

Arts Centre Melbourne COVIDSafe & Wellbeing Plan

Theatres Building, Hamer Hall & Sidney Myer Music Bowl

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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, with consideration for 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, and Event Safety Officers 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, we 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 compliance with our obligations under Workplace Safety legislation.

2 Version control

1.0	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
1.1	07/11/2020	Updated activities permitted
2.0	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
2.1	22/11/2020	Updated in line with new restrictions and requirements in current guidelines
3.0	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
4.0	20/8/2021	Updated in line with new restrictions and requirements in current guidelines
4.1	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).
4.2	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.
4.3	13/05/2022	Updated in line with change to Pandemic Orders effective April 22 2022. No vaccination or check-in requirement for visitors. Merging of separate plans for Theatres/Hamer & SMMB into single plan. Service Victoria QR Code app retired.

3 (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.

3.1 Vaccination

All Arts Centre Melbourne team members who are required to work onsite, or somewhere outside their home must be double vaccinated or be an excepted person. Arts Centre Melbourne expects all team members to get vaccinated against COVID-19 as soon as possible, and to provide relevant records to ACM via the Masterclass vaccination module. No team member is permitted on site if they have not provided evidence of being double vaccinated.

ACM strongly encourages uptake of a third dose.

3.2 Hygiene and cleaning

3.2.1 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 are able to wear them when they are working in close quarters with others e.g. radio microphone fittings, hair and makeup applications, escalator duties. Safety team members will be available to assist with correctly fitting P2 respirators.

3.2.2 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.

3.3 Density quotients & Physical Distancing

- No density quotient restrictions currently apply. Shift briefings and toolbox talks, wherever possible, must be held outdoors or in large, well-ventilated spaces to ensure physical distancing can be maintained.

3.4 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.

3.5 Personal Protective Equipment (PPE) & Masks

- ACM will continue to provide surgical masks and Respirator (P2 / N95) masks to any team member that requests use of one, or where they are required under this plan or their use is required via a risk assessment.

3.6 Case Identification, 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. The Confirmed Case Procedure, 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 and are onsite during their infectious period 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.

3.7 Food and beverage

3.7.1 Requirements for all Arts Centre Melbourne outlets

- Deep clean the premises before opening as per the F&B policy uploaded in FoodHub. Set up venue, where possible, to encourage physical distancing
- 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.

3.7.2 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).
- 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.

3.7.3 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.

4 (R) Our team

4.1 Stay safe & informed

- Everyone has a Role to Play in COVIDSafe behaviour at work. Any hazards or incidents related to COVID-19 within the workplace must be promptly reported to a supervisor or manager. If team members feel comfortable doing so, they may also raise the issue with a colleague directly.
- Read through and follow the instructions laid out in this COVIDSafe plan, communicated in CEO updates and emails from the COVIDSafe team, and given to team members by managers and supervisors. Refer to the Centre Stage COVIDSafe and Wellbeing hub.
- Keep up to date with the Victorian Government restriction changes (and interstate/other jurisdictions if travelling elsewhere).
- Follow the instructions issued or as provided by the Victorian Department of Health if you are notified that you have COVID-19 or are a Close Contact.

4.2 Get vaccinated

- All Arts Centre Melbourne team members who are required to work onsite, or somewhere outside their home must be double vaccinated or be an excepted person. All team members must provide relevant records to ACM via the Masterclass vaccination module to be able to work. ACM strongly encourages uptake of a third dose.

4.3 Inform us if you're get COVID or are a household contact

- Team members who test positive for COVID-19 (via RAT or PCR) must notify us as soon as practicable after receiving their result by informing their manager or rostering contact, and the COVIDSafe Team. Team members must follow instructions provided by the Department of Health, and self-isolate for 7 days or until they are recovered.
- Team members who are identified as a Household Contact (otherwise known as a 'close contact'), must notify ACM within 24 hours after they become aware of their status. They can continue to attend work provided that you:
 - a. Undertake a RAT once within each 24 hour period (up to a maximum of 5 tests) across the duration of their seven-day close contact period, continue to test negative, and provide a copy of your result to the COVIDSafe Team each day they attend work,
 - b. Have no symptoms of COVID-19, and
 - c. Wear a face mask indoors at all times (unless an exception applies – in which case the COVIDSafe Team must undertake a risk assessment to determine whether they can attend work or perform regular duties).

4.4 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 | • sore throat |
| • loss or change in sense of smell or taste | • shortness of breath |
| • cough | • runny nose |
| • vomiting & diarrhoea | • 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 away from site until they have received a negative test result, and until symptoms have completely cleared. For prolonged symptoms, we may ask a staff member to seek a PCR test.
4. An exemption to testing applies to those who have been diagnosed with COVID-19 within the previous twelve (12) weeks.
5. seek further advice, if necessary, from your GP or the Victorian Government COVID-19 hotline.

4.5 Wearing of masks and other Personal Protective Equipment (PPE)

Arts Centre Melbourne is taking a risk assessment approach to wearing face masks. Arts Centre Melbourne strongly recommends that masks are worn by our team in higher risk tasks and environments. Both surgical masks and P2/N95 Respirators are available for collection each day from the Security office at Stage Door.

Currently, you must wear a face mask:

1. In all back of house areas in indoor venues (where presenting companies work).
2. At any time where it is difficult to maintain distance, therefore increasing your risk of exposure. This includes:
 - a. foyer spaces and function rooms at times when they have large volumes of people
 - b. meetings, start of shift briefings or business / social events where distancing is hard to maintain
3. When an authorised team member asks you to wear a face mask. Authorised team members include, but are not limited to:
 - a. HSR or OH&S representatives,
 - b. Safety & Security team member,
 - c. A member of the COVIDSafe Team, or
 - d. your supervisor/manager or relevant delegate.

Directions for wearing masks throughout ACM will be communicated through Centre Stage and the Communications Team, should they change. This plan will also be updated to reflect changes.

If you are wearing a face mask, it must always be fitted correctly (firmly covering nose and mouth).

Team Members are permitted and encouraged to continue to wear face masks, regardless of whether there is a requirement to do so.

Other requirements for face masks

- Where face masks are required, they may be removed in circumstances outlined in Clause 8 of the Pandemic (Public Safety) Order 2022, which includes:
 - 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;
 - c. where a Team Member is undertaking any strenuous physical exertion (which can include physical labour or performance); or
 - d. 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;
 - e. where the nature of a person's work means that clear enunciation or visibility of the mouth is essential (such as singing or performing) – in which case, masks must be removed only while that work is being performed; or
 - f. where a person is working by themselves in an enclosed indoor space (unless and until another person enters that indoor space).
- Team members working in customer-facing roles are recommended to wear P2/N95 respirator masks (provided they have a clean-shaven face) or surgical masks. P2/N95 respirators are available upon request from the Security office in each building.
- 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.
- Disposable surgical or respirator masks must only be used once and then disposed of immediately after use; preferably in a closed medical waste bin, however general waste may also be used.
- Disposable masks & respirators must be replaced if they become damp / soiled or damaged in any way. This includes if they do not form a tight seal around the face.

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 only. 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.

4.6 Physical distancing

- Wherever possible, it is strongly 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 toolbox talks outside or in large, well-ventilated areas so that physical distancing can be maintained – especially if masks are not worn.
- Avoid carpooling to work with people outside of your household.

4.7 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, radios and earpieces, EFTPOS machines and other equipment with appropriate anti-bacterial or electronic wipes.

4.8 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.
- Back-of-house team members will receive training on how to safely share equipment and which equipment is for their individual use only.

4.9 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.
- Asymptomatic 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.

5 (R) Working with us

5.1 Your responsibilities

This section outlines 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

- Presenters and hirers must provide Arts Centre Melbourne with a copy of their 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 ACM'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. 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, presenters and hirers must communicate with their Arts Centre Melbourne contact person to confirm their COVIDSafe Plan and complete any necessary risk assessments.

5.1.2 Inform us of Cases and Close Contacts

- Presenters, hirers, and contractors must inform Arts Centre Melbourne if a Confirmed or Probable Case of COVID-19 has been identified in a person that was working onsite during the preceding 7 days prior to their positive result. Notification must be given to ACM within 12 hours of becoming aware of a Case. ACM will maintain confidentiality of this information as required under relevant Privacy & Health information legislation.
- Presenters, hirers, and contractors must inform Arts Centre Melbourne if a person is identified as a Close Contact (otherwise known as 'Household Contact') while working on site, or if they intend to work on ACM site during their Close Contact period, within 12 hours of becoming aware of their status.
 - Presenters, hirers, and contractors must ensure that the person meets all requirements of Section 22 of the *Pandemic (Quarantine, Isolation and Testing) Order 2022 (No. 8)* to allow them to work on an ACM premises during this period. If they fail to meet these obligations, they will not be allowed to enter or remain on site.
 - Presenters, hirers, and contractors must advise ACM if the relevant Household Contact has a legal exception to wearing a facemask or is required to do so to undertake their duties. The COVIDSafe Team must undertake a risk assessment to determine if the person can attend site and/or perform their regular duties, subject to health & safety and business continuity risks.
- All notifications of Cases and Contacts must be made via email to COVIDSafe@artscentremelbourne.com.au, and CC your relevant ACM contact.
- Arts Centre Melbourne will maintain the privacy of all individuals notified to us as cases or close contacts. For contact tracing purposes, ACM may seek consent from individuals to be identified by name to potential contacts.

5.1.3 Get vaccinated

- Arts Centre Melbourne expects that all contractors, presenters, hirers, and performers' vaccination status will meet the current Victorian Government requirements and Pandemic Orders. Confirmation of the vaccination status of anyone working on site will be confirmed through submission of an attestation.

5.1.4 Stay safe & informed

- Keep up to date with the Victorian Government restriction changes (and interstate/other jurisdictions if travelling elsewhere).
- Follow the instructions as published by the [Victorian Department of Health](#) if persons are notified that they have COVID-19 or are a Contact of a case.

- Stay in touch with the relevant Arts Centre Melbourne contact to ensure understanding of our COVIDSafe protocols.

5.1.5 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
- loss or change in sense of smell or taste
- cough
- vomiting & diarrhoea
- sore throat
- shortness of breath
- runny nose
- 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.

However, should a person working on an ACM site 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 person:

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.

5.1.6 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, well-ventilated 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 are not overcrowded or used by persons to which they are not allocated.

5.1.7 Masks and PPE

Arts Centre Melbourne is taking a risk assessment approach to wearing face masks. Arts Centre Melbourne strongly recommends that masks are worn by our team in higher risk tasks and environments. Both surgical masks and P2/N95 Respirators are available for collection each day from the Security office at Stage Door.

Currently, you must wear a face mask:

1. In all back of house areas in indoor venues (where presenting companies work).
2. At any time where it is difficult to maintain distance, therefore increasing your risk of exposure. This includes:
 - a. foyer spaces and function rooms at times when they have large volumes of people
 - b. meetings, start of shift briefings or business / social events where distancing is hard to maintain
3. When an authorised team member asks you to wear a face mask. Authorised team members include, but are not limited to:
 - a. HSR or OH&S representatives,
 - b. Safety & Security team members,
 - c. Event Safety Officers,
 - d. A member of the COVIDSafe Team, or
 - e. Venue supervisors/managers or relevant delegates.

Directions for wearing masks throughout ACM will be communicated through your ACM contact, should they change. This plan will also be updated to reflect changes.

If you are wearing a face mask, it must always be fitted correctly (firmly covering nose and mouth).

Team Members are permitted and encouraged to continue to wear face masks, regardless of whether there is a requirement to do so.

Other requirements for face masks

- Where face masks are required, they may be removed in circumstances outlined in Clause 8 of the Pandemic (Public Safety) Order 2022, which includes:
 - 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;
 - c. where a Team Member is undertaking any strenuous physical exertion (which can include physical labour or performance); or
 - d. 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;
 - e. where the nature of a person’s work means that clear enunciation or visibility of the mouth is essential (such as singing or performing) – in which case, masks must be removed only while that work is being performed;
 - f. where a person is working by themselves in an enclosed indoor space (unless and until another person enters that indoor space);
- Team members working in customer-facing roles are recommended to wear P2/N95 respirator masks (provided they have a clean-shaven face) or surgical masks. P2/N95 respirators are available upon request from the Security office in each building.
- 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.
- Disposable surgical or respirator masks must only be used once and then disposed of immediately after use; preferably in a closed medical waste bin, however general waste may also be used.
- Disposable masks & respirators must be replaced if they become damp / soiled or damaged in any way. This includes if they do not form a tight seal around the face.

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 only. 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, radios and earpieces, EFTPOS machines and other equipment with appropriate anti-bacterial or electronic wipes.

5.2 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.
- The distance between the stage/performers and the audience will be considered in the risk assessment for each event, taking into account the type of performance and current health advice.
- Performers, company members, support crew, and technicians must comply with ACM requirements for wearing and carrying face masks except where permitted exceptions apply (e.g. actors, singers, wind instrument players).
- 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.

5.3 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 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

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 our COVIDSafe & Wellbeing Plan and policy if someone cannot attend due to illness.

6.1.2 Stay informed

- Keep up to date with the Victorian Government restriction changes (and interstate/other jurisdictions if travelling elsewhere).
- Follow the instructions as published by the [Victorian Department of Health](#) if you are notified that you have COVID-19 or are a Contact of a case.
- 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.

6.1.3 Feeling or becoming 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 |

Any person showing any symptoms must not enter an Arts Centre Melbourne premises and are strongly encouraged to get tested for COVID-19 as soon as possible.

If you develop symptoms while on an ACM premises, please inform a Team Member immediately. We will assist you to depart safely and arrange for you to attend an alternate performance or seek a refund if one is available, depending upon the circumstances.

6.1.4 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 Masks

- Arts Centre Melbourne respects the choice of visitors regarding the wearing of masks. However, visitors who have been identified Household contacts are required wear masks as a Condition of Entry to our venues.

6.2.3 Cloakrooms

- In the Theatres Building & Hamer Hall:
 - 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.
 - Our staff conduct regular hand hygiene while handling your items.

- At the Sidney Myer Music Bowl:
 - Visitors must undergo a bag check and ID check, receive any appropriate wristband and have their ticket scanned. Staff undertaking these checks are required to regularly sanitise their hands.
 - A cloakroom will operate for most events. Items which are not permitted inside the venue may be placed in the cloakroom free of charge. Our staff conduct regular hand hygiene while handling your items.

6.2.4 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.
- Customer admission to the Sidney Myer Music Bowl will be through Gate 1 only. Team member admission will be through back-of-house gates (gates 6 and 7) only.

6.2.5 Seating, Physical Distancing and density quotients

- Signage will be in place to ensure physical distancing is maintained in all areas that require queues.
- Additional flow signage will be indicated at potential pinch points to assist in flow and prevention of congregation. Arts Centre Melbourne team members will support customers to maintain physical distancing where practicable.
- While density quotients do not apply to any venues in Victoria, other mitigation strategies and measures are taken to reduce the risk of COVID-19 transmission, which are detailed in this plan.

6.2.6 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 queue safely where it is required.
- 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.
- At the Sidney Myer Music Bowl, visitors must undergo a bag check and ID check, receive any appropriate wristband and have their ticket scanned. Staff undertaking these checks are required to regularly sanitise their hands.
- Free drinking water is available, and you are welcome to bring your own empty water bottle to fill once inside the venue.
- Toilets are regularly cleaned throughout the event.

6.3 Dining with us

- 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.
 - You may ask to be seated away from others where there is the capacity to do so.
- 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

- While a mandate currently is not in place, all guests attending an event are strongly encouraged to wear masks unless eating and drinking. Staff working in close proximity to attendees at an event are required to wear masks unless a legal exception applies. Masks are strongly

recommend at any time where it is difficult to maintain distance and in spaces and function rooms at times when they have large volumes of people

- Catering requirements and format will be based on the risk appetite of the hirer or body hosting the event. (i.e., individual platters vs. buffet 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.
- It is the responsibility of the hirer or event organiser to give notification of a case of COVID-19 to attendees if an attendee tests positive and is considered to have been infectious while on site.
- Shared tools and equipment to be sanitised before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers, keys, EFTPOS and POS terminals.

6.5 Exhibition spaces

6.5.1 Australian Music Vault

- The Australian Music Vault remains free for all visitors.
- Hand sanitiser is available throughout the exhibition, and interactives and high touch points are disinfected at the end of each day.
- 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.
- While masks are not mandatory for any person outdoors, they are strongly recommended where you cannot keep your distance from others.

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.

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. Report this to Security by calling (03) 9281 8316 – which is operable 24/7.
- Arts Centre Melbourne has an incident response procedure in place. See section 4.5 for details.

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.

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.
Chief Executive Officer (CEO)	The Chief Executive Officer of Arts Centre Melbourne.
Client	Any person or business organising an event at Arts Centre Melbourne. Using a corporate/private specific event.
Contractor	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.
Customer	Any person or organisation that is visiting the venue, food and beverage outlet, or using the car park
Director	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.
Executive Director	A member of the Executive management team and a direct report to the CEO.
Manager	A senior employee who directs the work of other Arts Centre Melbourne team members within a specific segment or unit of the business.
Presenter	Any person or business organising an event at Arts Centre Melbourne. Usually a performing arts specific event.
Supplier	Any person or business that is engaged in delivering or collecting items on behalf of a client, presenter or Arts Centre Melbourne.
Team member	An individual who is: <ul style="list-style-type: none"> a) employed directly by Arts Centre Melbourne; 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 c) a temporary employee.
Visitor	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 & 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"> • <i>SOP - Rapid Antigen Surveillance Testing for Asymptomatic Persons</i> • <i>SOP – Rapid Antigen Testing for Exposed Persons & Symptomatic Staff</i> • <i>SOP - COVID-19 Production Stage Work</i> • <i>SOP - COVID-19 Production Stage Work</i> • <i>SOP_ALL_GEN_PPE_COVID19V2</i> • <i>SOP_ALL_GEN_Work_Station_Sanitisation,</i> • <i>SOP_SX_GEN_Microphone_Sanitisation</i> • <i>SOP_SX_GEN_COVID_RX_Mic_Plot</i> • <i>SOP_SX_GEN_Microphone_Sanitisation v2</i> • <i>SOP_SX_GEN_Orch_Mic_Turnover_Sanitisation</i> • <i>SOP_SX_GEN_RXMic_InEars_COVID19</i> 	Series of Standard Operating Procedures to address new requirements of cleaning or safety to combat COVID-19 spread of infection within Production events.