

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



COVID-19 Safety Plan Entertainment facilities	VERSION 10.5 05/04/2022	DO NOT REMOVE
BUSINESS DETAILS		
Business name	Riverside Theatres	
Business location (town, suburb or postcode)	Parramatta, NSW 2150	
Primary business type	Theatre	
Secondary business types	Food & drink premises – Indoor recreation facilities (dance & drama studios)	
Completed by	Mike Brew – Riverside Operations Manager – 02 8839 3361	
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> KEEP OUR BUSINESS COVID SAFE

Under WHS law, all employers or businesses are required to assess and manage the risk of COVID-19 to workers and others in the work environment.

To understand the risks to workers and other persons, employers must consider the risks associated with COVID-19 in the context of their workplace, including the physical layout, the work carried out at the workplace and interactions between workers and other persons who attend the workplace / venue.

Employers are then required to implement reasonably practicable control measures to manage the risks of COVID-19 specific to their workplace (this may include a vaccination requirement). Visit [SafeWork NSW](#) for more information.

Employers and businesses must also ensure they comply with any mandatory requirements under [NSW public health orders](#).

> DEVELOPING OUR COVID-19 SAFETY PLAN

This COVID-19 Safety Plan template outlines actions we have considered taking to minimise the risk of a person with COVID-19 entering the venue and spreading it to other people.

There may be other actions we take to manage the risk of COVID-19 in our venue, based on our specific environment, hazards and Council policy. It's up to each workplace to identify appropriate control measures and to comply with public health orders and WHS law.

We have reviewed current NSW Health guidance on the following areas in consultation of completing our plan:

- [Keeping workers safe](#)
- [Record-keeping](#)
- [Self-isolation and quarantine](#)
- [Physical distancing](#)
- [Guidance on ventilation](#)

We continually assess the health and safety risks to our workers and others in the venue operations and implement additional control measures above and beyond what is in this plan as required.

1. Wellbeing of staff and customers

Exclude staff, volunteers, visitors, and customers who are unwell from the premises.

How will we do this?

- 1.1 Conditions of Entry include instructions for staff & visitors to stay away from venue if unwell
- 1.2 Terms and conditions for ticket holders include key messaging that patrons should stay away from the venue if unwell and include refund/exchange options

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

How will we do this?

- 2.1 Regular COVIDSafe news and updates are sent to all staff from the City of Parramatta People & Culture / WHS team.
- 2.2 Staff can use the online resource to check symptoms:
<https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker>
- 2.3 Staff are encouraged to participate in Learning & Development training modules aimed at assisting staff to be COVIDSafe.
- 2.4 Staff are notified and made aware of any current requirements for the wearing of face masks.
- 2.5 Staff are aware of the correct fitting of facemasks, covering mouth and nose must be always observed while onsite, and it could be their duty to communicate this to visitors / patrons if required.
- 2.6 Physical distancing, mask wearing signage placed in public and staff areas of the venue for reference.
- 2.7 Face mask announcement messaging to be played in foyers and the courtyard when open to the public.
- 2.8 Staff have been trained in the additional COVIDSafe cleaning requirements and are aware of the increased COVIDSafe cleaning requirements and cleaning checklists within the venue.

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

How will we do this?

- 3.1 Up to date Patron Safety & Entry Guidelines (Conditions of Entry) are displayed at venue entrances and on the Riverside website. Included in this are the requirements to stay away if unwell and the requirements around the wearing of face-masks.
- 3.2 Pre-attendance communications are provided to all visitors to Riverside via email including the requirement to stay away if unwell and the options for refunds and exchanges. Also included is a reminder that it is a condition of entry to wear a face mask where physical distancing cannot be met and that double vaccination is strongly recommended.

Businesses can require proof of COVID-19 vaccination in line with their COVID-19 vaccination policy.

For example, ensure posters outlining vaccination requirements are clearly visible, check vaccination status upon entry and only accept valid forms of evidence of vaccination, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance is available at: <https://www.nsw.gov.au/covid-19/business/covid-19-vaccinations-and-businesses>

How will we do this?

- 4.1. **Requirement for employees**
 - 4.1.1. CoP have a COVID Vaccination Policy that staff must abide by as a condition of their employment from the 31st of January 2022.
- 4.2. **Recommendation for visitors attending as patrons (regardless of age)**
 - 4.2.1. For the safety of employees, performers and visiting production crews; patrons are advised that it is strongly recommended that they are fully vaccinated prior to attending Riverside.
 - 4.2.2. Students attending in school groups should always remain together in their group under the charge of their chaperone(s) and not mix with other school groups where possible.
- 4.3. **Requirements for paid and unpaid contractors aged 16 years and over**
 - 4.3.1. As part of the CoP COVID Vaccination Policy, the requirement for paid and unpaid contractors entering the venue under any capacity is that they must be double vaccinated, and evidence will need to be provided at stage door upon entry.
 - 4.3.2. Contractors is defined as: building and equipment maintenance people or firms, production companies and hirers including all performers, crew members and production staff.
 - 4.3.3. Any visitor brought into back of house areas by a contractor is also required to be double vaccinated and will need to display evidence at the stage door.

1. Wellbeing of staff and customers

4.4. **Requirements for young persons under 16 identified as a performer or crew member (contractors) to participate in a production:**

To maximise the safety of our performing companies and patrons visiting and seated in the venues in close proximity, the following requirements will apply until further notice:

4.4.1. Fully Vaccinated young persons under 16 years of age can be permitted to participate in groups of greater than 20+ if they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio. Fully vaccinated performers should come ready to display their vaccination evidence.

4.4.2. Unvaccinated or medically exempt young persons under 16 years of age will be prevented from being able to participate or congregate in groups larger than 20+ in the Back of House areas of the venue unless they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio **and**:

4.4.2.1. Provide evidence that they have received at least one dose of an approved COVID-19 vaccine administered by an authorised provider; **or**

4.4.2.2. The parent/care giver is able to vouch that the performer passes the visitor declaration as outlined in 4.6.1 **and**

4.4.2.3. The performer can pass a non-invasive infrared temperature check as outlined in 4.6.1.

4.5. **Additional requirements for ALL contractors and contractor visitors accessing BACK OF HOUSE areas**

4.5.1. For the increased safety to all staff, visitors, performers, crew and contractors in our back of house areas an additional visitor declaration and temperature check process will be in place at back of house venue entry points such as stage door and courtyard gate entries.

4.5.1.1. As outlined on the health declaration and temperature checking procedure poster, if the performer, crew member, visitor or contractor cannot pass any of these requirements then the producer or hirer will be called to the stage door to be made aware of the circumstance.

4.5.2. **All visitors requiring access to any back of house areas must ONLY enter the venue via stage door (or courtyard gate if applicable) and be properly signed in. Entering by the front foyer or by any other means will not be admissible.**

4.6. **Vaccination Policy & Procedure, Training, Notification & Signage**

4.6.1. Customers will be notified of the vaccination recommendation at the time of purchasing a ticket; in a reminder email prior to attending the venue for the event; and within the Patron Safety & Entry Guidelines as posted on the website and at venue entrances.

4.6.2. Production companies and hirers will be notified of the vaccination requirements for young performers in the contracting stages.

4.6.3. Posters outlining vaccination recommendations will be clearly visible at the main entrances to the venues for patrons and requirements clearly visible for contractors entering the venue at stage door and courtyard.

4.6.4. Posters on how to check vaccination requirements will be posted at stage door for staff and contractor reference.

4.6.5. Staff and associates acting on behalf of Riverside will be trained on ways to check proof of COVID-19 vaccination status (or a valid exemption) of employees and visitors and what to do if someone refused to be checked or is not vaccinated.

4.6.6. Staff and associated acting on behalf of Riverside will be trained in temperature checking procedures using infrared thermometers provided by Riverside Theatres.

4.6.7. Poster with COVID-19 Visitor Declaration will be prominently on display at stage door and courtyard entries. Admission is by the visitor verbally stating they agree to the declaration's terms and conditions.

4.6.7.1. Infrared thermometers are provided for use by Riverside Staff to check all visitors. Additional thermometers are available for approved production crew members to assist in this check-in process.

2. Physical Distancing

Support 1.5m physical distancing where possible, including:

- **At points of mixing or queuing**
- **Between seated groups**
- **Between staff**

How will we do this?

