Use telephone or video for essential staff meetings where practical. Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.</p> <p>10.8.1. See 2.7</p>
<p>10.9. Review regular deliveries and request contactless delivery / invoicing where practical.</p> <p>10.9.1. See 2.10</p>
<p>10.10. Education programs should be conducted in accordance with the NSW Government guidelines on Schools and Childcare. Students do not need to follow strict adult physical distancing guidelines but should follow good hygiene practices. Staff should continue to maintain 1.5m physical distancing from students where practical.</p> <p>10.10.1. All education programs taking place in the Rehearsal Studios must have a bespoke COVID-19 Safe Plan covering the intended activity within the studio which includes any NSW Government guidelines on School and Childcare. This must be sighted by the Riverside Facilitator prior to the event taking place.</p>
<p>10.11. High energy dance, such as Zumba or similar classes, can spread COVID-19 if a participant is infected. There should be additional planning around these activities including:</p> <ul style="list-style-type: none"> • Additional physical distancing or smaller class sizes • Cleaning with detergent and disinfectant after each class • Holding these classes in large spaces with high ceilings and good ventilation • If partnered dancing, avoid rotation of partners. <p>10.11.1. Users of the rehearsal space with high energy dance activities need to submit a bespoke COVID-19 Safe Plan covering their activity to the Riverside Facilitator. Plan must include COVIDsafe considerations of increased physical distancing between dancers and the cleaning between activities.</p>

11. Hygiene and cleaning
<p>11.1. Adopt good hand hygiene practices</p> <p>11.1.1. See 3.1</p>
<p>11.2. Ensure hand sanitiser is accessible at the venue entry and throughout the facility or ground.</p> <p>11.2.1. Riverside Theatres provide and maintain touchless and/or bottled pump action hand sanitiser stations in both rehearsal studios.</p>
<p>11.3. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Consider providing visual aids above hand wash basins to support effective hand washing.</p> <p>11.3.1. See 3.2</p>

<p>11.3.2. Signage of correct method of handwashing located at all handwashing facilities throughout the rehearsal studios.</p>
<p>11.4. Encourage participants to bring their own water bottle, snacks, towels, exercise mats etc. and encourage eating outside if practical.</p> <p>11.4.1. Communicated to the user of the rehearsal studios by the Riverside Facilitator at induction.</p> <p>11.4.2. Users of the rehearsal studios must provide acknowledgement around eating and drinking within the rehearsal studios in their bespoke COVID-19 Safe Plan covering their activity.</p>
<p>11.5. No self-serve buffet style. If food is provided or share-style, one person should be allocated to serve food and practise hand hygiene before and after service.</p> <p>11.5.1. Catering for artists organised by Riverside is to be provided in individual lunch/dinner pack style boxes.</p> <p>11.5.2. Catering for functions organised by Riverside is to be provided in individual lunch/dinner pack style boxes.</p> <p>11.5.3. Users of the rehearsal studios requesting to self-cater must provide COVIDSafe food handling advice in their bespoke COVID-19 Safe Plan covering their activity.</p>
<p>11.6. Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.</p> <p>11.6.1. Cutlery and some plates in use are disposable.</p> <p>11.6.2. The rehearsal studios do not contain a commercial grade dishwasher so cleaning with detergent and hot water is imperative for all users of the rehearsal studios cleaning eating utensils and plate ware.</p>
<p>11.7. Clean frequently used indoor hard surface areas, including children's play areas, at least daily; first with detergent and water, and then disinfect. Clean frequently touched areas and surfaces, including in communal facilities, several times per day.</p> <p>11.7.1. See 3.4</p> <p>11.7.2. Riverside Theatres have an obligation to clean the rehearsal studios between each separate activity / user of the rehearsal studio whether this is single activity spans multiple days or there are multiple separate activities in one day.</p> <p>11.7.3. Any additional cleaning required by a user within the time frame of their activity is the responsibility of the user of the rehearsal studio and cleaning solutions and equipment is available onsite but limited. A description of this cleaning should be included in their bespoke COVID-19 Safe Plan covering their activity.</p> <p>11.7.4. Additional cleaning by Riverside cleaning staff can be requested by a user (e.g. daily cleaning by Riverside if the activity spans more than one day) but will be at a cost negotiated by the user and Riverside Theatres. Please discuss any requirement with the Riverside Facilitator looking after your use.</p>
<p>11.8. Clean areas used for high intensity cardio classes with detergent and disinfectant after each use.</p> <p>11.8.1. It is the responsibility of all users to clean all areas that participants can access within the rehearsal studio (including entry corridors, bathrooms, kitchenettes, change rooms, showers etc) with disinfectant following any high intensity cardio activities especially if is more than one session with different participants in each session.</p> <p>11.8.2. Such cleaning regime to sanitise the rehearsal studios and other accessible areas following any high intensity cardio activity must be addressed in the bespoke COVID-19 Safety Plan covering the activity.</p> <p>11.8.3. There is limited cleaning equipment and solutions onsite and it is the user's responsibility to provide any additional cleaning tools and solutions required to sanitise the rehearsal studio and other accessible areas following a high intensity cardio-class.</p>
<p>11.9. Reduce sharing of equipment where practical and ensure these are cleaned with detergent and disinfectant between use.</p> <p>11.9.1. User must provide acknowledgement in their bespoke COVID-19 Safety Plan covering their activity of the management around the reduction of sharing equipment and any sanitisation of such equipment before and after use.</p>
<p>11.10. Ensure there is accessible detergent/disinfectant and gloves for visitors to use, should they wish.</p> <p>11.10.1. Riverside Theatres has provided a limited supply of detergents, disinfectants, gloves and cleaning tools in the rehearsal studios for visitors to use.</p> <p>11.10.2. Users should contact their Riverside Facilitator if stocks need to be replenished during their use of the rehearsal studio.</p>
<p>11.11. Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.</p> <p>11.11.1. See 3.5</p>
<p>11.12. People involved in cleaning or reorganising furniture should wash hands thoroughly before and after with soap and water.</p> <p>11.12.1. Riverside Theatres cleaning staff are required to wear gloves and other forms of PPE while cleaning the rehearsal studios.</p> <p>11.12.2. Users should ensure the use of gloves to all of their participants involved in any cleaning or equipment reorganising.</p>

