



## Your COVID-19 Safety Plan

### Cinemas, theatres, concert halls, drive-in cinemas

#### Business details

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| Business name                                | Darlinghurst Theatre Company   |
| Business location (town, suburb or postcode) | Darlinghurst   |
| Completed by                                 | Glenn Terry  |
| Email address                                | <a href="mailto:glenn@darlinghursttheatre.com">glenn@darlinghursttheatre.com</a> |
| Effective date                               | 15January 2021   |
| Date completed                               | 15January 2021   |

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#### Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

1. Conditions of Entry displayed at venue entrance that acknowledge COVID-19 conditions such as any visitor/staff displaying COVID-19 symptoms are instructed to not to enter the venue.
2. Include the information “if you are unwell, you must not attend the venue/theatre”, on venue signage, noticeboards, website, event & hire guides.
3. Reinforce through staff training and client inductions upon entering the site.
4. Darlinghurst Theatre Company terms and conditions for ticket holders have been updated to include the messaging “if you are unwell, you must not attend the venue/theatre”.

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

1. Darlinghurst Theatre Company staff must complete the online training module on COVID-19 Infection Control by the Australian Government Department of Health: <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training#registration>

An acknowledgement of attainment is received upon completion.

Training includes reinforcing to stay at home if you are sick, outlines when to get tested, how to stop the spread of COVID, and practical tips to stay safe including social distancing, cleaning, hand washing and respiratory hygiene.

2. Darlinghurst Theatre Co. to conduct face to face COVID-19 briefing for staff covering:
  - understanding our restrictions,
  - overview of our COVID-19 Safety Plan,
  - overview of our COVID Safe Risk Management Plan,
  - overview of venue hygiene and cleaning regime
  - COVID Safe staff work practices,
  - responsibilities of the DTC COVID-19 Safe Hygiene Marshal/Concierge.
3. Staff instructed in how to deal with a suspected case of COVID-19 on premises.

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

1. Where a full-time employee or part time employee (including those on reduced hours) is sick and is directed not to attend the workplace that person is entitled to sick leave.
2. Where a full-time employee (including those on reduced hours) is not sick and is directed not to attend the workplace and to self -isolate, managers identify options for

employees to work from home during the quarantine period.

3. When a casual employees on Job Keeper is sick or required to self-isolate they continue to receive their Job Keeper entitlements as long as the Job Keeper program lasts.

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

1. Conditions of Entry displayed at venue entrances and on the Darlinghurst Theatre Co. website plus the inclusion of additional health and safety measures in response to COVID-19

2. Pre-attendance communications provided to all visitors to Darlinghurst Theatre Co. via website & email to include: Conditions of Entry; outline of safety measures; visitor obligations, such as to stay at home if symptomatic; and any new procedures.

3. Information is also displayed throughout the venue on signage which includes key messages; stay at home if you are sick, practice social distancing, wash hands thoroughly, cough or sneeze into your elbow, mandatory wearing of masks when not eating or drinking and if patrons are eating or drinking patrons they must be seated.

4. Artists, contractors, presenting partners, resident companies and hirers to be sent the conditions of entry directly via the Darlinghurst Theatre Company's team.

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

1. Customers who have purchased tickets to be assisted when notifying Darlinghurst Theatre Company that they are unwell and cannot attend.

2. Darlinghurst Theatre Company will work with a ticket holder to facilitate an exchange of performance date or credit note for redemption to a future performance if practical.

3. In cases where future attendance is deemed impractical, highly unlikely, or impossible, the ticket purchaser will receive a refund.

Ensure COVID-19 Safety Plans are in place, where relevant, for community centres and halls (if hiring out space).

Premises with food or drink services must complete the COVID-19 Safety Plan for restaurants and cafes and register their business through [nsw.gov.au](https://nsw.gov.au).

Venues taking bookings for weddings, funerals and corporate events (function centres only) should ensure there is a COVID-19 Safety Plan in place for the event.