- 5.1. Tension tape queueing systems with 1.5m labelling on the tape, used to assist in queueing and supporting 1.5m physical distancing in entry areas, foyer bar areas and courtyard (when required).
- 5.2. Smaller rooms like bathrooms, offices, storerooms etc have capacity signage guidelines displayed at the entries and within the rooms aligning with 1 per 2 square meter calculations. This provides guidance to patrons and visitors to make judgement calls when entering a space.
- 5.3. Seating plans have been adjusted as reasonably practical to spread audience evenly throughout all available seating positions in all venues. Includes utilising the 3 levels in Riverside when applicable.
- 5.4. Foyer and courtyard tables, chairs, bench seats and couches are positioned to support 1.5m physical distancing. This furniture placement is also monitored regularly to ensure it is reset following use.
- 5.5. Functions and Events must not interfere with Riverside & Lennox pre-show or interval schedule use as Courtyard is required for additional space to promote ventilation and physical distancing.
- 5.6. Office spaces, dressing rooms, storerooms, green rooms etc have up to date capacity signage guidelines on key entrances and/or within the spaces.
- 5.7. Staff, venue hirer and production performers and crew should observe physical distancing where possible in all non-public areas of the venue including offices, corridors, green room, dressing rooms, laundry, storage rooms, meeting rooms etc.
- 5.8. Floor stickers and floor arrows have been placed as a visual aid for patrons to follow paths of travel and as a reminder of physical distancing
- 5.9. Heating to be used in the courtyard to encourage patrons to use the courtyard area in winter months reducing congestion in the foyers where possible.

Avoid congestion of people in specific areas within the venue where possible, including change rooms and other communal facilities.

How will we do this?

- 6.1. Traffic management plans are designed to assist in the flow of people preshow, interval and post show with considerations around multi-theatre start, interval and finish times to ease congestion on the foyer.
- 6.2. Lollypop signage and AV screen signage is used to promote 1.5m physical distancing in areas of congestion such as front entry, bathroom, changeroom, kitchen and bar queues.
- 6.3. Functions and Events must not interfere with Riverside & Lennox pre-show or interval schedule use as Courtyard is required for additional space to promote ventilation and physical distancing.
- 6.4. All internal doors to theatres must be fully opened to allow maximum movement and spacing of patrons.

Have strategies in place to manage gatherings that may occur immediately outside the premises and in any designated smoking areas.

How will we do this?

- 7.1. Usage of the AV screens on the front loggia promoting 1.5m physical distancing.
- 7.2. Staff working at the main doors to call supervisor to assist in notifying patrons to physical distance on the loggia if required.
- 7.3. Utilising the closest exit doors to the relevant theatre to assist in exiting crowds on front loggia.
- 7.4. Venue hirers and production companies are only to exit via stage door and must not seek to meet with family and friends at either stage door, in the foyers or on the front loggia.
- 7.5. Venue hirers and production companies wanting to do any official performer meet and greets with the patrons will need to discuss with Riverside Theatres in creating this activity as an official function which will abide by all the relevant COVID safe requirements on capacity, physical distancing, and crowd management.

3. Ventilation

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

How will we do this?

8.1. Website has been reviewed and the measures for consideration in this plan are:

- Encouraging the use of outdoor settings
- Optimising the ventilation in indoor spaces
- Reviewing the usage and capacity limits on spaces that cannot have ventilation modified such as back of house areas.

Use outdoor settings wherever possible.

How will we do this?

- 9.1. Priority & utilisation of the courtyard for waiting patrons pre-show and interval by ensuring the doors are unlocked and lights are on.
- 9.2. Functions and Events must not interfere with Riverside & Lennox pre-show or interval schedule use as Courtyard is required for additional space to promote ventilation and physical distancing.
- 9.3. Courtyard is the desired space for function activity when practical and will not interfere with Riverside pre-show or interval use.
- 9.4. Staff, performers, crew etc encouraged to use outside of the space for breaks etc.

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

How will we do this?