11.13. Encourage contactless payment options.

11.13.1. See 3.8

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

11.14.1. Riverside Rehearsal studio uses a combination recycled and outside air, air-conditioning system. This is fully maintained regularly by the contractor that looks after the main Riverside Air-Conditioning systems. See 3.9

11.14.2. Northmead Rehearsal studio does not contain air-conditioning and is reliant on doors being opened.

12. Record Keeping

12.1. Keep a record of name, contact number and entry time for all staff, volunteers, visitors and contractors where practical for a period of at least 28 days. Electronic collection e.g. using Services NSW of contact details for each person is strongly encouraged. Any paper records must be entered into an electronic format such as a spreadsheet within 12 hours. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

12.1.1. See 4.1

12.1.2. Riverside Facilitator will take the details of the key primary user contact.

12.1.3. It is the responsibility of all key primary users of the rehearsal studios to ensure their participants entering the rehearsal studios sign in using the Services NSW electric sign on method on a daily basis.

12.1.4. The key primary user of the rehearsal studios must keep on electronic record any paper contact registrations for a period of 28 days.

12.2. Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au.

12.2.1. See 4.2

12.3. Make your staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

12.3.1. See 4.3

12.4. Community centres and halls should consider registering their business through nsw.gov.au.

12.4.1. See 4.4 for particular registrations of the rehearsal studios

12.5. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

12.5.1. See 4.5

ATTACHMENT 3 - Riverside Theatres Contact Information

From 4.1.6.2 Records in this account (contracttracingform_riverside@cityofparramatta.nsw.gov.au) can be accessed by a number of Riverside Management, Technical Coordinator's & the Building and Facilities Coordinator for quick response and redundancy.