1. Production partners & venue hirers to provide a completed COVID-19 Safety plan for their production / use of the venue.
  2. Darlinghurst Theatre Co. Bar and Restaurant is managed by Darlinghurst Theatre Company and therefore is operated under this COVID-19 Safety Plan using the Restaurants and Cafés guidelines .
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## **Physical distancing**

Bookings for some significant events have separate capacity limits. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

1. Darlinghurst Theatre Co. Operations to calculate maximum capacities of all spaces/rooms located within the venue based on current NSW State Government restrictions which on Jan 15 2021 are for an indoor entertainment facility, the greater of the following:

- the number of persons equal to 75% of the fixed seating capacity of the entertainment facility, or
- the number of persons equivalent to 1 person per 2 square metres of outdoor space or 1 person per 4 square metres of indoor space in the entertainment facility.

Therefore, venues and area capacity within Darlinghurst Theatre Company have been calculated to the following:

Auditorium: 150 maximum patrons. Foyer: 60 maximum patrons. Outdoor dining area: 24 patrons (COVID19 NSW regulations and outdoor dining.) Stage areas & back of house spaces: are not accessible to the public and are not included in the operating patronage capacity for the venue.

2. Ticket sales and venue bookings will be limited to the COVID-19 Safety Plan maximum capacity of each area as outlined above.

**Where Practical groups or individuals should be separated by 1–2 empty seats on both sides to support physical distancing. Develop strategies to achieve this, such as ticketing arrangements or blocked seating. If non-ticketed areas are being utilised, have strategies in place to ensure physical distancing between non-household groups.**

1. Use allocated and reserved seating for all events in the auditorium and ensure minimum 1 seat distance between groups in the same row.

2. Develop specific venue seating maps for the foyer which adheres to relevant current health guidelines and restrictions.

3. For hires and other events ensure that the ticketing allocation process adheres to points 1 & 2.

4. General Admission is not currently permissible and seating for all events is allocated.

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

1. Where multiple areas are running on one day/evening, stagger the start times of performances or events to avoid intermingling of audiences at the start of show/event, interval (if applicable) and the end of the show/event where possible.

2. Sufficient time allowed between shows/event in the same venue to enable cleaning of venue for audiences.

3. Only ticket holders may enter the area/s at the designated time.

**Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Promote online ticket purchasing and electronic ticket checking**

**where this is available. Use separate doors or rope barriers to mark the entry and exit wherever practical.**

1. Foyer: Floor stickers have been placed at venue entries and where congestion may occur including box office.
2. Push up banner signage has been placed at the entrance of the venue with “please keep 1.5m apart” messaging
3. Front of House to assist in the managing of physical distancing if any queues become unavoidably high.
4. Ticketing and Box Office: discourage the venue box office collection option when purchasing online or via telephone.
  - Darlinghurst Theatre Co. Marketing to encourage online booking/payment.
  - For hirers and outside events, align this process with any authorised external ticketing if applicable.
  - Offer easy post-sale care for booking changes and reissuing of lost or missing tickets.
5. At the venue entrance, FOH to scan tickets using contactless scanning upon entry to foyer.
6. Patrons directed to Box Office only if ticketing issue or requiring purchase of a ticket.
7. Queue management:
  - use appropriate queue management to manage the patrons approaching front doors for tickets scanning and entry.
  - Promote physical distancing messaging within foyer announcements and / or pre-show announcements if applicable.
8. Bathrooms:
  - Provide clearly indicated maximum space limit signage in bathroom entrances and main bathroom spaces
  - Monitor queuing and use Front of House staff to redirect patrons to other bathroom facilities.
9. Food and Beverage
  - Allow drinks inside the auditorium for performances to lessen gatherings in foyers.
  - Barriers and signage in foyer as appropriate to control the flow of patrons to the bar.
  - Use of alternate/second bar facility so patrons can distance from the main bar.
  - Use of outdoor dining facility as well as restaurant area.
  - Utilise online food & beverage pre ordering for events and performances.
  - Provide and use online ordering & payment facilities at tables in the foyer, in the

outdoor dining area and at stations in the auditorium to promote distancing from the main bar.

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

1. As much as possible, intervals are to be avoided. This is to be a discussion point in the initial planning stages with Darlington Theatre Co. management and all external event producers and hirers.

2. If intermission is scheduled, patron movement inside and outside venue to be encouraged and to be kept to a minimum through a range of measures dependent on the show requirements:

- Delivered by foyer announcements, pre-show announcements and by communications at the time of purchasing a ticket and prior to attending the event.
- Internal auditorium doors to be fully opened to allow maximum movement of patrons through the space.
- encourage patrons to use outdoor area in front of the theatre during intermissions.
- Patrons to be encouraged to take drinks back to their seats and to use online drink ordering & payment stations in the foyer and auditorium.