- 10.1. Lower dressing rooms have windows that can open. Add signage to windows encouraging performers and crew to open windows for ventilation but also be mindful of privacy and security.
- 10.2. Upper dressing rooms do not have opening windows. Strict considerations of room capacity should be adhered to.
- 10.3. Dressing room doors should be open as much as possible to allow maximum ventilation.
- 10.4. Sub-stage is not to be used as a holding room due to the non-ventilation of that space. As an orchestra room where doors will be open and allowing for cross-ventilation will be allowed.
- 10.5. Office doors to be open as much as possible unless the security of the venue could be compromised during public hours.
- 10.6. Office windows opened if possible during business hours.
- 10.7. Studio doors should be open where applicable without compromising security.
- 10.8. Studio windows (Northmead) should be opened if possible during studio usage.

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

How will we do this?

- 11.1. All exhaust fan systems verified and checked they are working and scheduled accordingly to venue use.
- 11.2. Riverside rehearsal studio HVAC system to be checked and modified if required to supply percentage of outside air without compromising its ability to heat or cool.
- 11.3. Riverside, Lennox and Raffertys HVAC systems to be checked and modified if required to supply a percentage of outside air without compromising the ability to heat or cool as well as ability to manage CO2 levels and automatic handling changeovers to use favourable outdoor weather temperatures.
- 11.4. Foyer HVAC systems to be adjusted to allow manual setting override for outside air intake and hot air exhaust.
- 11.5. Office HVAC system to be checked and modified if possible, to supply a percentage of outside air without compromising its ability to heat or cool.

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

How will we do this?

- 12.1. The venue main HVAC systems are regularly maintained, and filters checked, cleaned, or replaced when required. This is organised as part of the SLA carried by City of Parramatta Operations and carried out by A.G.Coombs.

3. Ventilation

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

How will we do this?

- 13.1. Venue HVAC contractor has been contacted and discussions had and advice provided by A.G.Coombs in relation to optimising indoor ventilation with the current systems.
- 13.2. A.G.Coombs have provided documentation on "how can HVAC systems be modified to reduce the likelihood of SARS-CoV-2 virus transmission? - <https://www.agcoombs.com.au/news-and-publications/advisory-notes/modifying-hvac-systems-to-reduce-sars-cov-2-transmission/>

4. Hygiene and Cleaning

Face masks are encouraged in indoor setting where it is difficult to maintain physical distance from others.

Businesses can require workers and customers to wear face masks in line with their face mask policy.

Note: Face masks must be worn by workers and attendees at music festivals being held in an indoor area with more than 1,000 attendees, unless exempt.

How will we do this?

- 14.1. Required face mask wearing in all auditoriums where 1.5m physical distancing is not possible, is listed as a condition of entry on both the website and at venue entry points. An announcement of this requirement is played prior to all performances.
- 14.2. Strongly recommended face mask wearing in foyers and courtyard, is notified to patrons at venue entry and through regular foyer/courtyard announcements.
- 14.3. Patrons may remove their masks to eat and drink and may be required to remove their masks to confirm their identify such as ID checks at the bar.
- 14.4. Staff must wear face masks in all public areas of the venue when the venue is open to the public or when interacting face to face with any visitor / contractor etc.
- 14.5. Disposable masks are available to visitors and staff at venue entry points along with Face Mask Exemption stickers.
- 14.6. Performers are not required to wear masks on stage

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

How will we do this?

- 15.1. Signage of correct method of handwashing located at all handwashing facilities
- 15.2. Touchless and pump action hand sanitisation stations are installed in key areas across all sites and nearby to bathroom facilities.
- 15.3. Toilet seat sanitiser sprays are located in all front of house bathroom stalls

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

How will we do this?

- 16.1. Pre-interval and post-performance OR daily for non-performance days; stock check and cleaning of front of house and administration bathrooms.
- 16.2. Post-performance / event stock check and cleaning of back of house bathrooms providing production company / venue hirer grant Riverside access.
- 16.3. Storage areas well stocked to ensure there is no shortage of supplies.
- 16.4. Regular check of hand dryers for correct function and working condition.

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

How will we do this?

- 17.1. Cleaning Standard Operation Procedure upgraded to include COVIDSafe cleaning which includes increased frequency..
- 17.2. Checklists for the daily cleaning of bathrooms, offices and meeting rooms installed, maintained and audited.
- 17.3. Frequency of cleaning increased during the hours public are onsite.
- 17.4. Disinfectant wipes available for staff to wipe down shared equipment.

4. Record Keeping

Consider having a record keeping method in place to support contact tracing if a person with COVID-19 visits the premises.

Note: Music festivals with more than 1,000 attendees must take reasonable steps to ensure that workers and customers check-in using the NSW Government QR code system when they enter the premises.

How will we do this?

- 18.1. It is optional for staff and visitors to sign in using the Services NSW app.
- 18.2. Service NSW QR Codes are available at the main entrances and stage door for those wanting to sign in using their own device.
- 18.3. The concierge tablets are available for use at the main entry and stage door for those wanting to sign in via this method.

Review the 'guidance for business with a worker who tests positive for COVID-19 available at <https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case> and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.

How will we do this?

City of Parramatta Council have devised a COVID-19 Guidance Notes document which includes procedures for the event a worker tests positive in the workplace. This full document is included as an attachment in the full COVID Safety Plan for Riverside. Included in this guidance document are procedures for:

- COVID-19 Positive Case (not work related)
- Suspected Workplace Exposure
- Community Exposure
- Ready Reckoner for Managing COVID at City of Parramatta
- CoP Workplace Exposure Risk Assessment - Methodology

Suspected Workplace Exposure procedure includes actions for line managers to:

- 19.1. Check on the welfare of the worker and offer support
- 19.2. Agree to a regular check-in during their isolation period.
- 19.3. Identify the day the worker undertook a test and the day when they first had symptoms.
- 19.4. If the worker has tested positive using a RAT, remind them about registering the positive result with NSW Health via the Service NSW App, or the Service NSW Website, or call 13 77 88.
- 19.5. Make sure they have the relevant information for self-isolation and managing the symptoms of COVID.
- 19.6. Inform the Executive Director of the directorate via your group manager.
- 19.7. Inform the WHS team who will raise a 'Sensitive' Vault entry.
- 19.8. Identify the days when the worker may have been infectious in the workplace (2 days prior to onset of symptoms or 2 days prior to test) and the locations where they worked.
- 19.9. Undertake cleaning per the NSW Health guidance. All areas used by any suspected or confirmed case of COVID-19 should be cleaned and disinfected. For hard surfaces, either detergent and water for cleaning followed by disinfectant solution (2-step clean), or use a combined detergent and disinfectant solution (2-in-1 clean). Specialist deep cleaning is not required.
- 19.10. Identify the workers who may have been in contact or worked with the COVID positive worker.
- 19.11. Assess the exposure risk for those workers (consult with your WHS Business Partner on the assessment).
- 19.12. Inform the workers who may have been exposed, their exposure risk and any actions that they may need to take. There is no need to identify the positive worker to others and you should take appropriate steps to respect their privacy.
 - For a Low risk exposure - Monitor for symptoms and if symptoms occur take a take a RAT or PCR and isolate until a negative result is received.
 - For a Moderate risk exposure - Follow NSW Health guidelines for Moderate risk contact. Take a RAT or PCR as soon as practicable and take another test on Day 6 following exposure and continue monitoring for symptoms. Do not attend work until a negative test is received.
 - For a High risk exposure - Follow NSW Health guidelines for High risk contact and advise self-isolation for 7 days. Take RAT or PCR as soon as practicable and a second test on Day 6 after exposure. Do not attend work for 7 days.
- 19.13. If workers are required to not attend work for isolation or testing purposes they should apply for Special Leave unless they can undertake their duties from home (work from home). Consult with your P&C Business Partner in relation to Special Leave.
- 19.14. When the worker who tested positive has completed their isolation period, check that they are symptom free prior to returning to the workplace. NSW Health should send them a text with a Medical Clearance after 7 days and there is no requirement for additional testing.
- 19.15. The worker who was positive for COVID should apply for Sick Leave during their isolation period.

4. Record Keeping

19.16. When submitting Sick Leave applications, a copy of the text received as a result of a positive test, or a copy of the text received for the Medical Clearance is sufficient evidence of a positive case.

19.17. Consult with your P&C Business Partner if the worker has a low Sick Leave balance (i.e. less than 20 days).

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify [SafeWork NSW](#) if a worker has tested positive and is hospitalised or dies. Visit <https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus> for more information.

How will we do this?

20.1. We will cooperate fully with NSW Health if we are contacted by them to discuss a positive case of COVID-19 at the venue

20.2. We will notify SafeWork NSW if one of our workers tests positive for COVID-19 and is hospitalised or dies.