Access	Title	Name	Phone	Email
24 Hours / 7 Days	Director	Robert Love	(02) 8839 3350 0416 110 487	rlove_riverside@cityofparramatta.nsw.gov.au
24 Hours / 7 Days	Operations Manager	Mike Brew	(02) 8839 3361 Auto fwd to private mobile	mbrew_riverside@cityofparramatta.nsw.gov.au
24 Hours / 7 Days	Technical Coordinator	Sean Clarke	(02) 8839 3390 Auto fwd to private mobile	sclarke_riverside@cityofparramatta.nsw.gov.au
Alternative Contacts				
9am to 5pm & Business Days	Business Manager	Sainesh Moss	(02) 9806 5065	smoss@cityofparramatta.nsw.gov.au
9am to 5pm & Business Days	Programming Manager	Catherine Swallow	(02) 8839 3386	cswallow_riverside@cityofparramatta.nsw.gov.au
9am to 5pm & Business Days	Technical Coordinator	Josh Stringer	(02) 8839 3333	jstringer_riverside@cityofparramatta.nsw.gov.au
7am to 3pm & Business Days	Building and Facilities Coordinator	Peter Duffy	(02) 8839 3363	pduffy_riverside@cityofparramatta.nsw.gov.au

ATTACHMENT 4 - Riverside Theatres Contact Gathering Procedure

Staff Sign in Procedure

1. Use the Services NSW QR code to sign in at the front door or stage door. There is no need to show their supervisor a successful sign in, but line supervisors and managers are encouraged to spot check employees that they have electronically signed in.
2. 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 staff member should then use the secondary CoP hosted form which would be provided by their line manager/supervisor in the form of a QR code and Website address that they can either access from their mobile device or work computer.
3. Failing the ability to sign in electronically using the CoP hosted form (for any reason) the staff member would then be directed by their line supervisor/manager to fill in a paper contact form which would then be placed into the lock box at the main entry or at stage door, before being electronically scanned and later shredded by the facilities coordinator or foh supervisor.

General Patron/Visitor Sign in Procedure

1. Use the Services NSW QR code to sign in and display successful sign in to Riverside staff member prior to entry into the venue.
2. 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 patron/visitor should then use the secondary CoP hosted form which would be provided by the Riverside staff member in the form of a QR code and Website address
3. Failing the ability to sign in electronically using the CoP hosted form (for any reason) the patron/visitor would then be directed by a Riverside staff member to fill in a paper contact form which would then be placed in a lock box at the main entry or at stage door, before being electronically scanned and later shredded by the facilities coordinator or foh supervisor.

Assisting patrons/visitors with language barriers and/or disabilities

1. Riverside staff member to try and communicate with patron to ascertain if there is a member of their party that can translate for them and use the Services NSW system to sign them in.
4. 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 translator patron/visitor should then assist the initial patron/visitor to use the secondary CoP hosted form which would be provided by the Riverside staff member in the form of a QR code and Website address
2. Failing the ability to sign in electronically using the CoP hosted form (for any reason) the translating patron/visitor would then be directed by a Riverside staff member to fill in a paper contact form on behalf of the patron with language barriers which would then be placed in a lock box at the main entry or at stage door. These forms would then be scanned and shredded by the facilities coordinator or foh supervisor.

Children or patron/visitor with a disability with no mobile phone access and accompanied by a parent/guardian/carer

1. Parent/guardian/carer of the child and/or patron/visitor with a disability can use the Services NSW QR code to sign in themselves and include any dependents during their sign in. The parent/guardian/carer would then display a successful sign in to Riverside staff member prior to entry into the venue.
2. 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 parent/guardian/carer should then use the secondary CoP hosted form to sign themselves in which would be provided by the Riverside staff member in the form of a QR code and Website address. This includes a section numbering how many dependants are in their care.
3. Failing the ability to sign in electronically using the CoP hosted form (for any reason) the parent/guardian/carer would then be directed by a Riverside staff member to fill in a paper contact form which would then be placed in a lock box at the main entry or at stage door, before being electronically scanned and later shredded by the facilities coordinator or foh supervisor.

School Groups

- School groups are required to provide contact details for each student and school staff member / school volunteer visiting Riverside Theatres. This is to be submitted in either a digital spreadsheet sent to Riverside Box Office, 'prior' to the school group arrival OR provide a pre-printed spreadsheet to the Riverside staff member looking after the arrivals of the school groups.
- The spreadsheet must include the following information:
 - Date of Entry (once per page of the spreadsheet to cover all)
 - Time of Entry (to be digitally added if digital or hand written on if printed once per page of the spreadsheet)
 - Student / Staff Member / Volunteer – First Name
 - Student / Staff Member / Volunteer – Last Name
 - Phone number of parent/guardian for student or staff member / volunteers phone number
- Paper spreadsheets to be electronically scanned and later shredded by the box office staff responsible for school bookings.