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. Mask wearing is mandatory for all staff when the venue is open to the public including for all performances and events.**

1. Internal signage provided to outline physical distances, maximum capacities in venues, dressing rooms, offices and shared spaces.

2. Stages, back of house rooms (dressing rooms, hallways, green room, offices etc) admin offices, shared spaces, control rooms and meeting rooms are limited in their capacities by 4 square metres per person to ensure enough space for physical distancing and not overcrowding. This is reinforced with signage.

3. No shared food or beverages.

4. Crews and artists to maintain physical distancing, including during rehearsal, performances, side of stage and in dressing rooms.

5. Face masks are mandatory for all patrons attending any event. This is indicated in ticketing information at point of sale and in performance information. Face masks are available at the venue to patrons attending any event . Face masks can be taken off when patrons only if they are eating or drinking and only when they are seated.

**Use telephone or video for essential staff meetings where practical.**

1. Zoom or Skype platforms used across all staff groups.
2. Working from home is encouraged for non-essential works to minimise the numbers of staff that are onsite at any one time.
3. Face to face meetings are limited and only conducted when necessary.

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

1. Internal signage provided to outline physical distances, maximum capacities in venues, dressing rooms, offices and shared spaces.
2. Stages, back of house rooms (dressing rooms, hallways, green room, offices etc) admin offices, shared spaces, control rooms and meeting rooms are limited in their capacities. This is reinforced with signage.
3. No shared food or beverages.
4. Crews and artists to maintain physical distancing, including during rehearsal, performances, side of stage and in dressing rooms.
5. Face masks can be voluntarily worn by staff during non public event opening times but masks are mandatory for staff in public areas when the venue is open to the public.
6. Face masks are mandatory for patrons and are available for patrons who do not have one .

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

1. Box office/ticket entry will be by a COVID Marshall/Concierge on entry who will scan tickets at the entrance of the building to minimise ticket pick up and opportunities for exposure.
2. Options for Box Office staff to use PPE such as gloves are to be made available for use.
3. Food and Beverage: EFTPOS facilities have been significantly increased including the ability to purchase food and beverages on line at tables to minimise contact in handling



of money. Staff PPE gloves are available to staff for serving serving.

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

1. Contactless processes are encouraged as much as possible including:

- Deliveries to stage door to be granted access via Intercom and items placed by delivery company in front of bar or in front of house, box office and office areas.
- Production equipment deliveries to be via the stage door or scene dock and to be granted access via management and items placed by delivery company in the scene dock, stage door, on stage or where appropriate.
- Encourage relevant delivery paperwork and dockets are to be emailed.
- Invoicing should be emailed to staff rather than paper versions being given or sent.

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

1. Front of House to welcome and farewell patrons at the venue exit for all performances and events and to provide information and support for audience members.
2. External events and venue hirers must provide planning as part of their COVIDSafe Plan on how they will manage performer/or staff pickups outside of the venue if applicable.

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

1. Maximum attendance in Darlington Theatre Co. venue is unlikely to drive crowding on public transport.
2. Ensure all public transport options are listed on the company website and on ticketing information and ensure that Front of House staff have this information at hand.

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

1. Recommend Riley Street car park in Darlington for patrons in ticketing and transport information including car park discount deals.

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## Hygiene and cleaning

### Adopt good hand hygiene practices.

All visitors and staff to the venue are guided to:

- Wash hands regularly with soap and water.
- Regularly apply hand sanitiser located at prominent back of house areas, in the foyer and other public locations around the building.
- Encourage all to not touch your face and to sneeze or cough into your elbow.
- Minimize sharing of tools and equipment. If this is unavoidable (eg consoles, meeting room equipment etc), ensure the equipment is cleaned with alcohol based cleaner or disinfectant wipes between uses.
- Signage of correct method of handwashing located at all amenities.
- Office staff to have disinfectant wipes available to wipe and clean computer keyboard, mouse and telephones.
- To wear a mask at all times unless eating or drinking and to be seated when eating/drinking.

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

1. Pre-interval and post-performance and daily for non-performance days, stock check of front of house and administration bathrooms.
2. Post-performance/event stock check and cleaning of front of house and back of house bathrooms.
3. Storage areas are well stocked to ensure there is no shortage of supplies.

