

# **Arts Centre Melbourne COVIDSafe & Wellbeing Plan**

## **THEATRES BUILDING & HAMER HALL**

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## YOUR SAFETY AND WELLBEING

The Arts Centre Melbourne COVIDSafe & Wellbeing Plan details our commitment to your physical and mental health when visiting, working, or presenting with us during the coronavirus (COVID-19) pandemic.

The plan highlights our key control measures to mitigate the risk of COVID-19 transmission in our day-to-day operations, in line with current Victorian Government advice and restrictions.

### Our Values

Arts Centre Melbourne enriches the cultural, educational, social and economic lives of Victorians by bringing people together for remarkable experiences. What we do makes a difference in making Melbourne more creative and vibrant. Our values are what drives us and our commitment to this plan.

#### Equity

Fairness & Justice

#### Care More

A place for everybody

#### Leadership

Courage & Conviction

#### Creativity

A boundless imagination

#### Community

Working together

Our commitment to our team, artists and presenters and everyone who enters our doors is to provide an environment that is inclusive and meets the needs and expectations of people of all abilities. Whilst our COVIDSafe & Wellbeing Plan highlights key practices to ensure our communities of interest feel safe and welcomed with equity and dignity, the reimagining of our experience delivery is dedicated to providing an exceptional experience with inclusion at its heart.

### Our Governance

At the beginning of the COVID-19 pandemic, Arts Centre Melbourne set up a COVIDSafe and Wellbeing team to identify, develop, monitor, and update all COVIDSafe control measures for Arts Centre Melbourne venues. The COVIDSafe and Wellbeing team is responsible for advising, planning, and supporting the delivery of COVIDSafe events at Arts Centre Melbourne.

The team has implemented three lines of defence to monitor compliance with the Plan, and ultimately, protect all visitors to Arts Centre Melbourne venues:

1. All teams involved in the implementation and monitoring of COVIDSafe policies, procedures, and measures, including the use of COVIDSafe Check-in Marshals, and the Event Safety Officer as needed.
2. Specially trained team members in the Risk, Safety, and Security teams who are responsible for monitoring and, if necessary, enforcing compliance with COVIDSafe measures.
3. Internal and external audits of Arts Centre Melbourne's COVIDSafe policies, procedures, and their implementation.

Further information on how we bring our COVIDSafe & Wellbeing Plan to life can be found on our website in the guide [Your Safety & Wellbeing](#), a commitment to providing a safe venue for everyone to enjoy.

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## 1 Introduction

This COVIDSafe & Wellbeing Plan details our commitment to protecting the health and wellbeing of everyone who visits Arts Centre Melbourne during the COVID-19 pandemic. This includes our team members, hirers, presenters, contractors, and audiences.

It outlines our control measures that mitigate the risk of COVID-19 transmission, in line with current Victorian Government advice and restrictions. This includes information on where to access copies of our COVIDSafe & Wellbeing Plan: on our [website](#), and on Centre Stage for team members.

Every person entering Arts Centre Melbourne's venues and food and beverage (F&B) outlets is required to comply with current Victorian Government restrictions, complete the Service Victoria App check-in and be fully vaccinated to meet current health directions or government requirements.

We also expect our team members' vaccination status to meet current health directions or government requirements.

As we are in a dynamic public health situation, this will be a dynamic document, updated as circumstances change, subject to the Victorian Minister for Health and Chief Health Officer's advice, and regulatory changes. As new restrictions are announced Arts Centre Melbourne will apply them when appropriate to our current program and operations, ensure compliance with all relevant restrictions and mandates, and operate in accordance with the relevant approved Public Entertainment Framework (PEF) submission.

## 2 Version control

<b>1.0</b>	30/10/2020	Initial draft completed by D. Stenning, B. Oliver, D. Smart for review by selected Arts Centre Melbourne Directors, Executive Directors and CEO
<b>1.1</b>	07/11/2020	Updated activities permitted
<b>2.0</b>	13/11/2020	Updates to incorporate additional activities to with limited audience participation. Completed by D. Stenning, B. Oliver, D. Smart for review by selected Arts Centre Melbourne Directors, Executive Directors and CEO
<b>2.1</b>	22/11/2020	Updated in line with new restrictions and requirements in current guidelines
<b>3.0</b>	23/12/2020	Updates to incorporate additional activities to with limited audience participation. Completed by D. Stenning, B. Oliver, D. Smart for review by selected Arts Centre Melbourne Directors, Executive Directors and CEO
<b>4.0</b>	20/8/2021	Updated in line with new restrictions and requirements in current guidelines
<b>4.1</b>	18/11/2021	Updated in line with Mandatory Vaccination Directions and Open Premises Directions published 18 Nov 2021. Additional updates on 15 Dec 2021 in response to the new Public Health and Wellbeing Act (2008) Part 8A Framework and associated Directions from the Minister for Health (applicable to 12 Jan 2022).
<b>4.2</b>	22/03/2022	Updated in line with response to Omicron Variant impacts to operations, Pandemic Health Order legislation updates. Stay at home despite negative RAT result until symptoms have cleared.

### 3 (R) Our team

#### 3.1 Stay informed

- Keep up to date with all local and interstate government and travel restrictions.
- Follow the instructions issued to you or as provided by the Victorian Department of Health if you are notified that you have COVID-19 or are a Close Contact.
- Check in with your family and friends to see if anyone you know has tested positive for COVID-19, is awaiting a test result, or is experiencing flu-like symptoms.
- Read the CEO updates and communications from the COVIDSafe Planning team. Refer to the Centre Stage COVIDSafe and Wellbeing hub.
- Ask questions if you are unsure of what is required.

#### 3.2 Stay home if you have symptoms

Stay home, contact your manager or rostering contact, and do not attend work if you have any symptoms, no matter how minor. Symptoms include but are not limited to:

- fever, chills or sweats
- loss or change in sense of smell or taste
- cough
- vomiting & diarrhoea
- sore throat
- shortness of breath
- runny nose
- fatigue

If a team member develops symptoms while at work, they must:

1. immediately notify their supervisor or employer
2. leave the workplace, travelling by the least public means possible to get a RAT or PCR test.
3. stay home and isolate until they have received a negative test result, and away from work until symptoms have cleared. For prolonged symptoms, we may ask a staff member to seek a negative PCR test result.
4. seek further advice, if necessary, from your GP or the Victorian Government COVID-19 hotline.

#### 3.3 Check in

- Using the Service Victoria app, there are three separate locations, depending on which part of Arts Centre Melbourne you are visiting. These are:
  - Theatres Building and Protagonist
  - Hamer Hall
  - Sidney Myer Music Bowl
- On arrival you must check in separately at each site using the Service Victoria app.
- As per the latest version of Pandemic Health Orders, check-in is no longer required at Sunday Markets unless a person attempts to access one of the above locations.
- If you check in frequently, we recommend saving our locations as favourites in the Service Victoria app. This enables a quicker check in without the need to scan the QR code each time.
- If you cannot use the app, the Stage Door or Security team will help you enter your details using a tablet.

#### 3.4 Get vaccinated

Under the applicable Health Directions, all Arts Centre Melbourne team members who are required to work onsite, or somewhere away from their home must be double vaccinated, or be an excepted person as defined in the Pandemic Orders. Arts Centre Melbourne expects all team members to get vaccinated as soon as possible, and strongly encourages uptake of a third dose.

#### 3.5 Wearing of masks and other Personal Protective Equipment (PPE)

**Arts Centre Melbourne is taking a risk management approach to wearing face masks and has the following requirements:**

1. Directions for wearing masks throughout ACM will be communicated regularly through Centre Stage and the Communications Team.
2. The signage at Stage Door will indicate those directions.
3. Your mask must always be fitted correctly (covering nose and mouth).

4. If not mandatory, it is recommended that you wear a mask where physical distancing cannot be maintained, including in lifts, meeting rooms and other crowded areas.
5. You will need to wear a mask if:
  - a. you are a team member working in a customer-facing role
  - b. an authorised team member asks you to wear your mask. Authorised team members include:
    - i. COVIDSafe Marshal
    - ii. OH&S representative
    - iii. Safety or Security team member
    - iv. your supervisor/manager.

#### **Other requirements for face masks**

- If mandatory, a face mask may be removed:
  - a) where a team member is communicating with another person who is deaf or hard of hearing, and the ability to see the mouth is essential for communication;
  - b) during High Risk Work to reduce risk of miscommunication as long as physical distancing can be maintained; and
  - c) while eating and drinking – in which case, it must only be removed while maintaining physical distancing, and only for as long as is required to consume the food or drink.
- If not mandatory, all team members will be permitted and encouraged to continue to wear masks if it makes them feel more comfortable in their workplace.
- Team members working in customer-facing roles are recommended to wear P2/N95 respirator masks or surgical masks.
- Team members can use their own face mask provided they meet the Victorian Government face mask requirements, and the printing or design appropriately represents Arts Centre Melbourne.
- Whilst not mandatory, P2 and N95 respirator masks are available upon request from the Security office in each building.
- Disposable surgical or respirator masks must only be used once and then disposed of.
- Disposable masks must be disposed of immediately after use, preferably in a closed medical waste bin, however general waste may also be used.
- Disposable masks & respirators must be changed if they become damp / soiled or damaged in any way.

#### **Use of PPE for cleaning and control of other risks**

- If team members were previously required to wear PPE to control risks other than COVID-19 infections, then they should continue to do so.
- Gloves are recommended when cleaning and disinfecting. Disposable gloves can be disposed of with the general waste, preferably in a closed bin.
- Use of eye protection, masks and gowns is generally not required when undertaking routine cleaning unless the manufacturer's advice for a disinfectant product requires it.

### **3.6 Physical distancing**

- Wherever possible, it is recommended to keep 1.5m distance from other people.
- Be aware of groups or clusters of people forming, and respectfully ask the group to space themselves out more.
- Hold briefings or tool box talks outside or in large areas so that team members can maintain their distance – especially if masks are not worn.
- Avoid carpooling to work with people outside of your household.
- Ensure meeting spaces do not exceed the room's capacity limit (if applicable, indicated on signs on the door).

### **3.7 Practice Good Hygiene**

- Use soap and take at least 20 to 30 seconds to wash your hands. If you cannot wash your hands, use alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol.



- Handwashing should occur frequently and thoroughly, especially when undertaking the following tasks:
  - on arrival at site
  - before handling food
  - after smoking, coughing, sneezing, blowing your nose, eating or drinking, and using the toilet
  - before or after touching face, hair, scalp, mouth, nose or ear canal
  - after handling rubbish and other waste
  - after handling money or bank cards
  - after handling shared equipment
  - before and after cleaning
  - before and after removing gloves, masks, or other PPE (if used).
- Before and after using shared desks or workspaces, wipe down shared items such as computers and keyboards, telephones, hard-covered chairs, EFTPOS machines and other equipment with appropriate anti-bacterial or electronic wipes.

### 3.8 Training

- All staff must be up to date with Masterclass COVIDSafe training or have completed their induction modules.
- Customer Service team members will receive briefings prior to each event that explains the COVIDSafe requirements of the event e.g. density quotients, cleaning.
- Back-of-house team members will receive training on how to safely share equipment and which equipment is for their individual use only.

### 3.9 Onsite Rapid Antigen Testing for Exposed Persons & Symptomatic Staff

- Where available and ready for use, any person who develops symptoms during their work on an ACM site will undertake a RAT before departing the site to identify a potentially infectious person as quickly as possible. The detailed procedure for this is outlined in the **Exposed Persons & Symptomatic Staff Standard Operating Procedure**.
- Where a person is asymptomatic but has been identified as a high-risk workplace contact they are strongly encouraged to undertake daily testing for five days post-exposure. They may do so onsite.
- Surveillance Testing is implemented as an additional risk mitigation tool for higher risk events, cohorts, or as an outbreak prevention & management tool. This is larger scale, planned testing for asymptomatic persons.

## 4 (R) Arts Centre Melbourne's responsibilities

Arts Centre Melbourne takes very seriously its responsibilities to ensure the safety of all team members, hirers, contractors, visitors, and audiences attending any Arts Centre Melbourne location.

### 4.1 Service Victoria App check-in

Arts Centre Melbourne is responsible for posting all Service Victoria app check-in details / QR codes at all entry points and Stage Doors. COVIDSafe Check-in Marshals will be posted at all entry points and all F&B outlets, in line with current Victorian Government requirements.

#### 4.1.1 COVIDSafe Check-in Marshal

- Responsible for ensuring each person who enters a venue completes check in using the Service Victoria app.
- If a person refuses to show evidence of a successful check-in, the COVID Check-in Marshal can ask that person not to enter the venue.
- If the person does not comply with the request, the COVID Check-in Marshal is not required or encouraged to enforce the refusal of entry.
- COVID Check-in Marshals are encouraged to contact the Security team or Victoria Police if support is required.



## 4.2 Hygiene and cleaning

### 4.2.1 Workplace hygiene measures

The following practices have been implemented at Arts Centre Melbourne to encourage team members and visitors to practise good hygiene:

- Establishing hygiene stations (with hand sanitiser) at entrances and throughout the premises to encourage team members and visitors to practise hand hygiene.
- Ensuring there is hand soap and drying facilities in all bathrooms.
- Avoiding sharing of equipment including phones, desks, offices, tools and other equipment. If it is necessary to share items protocols for cleaning these items are incorporated within a risk assessment.
- Providing workers with their own personal equipment where possible.
- Only accepting contactless payment and no cash handling.
- Restricting consumables to single use only.
- Arts Centre Melbourne provides P2 respirators for team members who wish to wear them when they are working in close quarters with others e.g. radio microphone fittings, hair and makeup applications. Safety team members will be available to assist with correctly fitting P2 respirators.

### 4.2.2 Cleaning

The **Arts Centre Melbourne Cleaning Framework – COVID-19** outlines cleaning requirements and responsibilities. It includes standard cleaning regimes for team members and contract cleaners including hourly cleaning of high touch points, and deep cleaning if required after the identification of a probable or confirmed COVID-19 case.

Arts Centre Melbourne has implemented the following additional measures to protect team members and visitors:

- Applying Zoono Z-71 Microbe Shield on identified high touch points with a program of regular swab testing and reapplication when required.
- Implementing an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms and displaying cleaning logs to monitor frequency of cleaning.
- Regularly cleaning workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines.
- Reducing high touch points where possible by implementing contactless payment, laminating documents so they can be cleaned in between each use and removing communal and self-service equipment.
- Providing cleaning supply caddies at key areas throughout Arts Centre Melbourne worksites. These are replenished by our contract cleaners.

## 4.3 Density quotients

- Signage is displayed indicating total capacity for each space under current density quotient restrictions where they may apply under current Pandemic Orders.
- Where team members are engaging in activities with customers, team members are included in the square metre rule.
- Each separate area is to be separated by permanent structures or be a discrete area of the premises that is sufficiently separated from any other area of the premises.

## 4.4 Ventilation and enclosed spaces

- All windows and doors in enclosed spaces that can be opened will be opened during operating times whenever safe to do so.
- Facilities team ensure windows and Heating, Ventilation and Air Conditioning (HVAC) systems are set up for optimal airflow at the start of each workday or shift if team members are unable to open certain windows and doors.
- Facilities team reviews Arts Centre Melbourne's ventilation and HVAC systems regularly for maximum efficiency and hygienic conditions when operating.
- In 2021, higher grade air filters were installed in the Theatres Building and Sidney Myer Music Bowl to improve the level of air filtration. Hamer Hall's filtration was upgraded in 2012.

## 4.5 Incident management & Outbreak response

Arts Centre Melbourne has a response plan ready for the possibility of a confirmed or probable case of COVID-19 at any of our premises. Manager and Team Member guides are available in the Procedure Centre on Centre Stage and include the following steps:

- Notifying a manager as soon as any person has or develops any symptoms, or reason to believe they may be a confirmed or probable case.
- Notifying the COVIDSafe Team (covidSAFE@artscentremelbourne.com.au ) and the Team Member's line manager of a positive test result as soon as practicable after the result is received.
- Determining what areas of Arts Centre Melbourne were visited, used, or impacted by the case.
- Conducting additional precautionary cleaning where additional risk is reasonably identified in certain workspaces.
- Communicating with all affected team members regarding their next steps.
- Contacting any team members who have been determined to be Workplace Contacts in consultation with their manager, providing them directions based on whether they display symptoms, ensuring they have all necessary supports to comply, and understand the directions provided to them.
- Notifying the Victorian Department of Health, as required under Pandemic Orders, through the [Outbreak Notification Form](#) if five or more persons are diagnosed with COVID-19 within 7 days.
- Where required, the Director, Risk Management or their delegate may stand up an Incident Response Team at their discretion, or for events where strategic or critical operations, or business continuity are under threat.
- Respecting the privacy of any person with a confirmed case of COVID-19 and treating their condition with understanding and compassion. We will check in on their wellbeing regularly during self-isolation and monitor their mental health.

## 4.6 Food and beverage

### 4.6.1 Requirements for all Arts Centre Melbourne outlets

- Deep clean the premises before opening as per the F&B policy uploaded in FoodHub.
- Set up the venue to meet Victorian Government physical distancing requirements and density quotients.
- Ensure all customers have completed Service Victoria App check-in.
- Display hygiene, physical distancing and wayfinding signage to emphasise to team members and customers the shared responsibility on all of us to stay safe.
- Minimise condiments on tables and remove communal and self-service equipment to reduce touch points.
- Continue to use cutlery, crockery and beverage containers with appropriate hygiene, cleaning and sanitation processes in place or use disposable, single-use food and beverage containers, cutlery and crockery.
- Menus will be laminated and sanitised after each use or noncontact signage will be used i.e. digital screens to display menus.
- Use physical barriers, such as plexiglass screens, at counters where interactions with customers frequently occur.
- Tables to be cleaned after every service. Surfaces are cleaned when visibly soiled and immediately after a spill on the surface.

### 4.6.2 Kitchens

- Continue to adhere to the food safety program via FoodHub.
- Additional deep cleaning and sanitising policy via FoodHub.
- Single-use face mask time limit policy via FoodHub.
- As is usual practice, team members who handle food must have access to appropriate handwashing facilities and must wash and dry their hands:
  - before handling food
  - between handling raw food and food that is ready to eat, such as pre-cooked food and salads
  - after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet

- after touching hair, scalp, mouth, nose or ear canal
- after handling rubbish and other waste
- after handling money or bank cards
- before and after cleaning
- before and after fitting or removing masks, gloves, and other PPE (if used).
- The density quotient does not apply to team members in kitchens that are workplaces, but team members working in the kitchen must practise physical distancing where possible.
- The use of the kitchen is exclusive to kitchen staff only. No suppliers or any other non-kitchen staff are permitted inside of the kitchen.
- The wearing of masks indoors is currently required in all workplaces unless an exemption applies.

#### 4.6.3 Cleaning

- All perishable food such as fresh fruit and vegetables should be cleaned as usual. Do not use soap, disinfectants or detergents to wash food. These cleaning products are not designed for human consumption and may be unsafe to use with food.
- If required, and safe to do, food packaging can be sanitised with common household disinfectants such as alcohol-based sanitiser.
- All goods received and distributed via the loading dock must follow the guidelines in the food safety program via FoodHub.

## 5 (R) Working with us

### 5.1 Your responsibilities

This section outlines your responsibilities if you are working with Arts Centre Melbourne as a hirer, presenter, artist, contractor, or other visiting worker. Further help information is available on the [Victorian Government coronavirus website](#) and [WorkSafe Victoria website](#).

#### 5.1.1 COVIDSafe Plan

- You must provide Arts Centre Melbourne a copy of your COVIDSafe Plan. If these contradict, the Arts Centre Melbourne COVIDSafe & Wellbeing Plan will prevail. This includes subcontractors sharing a worksite with another employer.
- Where an artist is not part of an organisation/company they will be required to comply with all requirements as outlined in their contract and Arts Centre Melbourne's COVIDSafe & Wellbeing Plan.
- The relevant Arts Centre Melbourne contact will ensure hirers, contractors and touring companies are aware of and comply with the Arts Centre Melbourne COVIDSafe & Wellbeing Plan.
- There may be some site-specific elements of a COVIDSafe Plan that a subcontractor is not able to fill out themselves if they do not manage the site (such as screening and collecting records of all site visitors). In such instances, it is recommended that the subcontractor adopt the site-specific elements of the main employer or operator of the worksite to ensure that they are consistent.
- Before coming onsite, work with your Arts Centre Melbourne contact person to confirm your COVIDSafe Plan and complete any necessary risk assessments.

#### 5.1.2 Stay informed

- Keep up to date with all local and interstate government and travel restrictions.
- Follow the instructions issued to you or as provided by the Victorian Department of Health or other relevant interstate government health authority if you are notified that you have COVID-19 or are a Close Contact.
- Check in with your family and friends to see if anyone you know has tested positive for COVID-19, is awaiting a test result, or is experiencing flu-like symptoms.
- Keep up to date with changes to restrictions in Victoria.
- Stay in touch with your Arts Centre Melbourne contact to make sure you understand our processes.

#### 5.1.3 Stay home

Stay home and do not enter our venues if you have any symptoms, no matter how minor. Symptoms include but are not limited to:

- |   |                       |
|---|-----------------------|
| • fever, chills or sweats                   | • sore throat         |
| • loss or change in sense of smell or taste | • shortness of breath |
| • cough                                     | • runny nose          |
| • vomiting & diarrhoea                      | • fatigue             |

- No team members, contractors, presenters or visitors showing any symptoms will be allowed to enter an Arts Centre Melbourne site unless they provide evidence of a negative PCR test result.
- If any person develops symptoms while on site, they must report this to their relevant manager or contact and if possible, conduct a Rapid Antigen Test and leave site as soon as practicable after symptoms are identified.
- However, should a Team Member develop any symptoms after commencing work, they must advise their supervisor or employer immediately. In this instance, the supervisor or employer gives the following directions to the Team Member:
  1. To ensure they are wearing appropriate PPE correctly at all times until they are in isolation at their place of residence,
  2. To seek testing as soon as possible (which may be on site if a RAT kit is available), advise us of the result as soon as it is received, and
  3. To leave the workplace and not return until they have received a negative result, and their symptoms have fully cleared.

#### 5.1.4 Check-in

- On arrival you must check in separately at each site using the Service Victoria app.
- If you cannot use the app, Security at Stage Door will help you manually enter your details via tablet.
- Any person who accesses any Arts Centre Melbourne site for any reason, no matter how brief, must check in.

#### 5.1.5 Get vaccinated

Arts Centre Melbourne expects that all contractors, presenters, hirers, and performers' vaccination status will meet the current Victorian Government requirements and health directions. Confirmation of the vaccination status of anyone working on site will be confirmed through submission of an attestation. Any contractors, presenters, hirers or performers under 18 years will have their vaccination status checked as per current government guidelines.

#### 5.1.6 Physical distancing

- Wherever possible and safe, it is recommended that you keep 1.5m distance from other people.
- Be aware of groups or clusters of people forming, and respectfully ask the group to space themselves out more.
- Attend briefings or toolbox talks outside or in large areas so that team members can maintain their distance, especially if not wearing masks.
- Avoid carpooling to work with people outside of your household.
- Ensure meeting spaces, dressing rooms or small spaces do not exceed the room's capacity limit if they are in place (indicated using signs on the door).

#### 5.1.7 Masks and PPE

Arts Centre Melbourne follows the current government requirements and Arts Centre Melbourne's OH&S policy for wearing and carrying masks.

1. The signage at Stage Door will indicate current requirements.
2. Your mask must be fitted correctly (covering nose and mouth) at all times.
3. If not mandatory, it is recommended that you wear a mask where physical distancing cannot be maintained, including in lifts, meeting rooms and other crowded areas.
4. You will need to wear a mask if:
  - a. you are a team member working in a customer-facing role
  - b. an authorised team member asks you to wear your mask. Authorised team members include:
    - i. COVIDSafe Marshal
    - ii. OH&S representative
    - iii. Safety or Security team member
    - iv. your supervisor/manager.

#### Other requirements

- If mandatory, a face mask may be removed:
  - where a team member is communicating with another person who is deaf or hard of hearing, and the ability to see the mouth is essential for communication;
  - during High Risk Work to reduce risk of miscommunication as long as physical distancing can be maintained; and
  - while eating and drinking – in which case, it must only be removed while maintaining physical distancing, and only for as long as is required to consume the food or drink.
- If not mandatory, all team members will be permitted and encouraged to continue to wear masks if it makes them feel more comfortable in their workplace.
- Team members working in customer-facing roles are recommended to wear P2/N95 respirator masks or surgical masks.
- Team members can use their own face mask provided they meet the Victorian Government face mask requirements, and the printing or design appropriately represents Arts Centre Melbourne.

- Whilst not mandatory, P2 and N95 respirator masks are available upon request from the Security office in each building.
- Disposable masks & respirators must only be used once and then disposed of.
- Disposable masks must be disposed of immediately after use, preferably in a closed medical waste bin, however general waste may also be used.
- Disposable masks & respirators must be changed if they become damp / soiled or damaged in any way.

### Use of PPE for cleaning and control of other risks

- If persons were previously required to wear PPE to control risks other than COVID-19 infection, then they should continue to do so.
- Gloves are recommended when cleaning and disinfecting. Disposable gloves can be disposed of with the general waste, preferably in a closed bin.
- Use of eye protection, masks and gowns is generally not required when undertaking routine cleaning unless the manufacturer's advice for a disinfectant product requires it.

### 5.1.8 Practice Good Hygiene

- Use soap and take at least 20 to 30 seconds to wash your hands. If you cannot wash your hands, use alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol.
- Handwashing should occur frequently and thoroughly, especially when undertaking the following tasks:
  - on arrival at site
  - before handling food
  - after smoking, coughing, sneezing, blowing your nose, eating or drinking, and using the toilet
  - before or after touching face, hair, scalp, mouth, nose or ear canal
  - after handling rubbish and other waste
  - after handling money or bank cards
  - after handling shared equipment
  - before and after cleaning
  - before and after removing gloves, masks, or other PPE (if used).
- Before and after using shared desks or workspaces, wipe down shared items such as computers and keyboards, headsets, telephones, hard-covered chairs, EFTPOS machines and other equipment with appropriate anti-bacterial or electronic wipes.

## 5.2 Schools

- Visitors under 18 years are no longer required to provide evidence of their vaccination status upon arrival at Arts Centre Melbourne.
- All visitors over 18 years are required to be fully vaccinated and provide evidence of their vaccination status upon arrival.
- If a student in a school group is 18 years old and there is a teacher present, the student will not be required to show proof of vaccination status.
- All accompanying adults with a school group must check in using the Service Victoria app. Teachers are responsible for retaining a record of all students with them visiting Arts Centre Melbourne for contact tracing purposes. Security has alternative methods to check in if a visitor cannot use the Service Victoria app.
- All members of a school group must carry a mask with them and must wear it in line with current Victorian Pandemic Orders and health directions, as well as Arts Centre Melbourne's Conditions of Entry.

## 5.3 Performers, support crew and technicians

- Limit the number of personnel in the back of house areas during rehearsal and performance times to essential personnel for the minimum required duration only.
- Consider staggered arrival and departure times of performers, support crew and technicians to avoid congestion at entry points to the venue.



- Performers, support crew and technicians to comply with displayed density quotient restrictions for each area within back of house, where they may apply.
- The distance between the stage/performers and the audience will be in line with the approved PEF submission for that venue having considered the risk assessment and current guidelines.
- Performers must follow current government requirements for wearing masks except where it inhibits their performance during rehearsals and performance (e.g. actors, singers, wind instrument players).
- Performers requiring physical exertion as part of their performers (e.g. dancers, circus performers) are not required to wear masks during rehearsals and performance.
- Performers must follow current government guidelines for wearing and carrying masks at all other times.
- All technicians and support crew must follow current government guidelines for wearing and carrying masks at all times.
- Arts Centre Melbourne provides P2/N95 respirators for team members who wish to wear them when they are working in close quarters with others e.g. radio microphone fittings, hair and makeup applications. Safety team members will be available to assist with correctly fitting P2/N95 respirators.
- All performers, support crew and technicians should maintain at least 1.5m physical distance from each other where possible or other risk mitigation strategies are reviewed and implemented.
- Singers and musicians playing wind instruments should maintain 2 meters distance from each the audience, from each other and from others in the band/ensemble/orchestra where practicable or other risk mitigation strategies are reviewed and implemented.
- Hand hygiene practices should be strictly followed and always promoted in all back of house areas.
- Hygiene stations distributed throughout the back of house areas including side of stage, rehearsal rooms and green rooms. All performers, technicians to have easy access to both hygiene stations and hand washing facilities.
- Consider options for rehearsing, meetings and toolbox talks in large well-ventilated areas or even outdoors if practicable.

#### 5.4 Equipment and cleaning

- Arts Centre Melbourne Standard Operating Procedures for handling, distribution, and cleaning of equipment to be communicated to performers and technicians and followed.
- Provide performers with the option to do handle their own props, costumes and technical equipment under the guidance of back of house technicians.
- Sharing of equipment including microphones, instruments, tools and technical gear should be avoided.
- Provide additional time at the end of the day to ensure the cleaning and sanitisation of equipment used.
- Regular cleaning and sanitising of high touch surfaces in all back of house areas.



## 6 (R) Visiting us (Theatres Building and Hamer Hall)

### 6.1 Prior to arrival

#### 6.1.1 Ticketing

- Once visitors have selected their preferred location in the event, they must agree to Arts Centre Melbourne's [Terms and Conditions of Purchase](#) and [Privacy Policy](#), which include COVID-19 specific [Conditions of Entry](#).
- Customers are then sent an "important event information" email, which includes details of contact tracing requirements, our COVIDSafe & Wellbeing Plan and policy if someone cannot attend due to illness.

#### 6.1.2 Stay informed

- Keep up to date with all local and interstate government and travel restrictions.
- Follow the instructions issued to you or as provided by the Victorian Department of Health or other relevant interstate government health authority if you are notified that you have COVID-19 or are a Close Contact.
- Check in with your family and friends to see if anyone you know has tested positive for COVID-19, is awaiting a test result, or is experiencing flu-like symptoms.
- Keep up to date with changes to restrictions in Victoria.

#### 6.1.3 Feeling unwell

Stay home and do not enter our venues if you have any symptoms, no matter how minor. Symptoms include but are not limited to:

- |   |                       |
|---|-----------------------|
| • fever, chills or sweats                   | • sore throat         |
| • loss or change in sense of smell or taste | • shortness of breath |
| • cough                                     | • runny nose          |
| • vomiting & diarrhoea                      | • fatigue             |

No team members or visitors showing any symptoms will be allowed to enter an Arts Centre Melbourne site and will be encouraged to get tested for COVID-19 as soon as possible.

#### 6.1.4 Vaccination

As per government guidelines, entry to Arts Centre Melbourne is only permitted upon presenting proof of vaccination or legal exemption unless under the age of 18. Arts Centre Melbourne strongly encourages all visitors to get vaccinated against COVID-19 as soon as possible.

#### 6.1.5 Schools

- Visitors under 18 years are no longer required to provide evidence of their vaccination status upon arrival at Arts Centre Melbourne.
- All visitors over 18 years are required to be fully vaccinated and provide evidence of their vaccination status upon arrival.
- If a student in a school group is 18 years old and there is a teacher present, the student will not be required to show proof of vaccination status.
- All accompanying adults with a school group must check in using the Service Victoria app. Teachers are responsible for retaining a record of all students with them visiting Arts Centre Melbourne for contact tracing purposes. Security has alternative methods to check in if a visitor cannot use the Service Victoria app.
- All members of a school group must carry a mask with them and must wear it in line with current Victorian Pandemic Orders and health directions, as well as Arts Centre Melbourne's Conditions of Entry.

#### 6.1.6 Access to Arts Centre Melbourne's COVIDSafe & Wellbeing Plan

As part of keeping everyone safe Arts Centre Melbourne will ensure that everyone has access to our COVIDSafe & Wellbeing Plan. It is available on our website [here](#).

### 6.2 At the venue

#### 6.2.1 Car parks

- The Arts Centre Melbourne car park is owned and operated by Arts Centre Melbourne. Contactless payment and access to the car park is available. Valet parking is not currently available.

### 6.2.2 Contact tracing, check-in, and vaccination status

- Entry will only be available at a designated point and time. Please arrive at least 45 minutes prior to the performance to enable your safe and efficient entry to our venues.
- Every person visiting the Theatres Building and/or Hamer Hall must check in with the Service Victoria app, even if they have already provided their details when purchasing tickets. This check-in will require all persons to include confirmation of their vaccination status in accordance with the Victorian Pandemic Orders.
- Customers who cannot check in using the Service Victoria app can have their details collected via a staff member using a tablet.

### 6.2.3 Masks

- Face masks are strongly recommended as per Victorian Government directions.

### 6.2.4 Cloakrooms

- Please note only items smaller than an A4 sheet of paper will be permitted inside the venue. We strongly recommend that you do not bring large or unnecessary items into our venues.

### 6.2.5 Entry and exit

- Entrances and exits will be marked indicating the flow of movement. Additional flow signage will be indicated at potential pinch points to assist in flow and prevention of congestion.

### 6.2.6 Seating and density quotients

- All seating arrangements will be set up in line with any government restrictions and density quotients at the time. Signage will be in place to ensure physical distancing is maintained in all areas that require queues.
- Where density quotients do not apply to theatres and performing arts venues, other mitigation strategies and measures are taken to reduce the risk of COVID-19 transmission, such as those detailed in this plan.

### 6.2.7 Hygiene

- Our venues are cleaned and disinfected multiple times per day and high touch points are sanitised every hour with Zoono Z-71 Microbe Shield.
- We have installed high grade air filtration in all our indoor venues' ventilation systems, helping to keep our venue air quality regularly refreshed with outside air.
- Signage is displayed throughout Arts Centre Melbourne to help you maintain physical distancing and adhere to density quotients and capacity limits in lifts.
- Sanitising stations are located at entrances and exits to all venues, events, and activity spaces.
- Arts Centre Melbourne is a cashless organisation – all points of payment in all areas (tickets, parking, retail, cafes and bars) accept Visa, Mastercard and American Express payments.

## 6.3 Dining with us

- Every person visiting our cafés, bars and restaurants must check in with the Service Victoria QR code. Customers who cannot register using the QR code can have their details collected manually.
- Masks are strongly recommended as per the current Victorian Government restrictions
- Toilets remain accessible for all users of our café and bar areas.
- Physical distancing measures:
  - QR code food service ordering is available.
  - Tables and seating are configured in line with current density quotients as stipulated by the Victorian Government.
  - Group sizes are limited by current restrictions for indoor and outdoor dining.
- Hygiene measures:
  - Tables will be cleaned between groups.
  - Communal and self-service equipment is removed.
  - Plexiglass shields have been installed at counters.

## 6.4 Conferences, meetings and events

- Corporate and private events will be guided by the current Victorian Government guidelines. If a Victorian Government mask mandate is in force, all guests attending an event must wear masks unless eating and drinking.
- Customers must use the Service Victoria app to check-in upon arrival.
- Catering requirements will be based on current restrictions. Catering could include but is not limited to: individualised lunch packages, bespoke, table service.
- Regular cleaning of high touch surfaces is conducted throughout the event and during breaks.
- All event spaces are regularly checked to ensure high ventilation and air quality.

## 6.5 Exhibition spaces

### 6.5.1 Australian Music Vault

- The Australian Music Vault remains free for all visitors.
- A designated pathway is signposted in the space to help visitors maintain physical distancing.
- Hand sanitiser is available throughout the exhibition, and interactives and high touch points are disinfected following each session.
- Antibacterial wipes are available at all touch point exhibits to allow visitors to undertake extra cleaning precautions should they choose to do so.

## 6.6 Sunday Market

- Stalls will be spaced out at the market to assist with physical distancing.
- Signage will be displayed to ask stallholders for permission before touching or trying out items.
- An Arts Centre Melbourne team member will be available during the market to assist you with following our COVIDSafe & Wellbeing Plan.
- Hand sanitiser will be available throughout the market.
- Masks wearing will be as per the current Victorian Government restrictions unless you have a legal exemption.
- All vendors to the Sunday Market must check-in with the Service Victoria app.

## 6.7 After the event

### 6.7.1 Leaving the venue

- Exits will be clearly marked and customers will be assisted to exit the venue while maintaining physical distancing.
- In the event of an emergency evacuation, it may not be possible to maintain social distancing.
- Arts Centre Melbourne has an incident response procedure in place. See section 4.5 for details.

### 6.7.2 Confirmed or Probable COVID-19 cases

- All attendees are asked to contact Arts Centre Melbourne if they test positive to COVID-19 after having attended an event, so that we can respond to any potential transmission risks to other attendees, staff, or performers.

## 7 Considerations

Arts Centre Melbourne has an obligation to ensure that our venues are operating in a COVIDSafe manner.

In developing this plan, we have referenced several sources including:

- *COVIDSafe Plan – Information and resources to help your business prepare a COVIDSafe Plan* from <http://www.coronavirus.vic.gov.au>
- *Live Performance Australia – Guidelines for COVIDSafe Auditions, Rehearsals and Performances, August 2020*
- *Arts and Cultural Guidelines for coronavirus (COVID-19): Return to Business June 2020*

### Our legislative context

Arts Centre Melbourne has actively consulted with team members and health and safety representatives on matters related to health and safety that directly affect, or are likely to directly affect, them. This has included the COVIDSafe & Wellbeing Plan, what control measures should be put in place to eliminate or minimise the risk of transmission, and the adequacy of facilities, such as for handwashing, for team members and customers.

The Victorian *Occupational Health and Safety Act 2004* (OHS Act) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about occupational health and safety. The *OHS Act 2004* seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the health and safety of the public is not put at risk by work activities. This includes preventing, and where prevention is not possible, reducing, risks to health and safety associated with potential exposure to COVID-19.

Team members can raise any concerns via their managers, safety representatives, the Health, Safety and Environment team, the People team and [talkto@artscentremelbourne.com.au](mailto:talkto@artscentremelbourne.com.au).

Arts Centre Melbourne's COVIDSafe & Wellbeing Plan has been developed having regard to the principles and obligations under the OHS Act and in conjunction with recommendations from the Victorian Department of Health and the World Health Organization (WHO). Organisations that may audit us against our compliance obligations are as follows:

- Victoria Police and Authorised Officers may conduct spot checks of venues to ensure compliance with the directions of the Chief Health Officer and check COVIDSafe Plans.
- WorkSafe Victoria will continue compliance and enforcement action under the *OHS Act 2004*.
- Other authorities such as local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.
- Victorian Department of Health and WorkSafe Victoria will coordinate intelligence and information on businesses that are non-compliant.
- WorkSafe Victoria will continue compliance and enforcement action under the OHS Act. For information on health and safety requirements under the OHS Act, organisations should refer to [WorkSafe Victoria's website](#) or contact its advisory service on 1800 136 089.

## 8 Appendix

### 8.1 Definitions

Key Term	Definition
Arts Centre Melbourne	The Victorian Arts Centre Trust trading as Arts Centre Melbourne.
<b>Chief Executive Officer (CEO)</b>	The Chief Executive Officer of Arts Centre Melbourne.
<b>Client</b>	Any person or business organising an event at Arts Centre Melbourne. Using a corporate/private specific event.
<b>Contractor</b>	Any person or business that is engaged by a client, presenter or Arts Centre Melbourne to perform a service or to provide labour to an event or job.
<b>Customer</b>	Any person or organisation that is visiting the venue, food and beverage outlet, or using the car park
<b>Director</b>	A member of Arts Centre Melbourne Management who reports directly to an Executive Director or the CEO and has responsibility for leading a Business Unit.
<b>Executive Director</b>	A member of the Executive management team and a direct report to the CEO.
<b>Manager</b>	A senior employee who directs the work of other Arts Centre Melbourne team members within a specific segment or unit of the business.
<b>Presenter</b>	Any person or business organising an event at Arts Centre Melbourne. Usually a performing arts specific event.
<b>Supplier</b>	Any person or business that is engaged in delivering or collecting items on behalf of a client, presenter or Arts Centre Melbourne.
<b>Team member</b>	An individual who is: <ul style="list-style-type: none"> <li>a) employed directly by Arts Centre Melbourne;</li> <li>b) indirectly employed through Arts Centre Melbourne (including by way of a consultancy, agreement or contract) such as through funds administered by Arts Centre Melbourne; or</li> <li>c) a temporary employee.</li> </ul>
<b>Visitor</b>	Any person visiting our venues to attend or participate in an event at Arts Centre Melbourne or anyone that utilises the Arts Centre Melbourne car park and venue thoroughfare.

## 8.2 Referenced documents list (alphabetical order)

Reference	Description
<i>Arts Centre Melbourne Cleaning Framework – COVID-19</i>	Document that outlines cleaning requirements and responsibilities for contract cleaners and Arts Centre Melbourne team members to prevent spread of the COVID-19.
<i>Arts Centre Melbourne COVIDSafe &amp; Wellbeing Plan</i>	Plan for Arts Centre Melbourne team members on how to open a facility, area or manage an event in accordance with current Victorian COVID-19 requirements.
<i>Confirmed Case Procedure</i>	Operational procedure to follow if any team member develops symptoms or receives notification of a potential or confirmed positive case of COVID-19.
<i>Return to Work Modules</i>	Program online to prepare team members around new requirements for returning to the physical workplace.
<i>Risk Assessment COVID-19 General 2020</i>	A template developed outlining COVID-19 risk mitigations to be used across all Arts Centre Melbourne venues and sites, and any off site locations where Arts Centre Melbourne staff may be present.
<i>Risk Assessment - Production Activities</i>	A detailed risk assessment used for all production activities and includes risks and mitigation strategies for equipment and scenarios relating to COVID-19.
<i>029 Loading Dock Procedure</i>	This procedure is to specify the loading dock operational requirements to allow timely, efficient and safe delivery into our venues.
Standard Operating Procedures <ul style="list-style-type: none"> <li>• <i>SOP - Rapid Antigen Surveillance Testing for Asymptomatic Persons</i></li> <li>• <i>SOP – Rapid Antigen Testing for Exposed Persons &amp; Symptomatic Staff</i></li> <li>• <i>SOP - COVID-19 Production Stage Work</i></li> <li>• <i>SOP - COVID-19 Production Stage Work</i></li> <li>• <i>SOP_ALL_GEN_PPE_COVID19V2</i></li> <li>• <i>SOP_ALL_GEN_Work_Station_Sanitisation,</i></li> <li>• <i>SOP_SX_GEN_Microphone_Sanitisation</i></li> <li>• <i>SOP_SX_GEN_COVID_RX_Mic_Plot</i></li> <li>• <i>SOP_SX_GEN_Microphone_Sanitisation v2</i></li> <li>• <i>SOP_SX_GEN_Orch_Mic_Turnover_Sanitisation</i></li> <li>• <i>SOP_SX_GEN_RXMic_InEars_COVID19</i></li> </ul>	Series of Standard Operating Procedures to address new requirements of cleaning or safety to combat COVID-19 spread of infection within Production events.