ATTACHMENT 5 – What to do if someone tests positive to COVID-19?

Riverside staff are not expected, and should not try, to diagnose people. However, Riverside staff have a work health and safety duty to minimise the risk of workers and others in the venue being exposed to COVID-19, so far as reasonably practicable. If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

THE PERSON YOU ARE CONCERNED ABOUT IS AT THE VENUE

1. **ISOLATE** – Prevent the spread. Isolate the person from others and provide a disposable surgical mask, (FOH office, Box Office, Workshop), for the person to wear.
2. **SEEK ADVICE** – Call the CoP COVID-19 Hotline on 9806 8610. The WHS team will provide support on further steps. If you can't get hold of the CoP COVID-19 Hotline then ring the NSW COVID-19 Helpline on 1300 066 055 for advice.
3. **TRANSPORT** – Ensure the person has transport to their home or to a medical facility.
4. **CLEAN** – Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.
5. **IDENTIFY & INFORM** – Consider who the person has had close contact with. **If instructed** by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.
6. **REVIEW** – Review risk management controls relating to COVID-19 and review whether work may need to change. Consult staff on WHS issues.

THE PERSON YOU ARE CONCERNED ABOUT WAS RECENTLY AT THE VENUE

1. **SEEK ADVICE** – Call the CoP COVID-19 Hotline on 9806 8610. The WHS team will provide support on further steps. If you can't get hold of the CoP COVID-19 Hotline then ring the NSW COVID-19 Helpline on 1300 066 055 for advice.
2. **IDENTIFY & INFORM** – Identify who at the venue had close contact with the affected person. **Only if instructed** by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.
3. **CLEAN** – Clean and disinfect the areas where the person and their close contact have been. Do not use those areas until this process is complete. Use PPE when cleaning.
4. **REVIEW** – Review risk management controls relating to COVID-19 and review whether work may need to change. Consult staff on WHS issues.

CHECKLIST FOR IF YOU BECOME AWARE OF A POSITIVE TEST RESULT FOR A STAFF MEMBER OR PATRON:

- Gather details about the diagnosis
- Gather details about the patrons attendance if applicable
- Respect confidentiality
- Make notification to Robert Love or Mike Brew who will advise CMT and enact any other protocols
- Make notification to COVID-19 hotline (internal CoP) **9806 8610** WHS team will provide support on further steps.

CHECKLIST FOR IF YOU ARE CONTACTED FROM NSW HEALTH REGARDING A POSITIVE CASE

- Gather details of the case
- Make notification to Robert Love or Mike Brew who will advise CMT and enact any other protocols
- Make notification to COVID-19 hotline (internal CoP) **9806 8610** WHS team will provide support on further steps.

IF ANYTHING IS UNCLEAR, SEE DETAILED GUIDANCE ON THE SAFE WORK AUSTRALIA WEBSITE

Remember:

- There is not an automatic WHS requirement to close down an entire venue, particularly if the person infected, or suspected to be infected, has only visited parts of the venue.
- Staff assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- Staff are allowed to raise concerns to Robert Love and/or Mike Brew
- Comply with privacy obligations. See guidance from the OAIC if required - <https://www.oaic.gov.au/>
- Follow the advice of health officials at all times.

ATTACHMENT 6 – COVID safety questionnaire for Venue Users

A hirer or production company may be required to complete the following questionnaire and return it to their associated Riverside contact NO LATER THAN 2 weeks prior to their scheduled arrival in the venue.