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

1. Front of House: Hand sanitisation stations are installed at the entrance to the venue in the foyer and hand sanitiser stations at key points across the site.
2. Back of House & Admin Offices: hand sanitisation stations are at frequently accessed areas including stage door, office kitchen, dressing room and green room kitchen.

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

1. Darlington Theatre Co. Management has upgraded the venue cleaning standard

operating procedures to include routine disinfection as well as using the recommended approved disinfectants that kill COVID-19.

2. Increase in the cleaning regime and frequency of professional cleaning on-site to ensure sanitising practices to include all major paths of travel (foyers, hallways) and within frequented spaces (bathrooms, dressing rooms, green room, etc). The frequency of cleaning has been increased during the trading hours of a performance, event or hire.
3. Non-fire doors to be “held open” in all major paths of travel to minimise touch points.
4. Front of House end of night / show reports to outline key rooms and paths of travel used by audiences, performers and crew and to flag additional cleaning requirements to be reviewed and actioned by the Darlington Theatre Co. Management.

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

1. Darlington Theatre Co. Management ensures that appropriate cleaning products are used in correct strength as per the manufacturer’s instructions.
2. All disinfectant products selected are approved for the surface to be cleaned. In general, Darlington Theatre Co. Facilities use combined detergent/disinfectant solutions or wipes for hard surfaces.
3. Food and Beverage: Glassware, catering ware and bar utensils will be washed in glasswashers operating at optimum/approved temperatures using approved chemicals.

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

1. Darlington Theatre Co. management has a cleaning schedule for high touch surfaces including:
  - Particular attention is paid to horizontal surfaces such as tables, chairs & arm rests and frequently touched surfaces such as handrails, door handles, toilets, basins, cisterns, switches, bench tops as well as any frequently touch areas like keypads. Front of House staff may be included in assisting the cleaning and sanitisation of the foyer and venues.
2. The Auditorium and seats and arms are cleaned before each show to ensure that area is sanitised before the next audience.
  - External Events and Venue Hirers requesting multiple audiences of patrons coming and going throughout the hired time in the venue will need to provide a cleaning plan to the management as part of their COVID 19 Management Plan to adequately clean the seats between each group of audience members.

-Venue Hirers are required to pay Darlington Theatre Co. cleaning contractor who will be dedicated to the cleaning requirements between each of the audience sittings.

### 3. Food and Beverage:

- Counters are regularly sanitised with appropriate products
- Sanitiser available near service counters for patrons to use as required.

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

1. Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

2. Management staff are trained on procedures and cleaning protocols for the sanitisation of production equipment including the use of any required PPE.

### **Encourage contactless payment options.**

- Online payment facilities are available for booking and paying for tickets
- Cashless operation procedure at onsite box office and tap and go type payment encouraged over swipe or card insert.

### Food and Beverage

- Cashless operation payment procedure at onsite bar, on tables and tap and go type payment encouraged over swipe or card insert.

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## **Record keeping**

**Keep a record of name and a contact number for all staff, customers and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.**

Ticket and booking processes to ensure that name, mobile number and/or email address are collected for at least one member of each group booking tickets to attend a performance or event at Darlington Theatre Company. This includes any

complementary tickets.

- General Terms and Conditions for Tickets and Attendance at Events to reference the requirement for provision of these details as a condition of entry.

- All patrons on arrival must register via the Services NSW Covid Safe Check in App.

- Customer communications and transaction path messaging to highlight CovidSafe requirements of purchasers.

- All Non ticketed visitors, performers, contractors etc must sign-in at the stage door or the front door and contact details are kept either digitally or via a paper form.

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

The COVIDSafe app to be promoted in internal communications to staff

**Cinemas, theatres and concert halls should consider registering their business through [nsw.gov.au](https://nsw.gov.au)**

Darlinghurst Theatre Company is registered.

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

1. Darlinghurst Theatre Company to have in place a process which outlines the steps to deal with a suspected or positive case of COVID-19

- This process outlines the requirement for the Darlinghurst Theatre Co. leadership team to notify SafeWork NSW in the case of a positive or confirmed case of COVID-19.

- Darlinghurst Theatre Company management to follow the NSW Health Department and Safe Work NSW instructions in relation to the positive or confirmed case of COVID-19

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes