

Venue & Organisation Details

Organisation Name / Council	Bendigo Venues & Events
Venue/s Name	Ulumbarra Theatre, Capital Theatre, Engine Room, Bendigo Town Hall and Dudley House
Venue Manager/ Coordinator	Jacoba Kelly (Temporary)
Contact Details	50 View Street, Bendigo VIC 3550 j.kelly@Bendigo.vic.gov.au 03 5434 6100
Site Address	Ulumbarra Theatre: Gaol Road, Bendigo, 3550 Capital Theatre: 50 View Street, Bendigo, 3550 Engine Room: 58 View Street, Bendigo, 3550 Bendigo Town Hall: 189-193 Hargreaves St, Bendigo VIC 3550 Dudley House: 60 View Street, Bendigo, 3550
COVID Marshal (COVID Safe Compliance Coordinator)	Stephen Henderson
Contact Details - COVID Marshal	50 View Street, Bendigo VIC 3550 s.henderson@bendigo.vic.gov.au 03 5434 6100
Local Government Area/ Location	City of Greater Bendigo
Date & Version Number	Friday 26 th of March 2021 – Version 4

COVID-19 Safety Principles

- 1. Physical Distancing
- Wear a fitted Face Covering / Mask
- 3. Practice Good Hygiene
- Keep Records and Act Quickly if Staff or Patrons become Unwell
- 5. Avoid Enclosed Spaces
- 6. Workforce Bubbles

1. ENSURE PHYSICAL DISTANCING	
REQUIREMENTS	CONFIRMED PLAN
Government Regulated capacity & distancing compliance.	Venue capacity for non-fixed seating areas has been determined based on the square metre density regulation and maximum numbers for indoor gatherings
	 Venue capacity for fixed seating areas has been determined on the relevant published advice for indoor seated entertainment venues
	 Venue and room capacities will be clearly displayed with signage and floor decals at entry points. This includes all rooms, lifts, restrooms and spaces.
	Workstations have been re-configured so that staff are at least 1.5m apart.
	When practicable, workers are spaced at least 1.5m apart whilst working within the venues
Ensure workers are 1.5 metres	Tasks where physical distancing can not be maintained are kept to a minimum.
apart as much as possible.	 Furniture in offices, kitchens, work and common areas has been rearranged to ensure 1.5m distance and to avoid workers facing other people directly.
	Staff continue to work from home wherever possible and in line with the City of Greater Bendigo return to work plan.
	Seating plans have been reconfigured so as not to exceed maximum allowable capacity
Auditoria	 Seating plans have been reconfigured to allow maximum possible distancing between groups.
Additoria	 Ticket sales are limited to the maximum allowable capacity including promoter and house holds.
	Signage and venue staff will be in place to monitor the auditorium and encourage social distancing when required
	Signage and venue staff will be in place to manage entry and egress from the auditorium
Venue Ingress/ Egress	To avoid crowding, additional entrance and exit points may be utilised.
Venue mg. 666/ Eg. 666	Staff and signage will be in place to direct patrons.
	 Voiceover prior to performances will instruct patrons as to show commencement.
	PRE-SHOW
	Auditorium doors will open earlier, and patrons will be encouraged to go straight to their seats and not gather in the foyer.
Foyers & Common Areas, Box Office	Additional adjoining rooms may be made available to increase the holding space of the foyer
	We may communicate to ticket holders via email and/or text message prior to an event informing them of what to expect when arriving at the theatre
	Signage and venue staff will be in place to monitor foyer areas and encourage social distancing when required
	Merchandise stalls may be moved to alternative locations so that distance can be maintained between patrons. Ulumbarra – Main Foyer. Capital – Banquet Room/Bendigo Bank Theatre or Lanyon Room
	Patrons will be encouraged to use digital tickets to limit ticket collection at the venue
	INTERVAL

	The venues will comply with current regulations regarding performance timings. There will be a minimum interval of 30mins between performances. Signage and venue staff will be in place to monitor bar, toilet and merchandise queues to ensure physical distancing.
	Patrons will be encouraged to remain in their seats if they do not need to use facilities in the foyer.
	POST SHOW
	Additional exit points will be open for exiting the auditorium. Staff and signage will be in place to direct patrons.
	To avoid crowding, audiences may be asked to leave via a designated exit and may be asked to wait until other areas of the auditorium have been allowed to clear first
	Post show activities such as meet and greets, bar sales and merchandise sales are discouraged.
	See section on 'Auditoria'
	Contactless ticketing options are preferred and encouraged via website communication
Ticketing & Box Office. Managing capacity and distancing	 Warnings, Advice, Additional Covid-19 ticketing Terms and Conditions are present at the point of purchase, online and in person
,	 Patrons will be provided with essential venue information including updated health and hygiene controls and conditions of venue entry at point of ticket purchase.
	 Exchanges & Refunds: Policies have been updated so unwell patrons do not attend
Back of House (BOH) – All Areas	 Stage Door will be utilised at Ulumbarra and The Capital and staffed when necessary. This serves as a single sign in point for performers and crew and provides the opportunity to communicate important safety information.
	 Tasks that require people to be closer than 1.5m apart are to be kept to a minimum. If these tasks must take place PPE will be worn including masks and gloves.
	 Sanitisation and equipment cleaning stations are conveniently located on stage and in key BOH areas
	BV&E staff will use electronic fobs to access venues
	 All workspaces in BOH areas will comply with the City of Greater Bendigo's return to work policy.
	 Performers will be kept separate to audiences and as per industry guidelines, wherever practicable they will always remain 5 metres from the audience
	 The front row of seating may be removed from sale to allow a safe distance between performers and audiences.
Performers inc Musicians	 We will ensure compliance with changeable regulations regarding distance between performers, and specific regulations regarding Singers, Wind Instrument players, and non-reeded wind instruments such as flutes.
	Wherever practicable, musicians and performers will maintain a physical distance of 1.5 metres from each other
	 Where physical distancing is not possible, including with staff who work backstage with performers, the duration of close contact will be kept to a minimum
Food & Beverage. Third Party	Lakkis Catering have provided a Covid-19 Safety Plan to Bendigo Venues and Events
suppliers	Contactless payment options are preferred and encouraged

	 To avoid crowding, queueing at Bar areas will be managed using floor markers, barriers and signage for distance compliance.
	 Bar and Café options have been considered to reduce wait times and eliminate the sharing of food and drink items where practicable
	Single use crockery, cutlery and glassware will be used where practicable
Review Delivery Protocols to limit contact with Drivers	All invoices are emailed
	 No requirement to sign receipt of delivery, driver accepts staff members name as confirmation. This can be provided verbally on receipt of goods.
	 Signage at The Capital and Ulumbarra instructs delivery drivers to contact the venue via phone. Goods are then delivered directly to a storage location to avoid double handling
	Physical distancing requirements are followed
	 Heavy and bulky items where assistance may be required to unload will be considered on a case by case basis

1.A: BACK OF HOUSE & TECH/ PRODUCTION	
REQUIREMENTS	CONFIRMED PLAN
Third-Party Venue Users: Hirers, Touring	 Touring Parties and Venue Hirers will be provided with a copy of the BV&E COVID Safe Plan, prior to their arrival. Prior to accessing the venue, the touring party or venue hirer must agree to the terms and conditions and to comply with the BV&E COVID Safe Plan Touring Parties and Venue Hirers must provide their own COVID Safe plan for review no later than 2 weeks prior to their event. Touring Parties and Venue Hirers will receive COVID-19 venue induction information from BV&E Event Officers via email prior to arriving at the venue. The BV&E Supervising Technician will conduct a COVID-19 induction at a suitable time whenever external production staff or performers arrive on site A comprehensive COVID Safe toolbox chat check list has been provided to all Supervising Technicians
Back of House access & spaces	 Contact tracing and health check sign ins at stage door entry point for event staff including all backstage crew, performers and management representatives. Dressing rooms will be allocated ahead of performer arrival with names of occupants clearly labelled on dressing room doors Distancing measures including decals and room capacity signage in place. Designated performer and crew waiting areas will be setup side of stage with chairs spaced out at 1.5 metres distance

	Access to venues will be restricted to one hiring party or outside user group at a time
On-Stage	Performer limits for large ensembles will be in place
	 We will ensure compliance with changeable regulations regarding distance between performers, and specific regulations regarding Singers, Wind Instrument players, and non-reeded wind instruments such as flutes.
	Wherever practicable, musicians and performers will maintain a physical distance of 1.5 metres from each other
	 Where physical distancing is not possible, including with staff who work backstage with performers, the duration of close contact will be kept to a minimum
	 Gathering in the stage area when not performing or undertaking specific tasks will be discouraged.
	Rehearsal and performance areas will be cleaned regularly by venue staff
	Avoid the sharing of microphones, stands, instruments, props and other onstage items.
	If items MUST be shared they will be sanitised before and after use
Equipment and Props	Headset microphones, lapel microphones and in ear monitors will not be shared
	All high-risk equipment will be sanitised before and after each use with an alcohol-based disinfectant.
	Artists will provide their own microphone / headsets or high risk equipment where possible
	Artists will fit their own body-worn equipment such as radio mics where possible
	 If crew must fit equipment to performers, they will have appropriate PPE: including gloves and a mask, wash hands before and after, keep contact time to a minimum and remain facing away from each other whilst in close proximity

2. WEAR A WELL FITTED MASK	
REQUIREMENTS	CONFIRMED PLAN
	 Communication to patrons: 'Patrons attending the Venue are encouraged to wear a well fitted face mask as physical distancing can not always be maintained.
	Staff working on public events (any event with external people in attendance) may choose to wear a mask
Where physical distancing can not be maintained; Workers, performers, crew and patrons attending the Venue are encouraged to wear a fitted facemask.	Office staff to comply with current CoGB mask policy
	 Keep abreast of any updates to Government advice relating to PPE protocols and update our procedures when necessary
	 PPE resources are available for back of house and customer facing staff and correct use training is included in COVID-19 staff induction training
Unless Lawful exemption applies.	Consult with each staff member re level of comfort with PPE, audience facing role and working with performers
	 Mask stocks to be checked weekly by Team Leader technical services and daily by Supervising Technicians and Front of House Supervisors
	Signage maintained, and updated as required, at all staff and public entrance points

3. PRACTICE GOOD HYGIENE & CLEANING	
REQUIREMENTS	CONFIRMED PLAN
	 In consultation with the Bendigo Cleaning Company, the COVID Marshal will schedule a regular review of cleaning procedures and make updates as required.
Decument 9 Adopt word	 BV&E commits to adopting best practice in hygiene and cleaning for both staff and patrons.
Document & Adopt good Hygiene practices – Staff &	Hygiene expectations for staff are in line with COGB guidelines following DHHS advice
Patrons	 Signage installed in all entrances, public foyers, bathrooms, offices, kitchens and back of house areas
	 The contracted cleaning provider, The Bendigo Cleaning Company (TBCC) has provided an up to date Covid-19 plan to BV&E
	 Cleaning procedures and delivery will be regularly reviewed and updated as required.
All 'high-touch areas' of the	 Cleaning and sanitisation will be completed after each event as per an event specific cleaning schedule that will include higher attention and more regular cleaning of frequently touched surfaces
venue should be cleaned and sanitised regularly. Both steps are essential.	 Venue-specific check lists for all venue areas will be used as a quick reference and documentation tool for contractors and venue management
	 Event specific cleaning schedule will be tracked through the venues event management software and is available to all staff.
Theatre/ Fabric Seats	 The cleaning schedule includes a focus on frequently touched surfaces such as arm rests Disinfectant wipes are available for patrons on request
	Kitchens have been setup to avoid use of high touch communal items
	Wherever possible, staff will be provided with their own identified equipment
Replace high-touch communal	Portable equipment will be cleaned and sanitised at the end of each shift
items with alternatives	Designated equipment will not be touched by more than one crew member/performer during an event
	Wherever possible, equipment will be rotated to allow maximum time between use
	Disposable gloves are available and will be used in situations where sharing of equipment is unavoidable
Provide and promote hand sanitiser for workers and patrons at all key points of facility and entrance/ exit.	 Sanitiser stations are located at key points within our venues. The number, type and location has been determined by anticipated foot traffic in each area.
	 Supervising staff will check and refill sanitisation stations at the beginning of each shift and monitor as required.
	Bathroom areas are kept stocked with supplies of hand soap and paper towels by our contracted cleaning provider
Contactless Payments Options	Contactless payment is preferred and encouraged
	Signage promoting contactless payments is installed in key areas

	QUICKLY IF STAFF BECOME UNWELL.
REQUIREMENTS	CONFIRMED PLAN
Develop a business contingency plan to manage any outbreaks.	 BV&E Covid-19 Response Team will be led by Stephen Henderson as the COVID safe Compliance Officer. And include the following: Jacoba Kelly – Acting Manager David Stretch – Marketing & Business Development Coordinator Shelley Slade – Coordinator Business Innovation and Systems Stephen Henderson – Coordinator Creative Spaces (COVID Safe Compliance Coordinator) Maree Tonkin – Coordinator Creative Communities Stuart McKellar – Team Leader Technical Services (Health and Safety Representative) Philly Chalke – Team Leader Events The COVID Safe Compliance Coordinator is responsible for: Assisting the Manager in the event of an identified issue or requirement to respond Report and provide regular updates to the COVID-19 Response Team and the wider Unit via regular meetings Work together with selected members of the COVID-19 Response Team and other staff as required, on the implementation and regular updating of the COVID Safe procedures and checklists as required for the safe operation of our venues
Prepare for how you will manage a suspected or confirmed case in an employee, patron or performer at your venue.	BV&E will follow the City of Greater Bendigo's guidelines on dealing with a confirmed or suspected case; Documents are located in the City of Greater Bendigo internal document management system Guide for people managers Procedure Management of Suspected or Confirmed COVID 19 Case Summary Document Case Management Investigation Form Close Contact Case Management Investigation Form The management of a suspected or confirmed case will conducted by the City of Greater Bendigo's Coordinator of Inspections – Safe and Healthy Environment, Jason Barnes who will act as COVID Marshal under the direction of DHHS

	 If required, an appropriate area within the venue will be used to isolate any worker or patron showing symptoms or otherwise suspected of being in contact with COVID-19
	 Any worker or patron showing symptoms or otherwise suspected of COVID-19 will be supported to travel home safely.
	They will be required to wear a mask and maintain strict physical distancing from all other staff / patrons.
	 All other staff, performers or patrons who have been in close contact with the confirmed or suspected case will be notified and cannot attend the workplace until they have been COVID tested and receive a negative result.
	 We will communicate with all affected workers about the requirement that they self-isolate and must be COVID tested.
	They are required to self-isolate and not attend the work premises until they have an 'all clear' from a COVID test.
	 Any worker waiting on a test result must notify the COGB COVID hotline directly when they have the outcome of their test, either positive or negative.
	 The COVID Marshal and/or Manager will complete a COGB incident report, documenting all details of the incident and all actions taken
	The DHHS will contact with patrons and customers and stakeholders.
	 Media releases and social media updates will only be made under the direction of DHHS/Worksafe and with the support of CoGB EMT.
Prepare to assist DHHS with contact tracing and providing	 The person to first contact DHHS and notify the actions taken is the City of Greater Bendigo's Coordinator of Inspections – Safe and Healthy Environment, Jason Barnes
staff and visitor records to support contact tracing.	 The COVID Marshal will assist in the collection / download of all venue daily attendance / contact data from the past 14 days.
DHHS: 1300 651 160	
covidemployernotifications@dhh s.vic.gov.au	
	The City of Greater Bendigo COVID Marshal, Jason Barnes will notify WorkSafe Victoria immediately on 13 23 60
Prepare to immediately notify	 Attendance and/or other information will be provided as required, utilising the records as per DHHS above.
WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	 The Manager is responsible for providing a written report to WorkSafe within 48 hours of reporting the incident. The template for this report is located on the WorkSafe web site – see Resources.
	 The Manager will notify WorkSafe when the venue is reopening once the affected venues are cleaned and workers cleared by DHHS for returning to work (COVID negative results).
Prepare to undertake cleaning and disinfection at your business	 In the event of a confirmed or suspected case in the venue, the process for the cleaning and disinfection of the workplace is:
premises.	 A 'deep clean' of the employee's workspace and high touch surfaces, including all areas where that worker may have been or had contact.

Assess whether the workplace or	o or
part of the workplace must be closed	A 'deep clean' of those areas where the patron may have been or had contact
	 A full clean and disinfect of the entire Venue and associated amenity spaces.
	The person/s to undertake this clean are:
	The Bendigo Cleaning Company - 03 5444 0500
	 Manager/COVID Marshal or next in line will undertake a risk assessment to determine whether the Venue should be closed.
	 Workers who can work from home will do so until notified otherwise by the Manager / DHHS.
	 BV&E will always follow the advice from DHHS and The City of Greater Bendigo
Confirm that your workplace can	BV&E will follow the City of Greater Bendigo's return to work plan and DHHS advice in relation to re-opening
safely reopen and workers can return to work.	No staff will return to work until advised it is safe to do so
	 Daily venue registers of all on site personnel including visitors, crew and patrons will be kept.
	 Register will include date, time in and time out and contact details.
	 Visitors and patrons will use the Victorian Government QR code system. (paper based back up also available)
	 Staff will use their electronic fobs to access buildings and this will serve as contact tracing information.
Record Keeping – Contact	 Staff roster and event reports will be used to accurately represent when staff members are at work
Tracing	 Paper based records are transferred and stored on Event Management Software and deleted after the specified time period.
	 Before entering any building, contractors are required to sign in at the Capital Theatre Tech Office
	 These records will be accessible readily and will be used to provide DHHS with contact tracing information and to contact other relevant workers or visitors.
Daily worker health screening	Signage placed in all staff arrival areas to prompt personal symptom check – provided by CoGB
Support workers to stay home and get tested, even if mild symptoms	City of Greater Bendigo support for staff – details available on internal Sharepoint system

5. AVOID INTERACTIONS IN ENCLOSED SPACES	
REQUIREMENTS	CONFIRMED PLAN
Avoid enclosed and confined spaces where possible – put in place Controls for unavoidable enclosed spaces.	 The following spaces have been identified as enclosed and confined spaces where physical distancing may not always be possible; bio box at The Capital and Ulumbarra orchestra pit at Ulumbarra production and tech offices at Ulumbarra box office areas front of house offices at The Capital and Ulumbarra passenger lifts stage door office at Ulumbarra follow spot room at The Capital and Ulumbarra goods lift at The Capital communications room and patch room at Ulumbarra Access including for touring personnel and visitors will be restricted Access time will be kept to a minimum Users of these spaces have been notified of the associated risks. Users will routinely disinfect and clean these areas before and after use and manage their own hygiene appropriately Fresh air flow will be increased where possible Meal and coffee breaks will be taken outside, rather than in these areas. Ushers will not use the Front of House office as a gathering will not take place in these areas
Where possible enhance air flow by opening windows and adjusting air conditioning.	 Appropriate filters and returned air filters are in place Automatic sliding doors will be set to remain open when weather allows When weather allows, other external doorways and entrances may be opened to allow fresh air flow during events Airconditioning units will be set to allow the maximum possible fresh air intake into the system

6. CREATE WORKFORCE BUBBLES			
REQUIREMENTS	CONFRIMED PLAN		
	Staff will not visit any venues other than their rostered allocation and only frequent areas of the venues necessary for them to perform their work		
Create Work Force Bubbles	In person interactions will be avoided wherever possible		
	Backstage and FOH staff will not mingle and will stay in designated areas where possible		
	Movement of staff between venues has been minimised		

7. STAFF AND RETURN TO WORK			
REQUIREMENTS	CONFIRMED PLAN		
Return to Work Plan	All staff follow the City of Greater Bendigo working arrangement guidelines – Saved in BV&E Sharepoint: Manager Guide for Returning Staff to Office Buildings During any period allowing only "essential" workers to remain on site as determined by the DHHS: • Permitted workers must complete a "Safe To Attend Workplace" declaration and submit with The Manager and the BV&E COVID-19 Working Group.		
	 Following Manager's approval to work on-site, the permitted worker will receive an Essential Worker Permit, signed by the CEO of the City of Greater Bendigo The Manager and BV&E COVID-19 Working Group must maintain a register of Essential Workers and the dates they work on-site, recorded and updated daily. 		
Volunteer Worker Policy & Protocols	As above In addition - Covid -19 induction completed by all volunteers - Follow the City of Greater Bendigo Volunteer Guidelines		

8. COMMUNICATION PLAN			
REQUIREMENTS	CONFRIMED PLAN		
COVID Response Plan – Communications. Staff & Patrons.	 The Venue has a Communication Plan including Pre-agreed statements to stakeholders should a COVID outbreak be associated with or connected to the Venue or its performances, workers or patrons in any way. This document identifies and lists all stakeholders who need to be told and by who. This may include performers, musicians, production teams, touring parties and contractors. The series of pre-agreed statements has been developed for possible scenarios which may include: Confirming that a worker, artist or patron who has been at our venue is suspected to have / has COVID-19; The cancellation of an event or series of events; The closure of one or multiple BV&E venues; What BV&E is doing to ensure the safety of all who have may have had contact; What BV&E is doing to ensure the venue can be re-opened safely and the events continue as soon as possible 		
External Stakeholders	Key external stakeholder groups that have ongoing and regular access to BV&E spaces includes: - Bendigo Senior Secondary College - Lakkis Catering - The Bendigo Cleaning Company - Arena Theatre Company and - CreateA These organisations have been provided a copy of the BV&E COVID Safe Plan and procedures and will immediately contact the BV&E COVID Marshal to report any COVID-19 outbreaks or associated incidents.		

Documents Related to COVID Safe Plan

The following Venue policies, procedures and documentation form a part of the Venue's COVID Safe Plan and are attached.

Document Name	File Location	About
Latest Restrictions and Guidelines Vic Govt		https://www.coronavirus.vic.gov.au/coronavirus- sector-guidance-arts-and-recreation-services
How to Clean and Disinfect after a COVID- 19 Case.		DHHS Guidelines. Also available as download from: https://www.dhhs.vic.gov.au/confirmed-case-in-the-workplace-covid-19
COVID Marshal- DUTIES		Document incorporating Victorian Govt requirements for COVID Marshal role.
The Appropriate use of personal protective equipment for coronavirus in the work environment'		https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#personal-protective-equipment-ppe-guidance
Coronavirus Cleaning Guidelines for Workplaces. Information for business owners, managers and cleaners.		https://www.dhhs.vic.gov.au/preventing-infection- workplace-covid-19#cleaning-and-disinfection
Factsheet – Cleaning Guidelines. Building owners and managers		https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#cleaning-and-disinfection
VAPAC/ ACM Returning to Work training & induction document	PDF from Powerpoint	Developed by VAPAC and Arts Centre Melbourne, RTO, for the performing arts sector as a worker induction / return to work training resources. https://vapac.org.au/covid-19-resources/

Plan Review

This plan will be reviewed for compliance with any updated health or other regulatory requirements by the BV&E COVID Marshal monthly or pending a change in regulation, health advice for the region or State of Victoria, a change in operations or personnel within the Venue, or other events that would impact the COVID Safe Plan.

Approval of COVID Safe Plan

Approved by	
Signature	
Date	