Wellbeing of staff and customers	
Q1:	What measures are you taking to ensure you exclude any of your staff, volunteers or performers who are unwell from our premises?
A1:	Click or tap here to enter text.
Q2:	What information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning have you provided your staff, volunteers and performers?
A2:	Click or tap here to enter text.
Q3:	Can you confirm you have passed Riverside's conditions of entry to ALL personnel involved in your production – including visiting staff, volunteers and performers? (if you have not received these – please follow up with your designated Riverside contact).
A4:	<input type="checkbox"/> Yes <input type="checkbox"/> No – if no reason why: Click or tap here to enter text.
Q5:	Are there any further requirements or control measures outside of the Riverside COVID-19 Safety Plan that you would like Riverside to consider adopting during your activity onsite? Please list below
A5:	<input type="checkbox"/> Yes <input type="checkbox"/> No – if yes please list overview here: Click or tap here to enter text.
Physical Distancing	
Q6:	How are you managing physical distancing in our back stage and stage areas as listed in table 1 on page 5 of the Riverside COVID-19 Safety Plan? (including ensuring our venue and room capacities are not exceeded)
A6:	Click or tap here to enter text.
Q7:	What measures are you taking to ensure your staff, volunteers and performers maintain 1.5m of physical distance at all times, including at meal breaks, in green rooms, dressing rooms and side of stage etc?
A7:	Click or tap here to enter text.
Q8:	What COVIDSafe risk assessment and management are you undertaking in regards to singing performers and the current guidance on numbers and positioning from NSW health (see 2.14 in the Riverside COVID-19 Safety Plan) – including ensuring singing performers are 5 metres from all other people including Riverside crew, the audience and conductor?
A8:	Click or tap here to enter text.
Q9:	What strategies are you putting in place to manage your staff, volunteers and performers from mingling with patrons either before or after a performance? I.e. the expectation that performers will be able to see family, friends or fans following a performance out in the foyer?
A9:	Click or tap here to enter text.
Q10:	If applicable, what strategies are you putting in place to manage gatherings that may occur immediately outside of Riverside? E.g. meet and greets occurring immediately outside of the venue's entrances by performers, their family, friends or fans; performer drop-offs and pickups by family members that cannot come into the venue etc.
A10:	Click or tap here to enter text.
Hygiene and cleaning	
Q11:	How are you communicating good hand hygiene practices to your staff, volunteers and performers?
A11:	Click or tap here to enter text.
Q12:	Riverside has some hand sanitiser stations throughout the venue for staff and visitor use. Are you doing anything additional to assist your staff, volunteers and performers in being able to access methods to be able to perform good hand hygiene?

A12:	Click or tap here to enter text.
Q13:	Are you instructing and of your staff or volunteers to clean very frequently touched surfaces and equipment by your performers? This may include chairs, arm rests, make up benches, door handles, tables, props , instruments, stage surfaces, clothes racks, costumes, wigs etc.
A13:	Click or tap here to enter text.
Q14:	What other PPE considerations are you planning for your staff, volunteers and performers to wear backstage and during their onsite duties? How will they handle the hygiene around the removal and replacement of any particular PPE?
A14:	Click or tap here to enter text.

Record keeping

Q15:	Do you confirm you have read, understand and will comply with the mandatory obligation that ALL staff and visitors entering the Riverside venues, its offices and rehearsal spaces MUST sign in for contact tracing purposes? This is outlined in 4.1 of the Riverside Theatre COVID-19 Safety Plan and in attachment 4 on page 22 of the same plan.
A15:	<input type="checkbox"/> Yes <input type="checkbox"/> No – if no reason why: Click or tap here to enter text.
Q16:	What procedures do you have in place to ensure the capture and recording of details for staff, volunteers and performers that may not have access to a mobile phone? Such as a large group of children under 16?
A16:	Click or tap here to enter text.
Q17:	Are you requiring your staff, volunteers and performers to download and use the COVIDSafe app?
A17:	<input type="checkbox"/> Yes <input type="checkbox"/> No

<input type="checkbox"/>	I confirm that all the information in this questionnaire is correct at the time of completion and follows current advice and health orders as provided by NSW Health.
<input type="checkbox"/>	I confirm that I have provided Riverside with my organisations COVID Safe plan if there is one in place for our activity coming onsite.
Name of person completing this form: Click or tap here to enter text.	
Email address of person completing this form: Click or tap here to enter text.	
Phone number of person completing this form: Click or tap here to enter text.	
Date form was completed: Click or tap here to enter text.	