Arts and Culture Guidelines for coronavirus (COVID-19)

Return-To-Business

Updated on 6 July 2020 in accordance with the directions of the Chief Health Officer
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New restrictions for Melbourne’s restricted postcodes

From 11:59pm on Tuesday 1 July, arts and cultural venues operating in a restricted postcode are subject to additional restrictions:

- Galleries, museums, historic sites, play centres, indoor and drive-in cinemas, concert venues, theatres, auditoriums, arenas and stadiums will be closed.
- Libraries and community venues will be closed, except for essential public support services such as food banks and drug and alcohol support services. Venues can have no more than 20 members of the public allowed in each separate space when conducting these events, subject to the four square metre rule, in addition to those required to operate the group or facility. People should maintain a distance of at least 1.5 metres from each other.

Information for businesses and venues that are subject to postcode restrictions, including a list of all restricted postcodes, is available at: [https://www.dhhs.vic.gov.au/restrictions-restricted-postcodes-covid-19](https://www.dhhs.vic.gov.au/restrictions-restricted-postcodes-covid-19)

If your venue is located in a restricted postcode, the information contained within these guidelines does not apply to you unless it relates to the reopening of your business once postcode restrictions are lifted.
1 Introduction

1.1 Context

The Victorian Government, alongside National Cabinet, has started a process to ease the restrictions that were put in place to help slow the spread of coronavirus (COVID-19). This will be a careful and staged process.

The roadmap for this process allows each jurisdiction to decide which restrictions can be eased and when, based on public health advice and local circumstances. To appropriately manage the opening of facilities and venues, operators will need to comply with a range of requirements specified in legal directions.

With the easing of restrictions, Victorians will be asked to play their part to keep one another safe – this includes maintaining a distance of at least 1.5 metres from each other, practising good hygiene and staying home even if slightly unwell.

The Victorian Government is working in partnership with industry and unions to prepare for each step of the easing of restrictions.

From 11:59pm on 31 May 2020 to 11.59pm on 21 June 2020, entertainment and cultural venues including galleries, museums and libraries have been able to open. A limit of up to 20 patrons per space applies, and indoor venues are required to keep patron contact details.

From 11:59pm on 21 June 2020 this will include theatres, cinemas, concert venues and auditoriums. A limit of up to 20 patrons per space applies but groups must be limited to 10 patrons.

1.2 Purpose

This document is intended to assist the Victorian arts and cultural sector in preparing to safely resume operations in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected.

Creating a safe environment is important in stopping the spread of coronavirus (COVID-19), and in building confidence in the community that it is safe to return to venues.

These guidelines aim to assist the state’s museums, galleries, libraries, and performance venues to re-open and resume operations safely. To help organisations and venues develop their own plans, the guidelines include a checklist addressing common issues. These are supplemented by sub-sector specific guidance in Attachments 1 – 3.

If your venue is located in a restricted postcode, the information contained within these guidelines does not apply to you unless it relates to the reopening of your business once postcode restrictions are lifted.

As we are in a dynamic public health situation, this will be a dynamic document, updated as circumstances change. We will continue to be guided by the directions of the Chief Health Officer.

Further guidance including for festivals will be developed when future easing of restrictions allows an increase in patron numbers. This is subject to Victoria’s Chief Health Officer advice and the continued and effective management to slow the spread of coronavirus (COVID-19).

At their core, the guidelines focus on the actions that need to be taken to ensure the safety of:

- audiences, visitors and the wider public
- staff, including employees, contractors, volunteers, presenters, collaborators and others who work on these sites (throughout the document, where we refer to ‘staff’ we take this broader definition).

The Victorian Government developed these guidelines in collaboration with a range of peak bodies, State-owned entities and other sector organisations.

This document does not replace the Occupational Health and Safety Act 2004 or Regulations which seek to protect the health, safety and welfare of employees and other people at work.

Arts and Cultural venues that offer food and beverages should also familiarise themselves with the content of the Hospitality Industry Guidelines and apply them to their organisation. You can access these guidelines at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19.
## 2 Coronavirus (COVID-19) Risk Management and Community Safety Plans

### 2.1 Guidance on development of plans

Each venue is unique and should develop a tailored plan based on the information contained in this guide.

The information, checklists and FAQs provided in these guidelines should assist organisations and venues in creating a bespoke plan to reopen safely for staff and patrons, addressing their particular circumstances.

<table>
<thead>
<tr>
<th>What you need to do to safely re-open your organisation/venue</th>
<th>WHO</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Protect staff wellbeing by ensuring safety and hygiene measures are in place as well as ensuring workers are complying with health advice and are not unwell</td>
<td>Organisation</td>
</tr>
<tr>
<td>☐ Provide all staff*, as well as venue hirers, with a copy of these guidelines</td>
<td>Organisation</td>
</tr>
<tr>
<td>☐ Have provisions in place to record visitor contact details on booking or entry, with first name and a contact number (the details of every visitor should be recorded, not just one per booking)</td>
<td>Organisation</td>
</tr>
<tr>
<td>☐ Undertake a deep clean of the premises and implement additional hygiene and cleaning measures and practices</td>
<td>Organisation</td>
</tr>
<tr>
<td>☐ Ensure your organisations/venue is set up to adhere to physical distancing requirements</td>
<td>Organisation / employees / patrons</td>
</tr>
<tr>
<td>☐ Ensure visitor awareness of, and compliance with, requirements (including collection of contact information)</td>
<td>Organisation/ patrons</td>
</tr>
<tr>
<td>☐ Be ready to work with the Department of Health and Human Services (DHHS) in the event of a case of coronavirus (COVID-19) or an outbreak affecting your business</td>
<td>Organisation</td>
</tr>
<tr>
<td>☐ Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines</td>
<td>Organisation</td>
</tr>
</tbody>
</table>

*Including employees, contractors, volunteers, presenters, collaborators and others who work on these sites

Further information on each of these actions, as relevant to the arts and cultural sector, is outlined in the following subsections.

Additionally, more specific guidance for key areas is provided in the following attachments.

**ATTACHMENT 1** – Additional guidance for libraries

**ATTACHMENT 2** – Additional guidance for galleries and museums
Effort 3 – Additional guidance for performance venues


2.2 Environmental measures including cleaning and hygiene

2.2.1 Description

Venue operators are encouraged to have a plan that takes into account coronavirus (COVID-19) guidance from WorkSafe Victoria, ‘How employers can use occupational health and safety (OHS) practice to plan for a pandemic’ at: www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers and the guidelines contained in this document.

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). General requirements and suggestions on cleaning and disinfecting procedures can be found in the Department of Health and Human Services’ (DHHS) Cleaning and disinfecting to reduce COVID-19 transmission document.

Venue operators should undertake a risk assessment of those areas or equipment at their venues that are likely to expose workers or patrons to the virus, including high traffic areas, frequently touched areas, equipment and surfaces.

Additional hygiene measures are a priority. While these additional measures will vary between venues and organisations, a person who owns, controls or operates a venue which is open to members of the public must, at a minimum:

- Undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms.
- Display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the premises to encourage hand hygiene of staff and clients.
- Maximise ventilation where possible.
- Provide physical barriers or floor markings to ensure physical distancing is maintained at cashier levels and consider the installation of sneeze guards.
- Reduce touch points where possible, such as using contactless payment, laminated documents that can be cleaned in between each use and removing communal and self-service equipment.
- Consider signs to ask patrons to only touch what they intend to purchase (if relevant).
- Ensure toilets are in working condition with warm running water for the hand basin and ensure soap and disposable hand towels/dryers are provided.
- Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, ATMs, EFTPOS equipment, benches and counter tops).

All organisations must regularly review systems and risk assessments to ensure consistency and compliance with current directions and advice provided by health authorities.

Venues should also note that workplace health and safety obligations remain under the Occupational Health and Safety Act 2004 (OHS Act) with respect to identifying hazards and to eliminate or, where is not possible to eliminate, reduce risks as far as reasonably applicable. This includes preventing, and where prevention is not possible, reducing, risks to health and safety associated with potential exposure to coronavirus (COVID-19). For more information, see https://www.worksafe.vic.gov.au/coronavirus-covid-19 and https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

Frequent cleaning and hand hygiene are fundamental to reducing the risks from coronavirus (COVID-19). For further information on cleaning see ‘Cleaning and disinfecting to reduce COVID-19 transmission – Tips for non-healthcare settings’.

Soap (from a dispenser) and water should be used to clean hands. An alcohol-based hand rub can also be used (where for example, when hands are not soiled but may have been contaminated from contact with
environmental surfaces). Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people. Staff should avoid touching their face, especially their mouth, nose, and eyes when cleaning. Staff should also clean hands before putting on and after removing gloves.

Please refer to the checklists in the Appendix of this document for further advice.

2.2.2 FAQs

What are the most important things I can do to reduce the risk of coronavirus (COVID-19) in my organisation/venue?

Frequent cleaning, hand hygiene, ensuring people do not attend premises when unwell and physical distancing are the main measures that can protect against coronavirus (COVID-19).

How often should surfaces be cleaned?

Cleaning and sanitising common contact surfaces will help to slow the spread of coronavirus (COVID-19). This should be done every hour for high-touch surfaces. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage.

Common contact surfaces include:

- Benches and workstations
- Door and cupboard handles
- Handrails
- Switches and lift buttons
- Taps
- ATMs
- EFTPOS keypads
- Eating and drinking utensils
- Tables and chairs (including underneath)
- Kitchen and food contact surfaces

Personal items used in the workplace such as phones should be cleaned and, ideally, disinfected frequently (e.g. by using isopropyl alcohol wipes). Workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines should also be regularly cleaned.

How should surfaces be cleaned and disinfected?

You need to clean and disinfect surfaces; both steps are essential. The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.

Cleaning alone does not kill germs. The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission.

How often should staff be washing their hands or sanitising?

The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with patrons, and after any activity or contact that could result in hands becoming contaminated.

Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
The most important measure is proper handwashing. Staff must have access to appropriate handwashing facilities and must wash and dry their hands:

- On arrival at work
- Before handling food
- 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 leaving work; and
- Before and after removing gloves (if used).

What other personal hygiene processes should I consider implementing for workers?

It will be up to venues to decide whether additional short breaks in staff schedules will be required to follow proper hygiene procedures.

Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.

What cleaning is required for fabric chairs?

Venues should focus on frequently touched surfaces and should consider regular inspections of venue seating and undertake spot cleaning as and when required.

Chairs should be cleaned after each patron use. For fabric chairs, clean the touch surfaces of the item that can be wiped with a damp cloth.

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which cleaning products can be used.

Where possible, it may be more effective to use a removable washable cover or a disposable cover on chairs. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

Do I need to adjust air conditioning (HVAC)?

Where possible, open windows and adjust air conditioning to enhance fresh airflow.

It is recommended that you service your Heating, Ventilation and Air Conditioning (HVAC) systems to ensure efficient and hygienic operation.

I am an organisation or staff member with questions about reopening, who can I contact?

Business Victoria is ready to support organisations and answer questions about preparations for a safe reopening. Organisations or staff can contact the Business Victoria coronavirus hotline on 13 22 15 or using the online Contact Us form.
2.3 Physical distancing, accessibility and patron limits

2.3.1 Description

Physical distancing is vital to slowing the spread of coronavirus (COVID-19) and creating a safe environment. The current directions require capacity limits of 20 patrons per single enclosed space, subject to meeting the density quotient of one patron per four square metres.

From 11.59pm on 21 June 2020, capacity limits of 20 patrons remains unchanged but groups must be limited to 10 patrons.

Maintaining physical distancing and contact tracing of patrons are demonstrated strategies to ensure the safety of all including staff, volunteers, contractors and creative practitioners.

Careful consideration should be given to ensure workers and patrons of all abilities can access venues and events safely and that physical distancing measures recognise the needs of people of all abilities.

Venues and organisations should:

- Undertake a risk assessment of their spaces to understand the flow of patrons and staff and potential areas where physical distancing might be compromised.
- Calculate the limit of people you can have in your space(s), using the density quotient of 1 person per 4 square metres and noting the Government's restrictions on the total number of people.
- Implement procedures to optimise physical distancing in a space and minimise direct contact between patrons by:
  - Marking standing areas in queues to encourage patrons to remain 1.5 metres apart.
  - Taking measures or modifying venues to ensure staff and patrons can enter, exit, and move around the venue safely, e.g. through one-way flow, separate entry and exit points.
  - Developing procedures to manage dwell times, access to equipment and area capacities.
  - Placing signage to demonstrate physical distancing on the floor and physical barriers, such as roping, to manage high traffic areas e.g. queuing areas.
  - Ensuring that accessibility requirements are accounted for when reconfiguring spaces and patron flow.
  - Managing access to and from amenities, such as toilets, food and beverage areas and giftshops.
  - Encouraging online and phone bookings and, where possible, limiting the number of walk-in patrons.
  - Removing, or preventing access to, any unnecessary communal touch points and facilities, or making hand sanitiser available nearby.
- Consider strategies to provide separation between activities, patrons and staff by:
  - Taking measures to manage group visits including limiting group size and dwell time.
  - Considering opportunities to facilitate access by vulnerable visitors e.g. special opening times or access to exclusive areas.
  - Placing tables, computers and/or seating in a way that ensures patrons are at least 1.5 metres.
  - Staggering entry times, if possible, and managing dwell times to control the flow of patrons.
  - Where situations arise that require staff to be within 1.5 metres of patrons, avoid direct contact, minimise face to face time and implement hygiene practices.
- Implement a process to request, record and securely store contact details of all visitors to the venue (staff, patrons, maintenance and delivery workers) for more than 15 minutes by:
  - Recording first name, a contact phone number, date and time of attendance of each visitor. Where possible also record the space (i.e. the room or theatre) where the patron was seated if a seated venue.
  - Informing staff and patrons of requirements before collecting data that the information is being requested for contact tracing purposes.
  - Ensuring transparency in collection, use and storage of personal data, including privacy obligations and securely destroying data after 28 days.
• Not using these records for any other purpose than contact tracing e.g. for marketing.
• Identifying exceptions to information collection such as visits for short periods (less than 15 minutes) and associated processes e.g. someone dropping off a book, or ordering take away food or beverages.
• Updating emergency evacuation procedures for your venue/spaces where practicable, noting that physical distancing between people becomes secondary if there is clear and imminent danger requiring an emergency evacuation.

Distancing, accessibility and tracing is important in slowing the spread of coronavirus. Please refer to the checklists in the Appendix of this document for further advice.

### 2.3.2 FAQs

**What does the four-square metre rule mean?**

To maintain physical distancing requirements, there must be enough space within the business premises that equates to one person per four square metre.

This is used to calculate the total number of people operators can have in the facility at any one time. The size of the facility may limit the number of visitors you can allow to enter at once. For example, if your facility has an internal usable floor space of 20 square metres, then no more than five visitors can be in that facility at any one time.

The four-square metre rule must be complied with in addition to the patron limit per separate area.

Remember also the importance of ensuring people can stay 1.5 metres apart whenever possible, so patrons and staff must not be grouped or clustered together.


**Will the Victorian Government provide downloadable signage that I can put up at my business on physical distancing and expected staff and visitor behaviours?**


**What constitutes a separate area?**

Each separate area must be separated by permanent structures or be a discrete area of the premises that is sufficiently separated from any other area of the premises. Walls separating areas should either reach from floor to ceiling or be at least 2.1 metres high for the space to be considered sufficiently separate. Temporary structures should not be installed to create separate areas.

Each separate enclosed area must not have a density of patrons greater than one per four square metres, and any more than the patron limit at any one time.

Theatres with multiple seating tiers (e.g. stalls and balconies) with separate entrances may seat up to 20 people per tier, subject to the density quotient of one person per four square metres. Groups must be limited to 10 and seated at least 1.5 metres apart from each other.

**Can I have the patron limit in each separate area?**

Yes. Venues with multiple divided spaces can have up to the patron limit in each space as long as they comply with density requirements and there are careful controls in place for shared spaces and access to those shared spaces, e.g. foyers, bathrooms and gift shops.

**Can I simultaneously have the maximum number of patrons in both an indoor and outdoor area?**

Yes, as above. Separate areas, whether indoor or outdoor, can have up to the patron limit of 20, subject to the one person per every four-square metre rule.
Does the ‘one person per every four-square metres’ rule apply in staff areas?

The physical distancing requirement of one person per four square metres does not apply to staff (including volunteers and contractors) in areas that are workplaces. Staff working in the staff-only areas must practise physical distancing as much as possible.

Am I able to have external suppliers on site but working in a different part of the building (e.g. undertaking refurbishment works)? Do they count towards the patron limit?

If external suppliers are working in a different part of the building or not in the same enclosed space as patrons, they do not count towards the patron limit. If they are working in the same enclosed space as patrons for a prolonged period, they will be considered part of the patron limit.

How should physical distancing in lifts and on escalators be managed?

People should be encouraged to remain 1.5 metres apart in the waiting area and in the lifts. At lift waiting areas, implement measures such as floor markings or queuing systems, and create specific pathways for movement flows for those exiting the lifts where possible. Hand sanitiser should also be provided at lifts. You should consider engaging someone to monitor compliance with physical distancing measures at lifts where appropriate.

Facility operators should recommend a passenger limit that allows people in lifts to remain 1.5 metres apart. Display an advisory passenger limit for each lift to help facilitate physical distancing.

Use signage or floor decals to encourage patrons to remain 1.5 metres apart at the entry point to escalators or implement queuing systems and sanitisation stations where appropriate.

How do I ensure shared toilets at my venue comply with physical distancing measures?

Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.

Ensure toilets are in working condition with warm running water for the hand basin and soap dispensers and disposable hand towels/dryers are provided.

High touch surfaces, including in bathrooms and toilets, should be frequently cleaned, with the number of cleaning times each day increased if there is a high number of patrons and a small number of facilities.

Are security staff, ushers, stagehands etc. included in person limits?

No. The density quotient or person limits apply to the number of patrons/visitors in a space and not the number of workers. Venues and facilities can have the number of staff reasonably required to operate the venue, in addition to the limit in place for patrons. Staff need to maintain physical distancing as much as possible and where staff can work from home, they must work from home.

Are guided tours allowed?

Guided tours can continue subject to the four-square metre rule for each separate space, and patrons being able to remain 1.5 metres apart. Where this is not possible, consider cancelling guided tours, or restricting them by limiting group sizes of no more than 10 patrons.

What is the safe distance between a stage or performer and audience?

Audience members should be at least 1.5 metres from performers and from other patrons (who are not part of their group) at all times.

What is the safe distance between performers?

Performers should maintain 1.5 metres distance between themselves and other performers and from staff who work backstage. Where this is not possible, they should limit the duration of close contact.
What about drive-in venues? Are drive-in venues exempt from physical distancing and/or density quotient requirements?

As patrons stay mostly in their cars, there are not restrictions on numbers attending drive-in cinemas or drive-in gigs. However, cars are an enclosed space which may heighten the risk of transmission of coronavirus (COVID-19). The venue should encourage patrons to avoid carrying passengers in their car unless they are from the same household.

Operators should ensure patrons remain 1.5 metres apart when outside vehicles and ensure gatherings of more than the patron limit do not occur. Operators must implement cleaning and record keeping requirements.

2.4 Staff

2.4.1 Back of House

Back of house includes behind-the-scenes activities that ensure the smooth and safe operation of a venue or organisation. Staff, contractor, volunteer and artist safety and wellbeing is paramount.

Hygiene measures and safe work practices are a priority in creating a safe environment and slowing the spread of coronavirus (COVID-19).

Venues and organisations should also ensure that adequate processes are in place to monitor and protect workers, e.g. Staff Coronavirus (COVID-19) Health Questionnaire (see Appendix) and staff zoning to discrete venue areas to reduce intermixing where possible.

Where workers can work from home, they must work from home.

Venues and organisations should:

- Undertake a risk assessment of back of house activities and spaces to identify those activities where the risk of transmission of COVID-19 could be heightened. Further considerations on a sector by sector basis can be found in the attachments.

- Ensure safety and compliance by staff, contractors, volunteers and creative practitioners by:
  - Displaying information about the symptoms of coronavirus (COVID-19).
  - Directing them to stay at home if they are sick or go home immediately if they become unwell.
  - Encouraging workers to report whether they may have been potentially exposed to a person diagnosed with, or suspected to have, coronavirus (COVID-19).
  - Consulting and communicating with workers on safety and hygiene practices to ensure they understand their duties and responsibilities.
  - Ensuring workers are aware of, and understand, the resources and support services available to them.
  - Encouraging workers to download the COVIDSafe app.

- Implement activities to minimise direct contact between staff, volunteers and contractors:
  - Reconfiguring work areas to maintain physical distancing between staff, volunteers and contractors and, where relevant, patrons.
  - Managing staff rosters to provide different “shifts” and staggering start and finish times including breaks.
  - Ensuring, to the extent possible, that workers do not share equipment.

- Manage the flow of items and contractors through the venue by:
  - Considering procedures to receive contactless deliveries and e-invoicing.
  - Maintaining a register of staff, contractors and volunteers on site and the dates and times they are in the venue. This must be kept for a minimum of 28 days. This enables contact tracers to quickly contact those who were potentially exposed in the event that a positive case of coronavirus (COVID-19) is detected at the venue.
  - Maintaining records of any work rosters to enable identification of those who have been in close proximity in the event that a worker becomes unwell.
• Providing back of house staff with resources and training to ensure their mental health and wellbeing:
• Providing resources and support to aid the mental health and wellbeing of staff. Some guidance can be found at Creative Victoria, DHHS, WorkSafe and Safe Work Australia.

Use the checklists in the Appendix to ensure a safe back of house for your staff, volunteers, contractors and creatives.

2.4.2 Front of House

Front of house activities include managing patrons inside venues and in outdoor public places. Patron awareness and compliance is essential to ensuring a safe environment and slowing the spread of coronavirus (COVID-19).

Venues and organisations should:
• Undertake a risk assessment of typical front of house activities and spaces to identify activities where the risk of transmission of coronavirus (COVID-19) could be heightened. Further considerations on a sector-by-sector basis can be found in the attachments.
• Place prominent signage for patrons that outlines:
  • The restrictions in place and information on cleaning, hygiene and physical distancing measures being employed to protect patron health as per DHHS’ Staying Safe - Good Hygiene for Coronavirus guidance.
  • Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior, if necessary. Use of floor/wall markings indicating 1.5 metres distancing should be considered.
  • The symptoms of coronavirus (COVID-19) and the importance of staying home when unwell.
  • That patrons who ignore rules and instructions may be contravening public health emergency directions for which penalties may apply.
  • Patrons can also be encouraged to download the COVIDSafe app.
  • The requirement to request contact details for contact tracing purposes.
• Consider implementing procedures to minimise direct contact between staff, volunteers and patrons and their belongings, such as:
  • Encouraging patrons to use pre-purchase, pay wave and credit cards in preference to cash.
  • Considering using physical barriers where practical, such as sneeze guards at points with high volume interactions with customers.
  • Using markers on floors to indicate where patrons can queue.
  • Using signs encouraging people to stay 1.5m apart.
  • Creating one-way flows of people within a facility, including dedicated entries and exits.
  • Reviewing customer services such as cloak rooms, merchandise or communal self-serve stations. If these services are essential, practice good hand hygiene.
  • Considering how to manage and monitor the number of patrons in each separate space to ensure the four-square metre rule is applied.
  • Implementing technology solutions to reduce the need for face-to-face contact, including advance bookings, on-line ticket or merchandise sales, cashless transactions, contactless entry and replacing physical collateral with digital versions so patrons can use on their own device.
  • Considering suspending the provision of headphones and audio devices or implement thorough cleaning between users.
• Provide front of house staff with additional resources and training to ensure high quality customer experiences that protect health and wellbeing by:
  • Supporting staff to effectively manage challenging conversations or patron behaviour, including privacy issues.
  • Providing additional resources and support for staff mental health and wellbeing.
2.4.3 Employer FAQs

What support should I be providing for vulnerable staff or volunteers?

If you consider a member of staff or volunteer may be vulnerable or at higher risk of serious illness from coronavirus (COVID-19), you may wish to undertake a risk assessment, and the staff member or volunteer should consider seeking their own medical advice regarding how they can safely work.


When can volunteers return to work?

There are currently no restrictions on volunteers attending work where they are required. Where volunteers can work from home, they must work from home.

Should I encourage staff to wear masks or Personal Protective Equipment (PPE)?

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and utensils, and physical distancing and barriers are the most effective methods for maintaining staff health and reducing the risk of transmission.

Gloves are recommended when cleaning and disinfecting. 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.

If staff were previously required to wear PPE to control risks other than coronavirus (COVID-19) infections, then they should continue to do so.

How can I minimise unnecessary interactions between employees?

Organisations should help staff maintain physical distancing practices during these times by:

- Reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting).
- Staggering or increasing the time between shifts to eliminate bottlenecks and avoid different teams intermingling.
- Using gaps between shifts for cleaning before new work teams or cohorts arrive.
- Spreading out staff break times to reduce the number of people using communal facilities at the same time.
- Removing excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another during breaks.
- Discouraging commuting and carpooling together.

Staff who can undertake their work from home, must continue to work from home.

If a staff member or volunteer is sick should they stay home?

Unwell workers must stay away from the workplace until they are deemed safe to return by a health professional.

Any worker showing coronavirus (COVID-19) symptoms, however mild, must be asked not to come into work and/or sent home immediately. Symptoms of coronavirus (COVID-19) include fever, coughing, sore throat, fatigue and shortness of breath.

Employers should also implement a screening process by encouraging workers to complete the Staff Coronavirus (COVID-19) Health Questionnaire in the Appendix of this document at the start of each shift.

If a worker develops symptoms while at work, they should:
• Immediately notify their supervisor or employer;
• Leave the workplace, travelling by the least public means possible; and
• Ring the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

They must then stay home until symptoms have resolved, until it has been 72 hours since the last fever or chills and until they have received a negative test result.

Workers should also be provided with appropriate wellbeing support.

Any staff member who is required to self-isolate may be eligible for a one-off $1500 payment from the Victorian Government.

**Should my staff be temperature tested at work?**

Workers should complete the Staff Coronavirus (COVID-19) Health Questionnaire (in the Appendix) before every shift, which can include a temperature check.

Please advise your workers that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work.

As per the advice for all Victorians, even if your workers have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. For a map of testing locations visit https://www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19.

**What do I do if a staff member, volunteer or patron test positive for coronavirus?**

All organisations should have a response plan ready for the possibility of a confirmed case of coronavirus (COVID-19) at their premises.

If a patron or worker who is a confirmed case of coronavirus (COVID-19) has attended your venue or organisation while they are infectious, you will be contacted by the Department of Health and Human Services (DHHS).

Each organisation should then consider the following steps:

• Consult with DHHS on whether the organisation is required to close for a short period to facilitate cleaning and enable contact tracing.

• Determine what areas of the organisation were visited, used, or impacted by the infected person.

• Clean and disinfect all areas visited by the confirmed case (for example, bathrooms and common areas)
  o Close off the affected area before cleaning and disinfecting.
  o Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
  o Fully sanitise all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is completed.

• DHHS will liaise with venue operators where someone has been at the venue while infectious. DHHS may request information from the operator to assist with contact tracing. DHHS will contact anyone who is determined to be a close contact of the case.

• Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the venue.

• Any worker who tests positive for coronavirus (COVID-19) must remain in home isolation until they have been notified by DHHS that they have met the criteria for release from isolation. The worker should follow DHHS guidance and their employer’s policy.

• Workers who are determined to be close contacts of a person with coronavirus by the DHHS should not come to work for 14 days after their last close contact and must self-isolate. During isolation, they should watch for symptoms and seek medical assessment and testing if they become symptomatic. Staff may also be entitled to paid leave if they are required to self-isolate.
- Staff who have been required to self isolate may be eligible to receive a one-off $1500 payment from the Victorian Government.

Please respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

**How can I manage potential coronavirus outbreaks among staff, volunteers, contractors or hirers?**

Have a plan in place for if a worker tests positive for coronavirus (COVID-19). For example, maintain accurate records of your work roster to identify who has been in close proximity with one another during a shift.

If a worker does test positive, treat them with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

DHHS will work with you to provide clear direction and advice on requirements where someone with coronavirus (COVID-19) has been at your facility while infectious.

**Can staff move freely around the premises?**

Wherever possible, processes should be modified to reduce staff’s need to move through the premises to carry out their work. For example, divide work areas into clear sections and assign them to specific staff, and adopt processes that allow staff to maintain 1.5 metres from other staff and patrons.

**If a staff member turns up to work with a temperature and is sent home, am I responsible for paying them for that shift?**

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are unwell or to go home immediately if they become unwell.

Leave policies should be reviewed to ensure that staff do not attend work while unwell. Staff may also be entitled to paid leave if they are required to self-isolate.

Responsibility for payment will depend on how the staff is engaged (i.e. permanent or casual), the employer’s leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:
- Pay and Leave During Coronavirus
- Health and Safety in the Workplace During Coronavirus

**What should I do if a staff member refuses to work due to concerns about contracting coronavirus (COVID-19)?**

In some circumstances, employees have the right to refuse to carry out or stop unsafe work. They have this right if there is a reasonable concern that they will be exposed to a serious risk to their health and safety from an immediate or imminent hazard. This could include exposure to coronavirus (COVID-19).

If an employee stops work because it is unsafe, they need to tell you as soon as possible. The employee must then be available to carry out suitable alternative work, including doing other tasks that they are trained or able to do, or performing their work from another location, such as working from home.

**What if an employee requests to wear a face mask?**

Workplaces should not encourage staff who are well and engaging with the public to wear masks, unless they were previously required to wear masks to control risks other than coronavirus (COVID-19) infections. However, an employee should not be prohibited from wearing a face mask if they wish.

**Do I have to pay for PPE if a staff member wants to wear it?**

The employer has the duty, as far as is reasonably practicable, to provide and maintain a working environment that is safe and without risks to health.
If the PPE is required for the employee to have a working environment that is safe, then the employer must pay for PPE that is reasonable to the task.

How can I best engage and consult with workers regarding coronavirus (COVID-19)?

Employers have an obligation to consult staff and health and safety representatives (if any) on matters related to health and safety that directly affect, or are likely to directly affect, them.

Keep workers informed through regular briefings on coronavirus (COVID-19) with the latest information from the DHHS website, including updates and reminders on risk control strategies, and communicating and enforcing coronavirus-related policies and procedures.

Distribute information from authoritative sources, such as WorkSafe and DHHS, to increase staff awareness of the need for preventative measures to reduce the risk of transmission.

Consult workers on 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 staff and patrons.

Ensure that your workers feel supported and heard. Take their views into account when making decisions, advise them of those decisions, and provide means for them to raise concerns.

Also ensure that any consultation requirements under workplace instruments (such as an enterprise agreement or modern award) that apply to your business are observed.

For further help on how best to consult staff, refer to WorkSafe Victoria’s website.

How should I educate the staff and volunteers I supervise about the risks of coronavirus (COVID-19)?

Ensure that all workers under your supervision, including contractors, hirers and volunteers, are informed about the risks of coronavirus (COVID-19) and their responsibility for protecting themselves and others from those risks.

Provide information in a format that can be easily understood, taking into account language, multiple formats, such as email, verbal discussions and posters. You can find translated resources in 49 languages on the DHHS website.

Display signs around the workplace advising risk control requirements, such as covering coughs, maximum number of people in a room and not coming to work if unwell.

Brief workers on the symptoms of coronavirus (COVID-19). Tell them to stay home if they are unwell and showing symptoms, even if they are minor.

Workers should also be trained on the control measures - such as physical distancing - in place to reduce the spread of coronavirus (COVID-19) at your place of work.

All staff, contractors and volunteers must comply with any reasonable instruction given by their employer to ensure the health and safety of other staff and patrons.

2.4.4 Employee FAQs

What personal protective equipment (PPE) am I entitled to as a member of staff?

PPE is not currently recommended as a preventive measure against coronavirus (COVID-19) for creative industries workers or for healthy individuals. The most important measure is not attending work while unwell, proper handwashing, cleaning and physical distancing.

PPE should continue to be used if you were previously required to control risks other than coronavirus (COVID-19) infections.

Does my employer need to consult with me about safe work practices?

Employers must consult staff and health and safety representatives (if any) on health and safety matters that directly, or are likely to directly, affect them.

Employers should also:

- provide updated information to all staff, including staff who are on leave, contractors and casual workers, in a format that they can easily understand (e.g. in their own language) and in multiple formats (e.g. email, posters and verbal)
• ensure there are contingency plans for replacing staff when necessary.

For further information on how your employer should consult with staff, visit WorkSafe Victoria’s website.

Am I entitled to additional paid leave if I have to self-isolate?

Responsibility for payment will depend on how you are engaged with the employer (i.e. as a permanent or casual staff), the employer’s leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus-related pay and leave entitlements can be found at the Fair Work Ombudsman website.

What if I’m directed to self-isolate, but are not entitled to paid leave?

People who are directed to self-isolate by the Chief Health Officer – either because they have coronavirus (COVID-19) or are a close contact of someone with coronavirus – and who will not have any income as a result, may be eligible to receive a one-off $1,500 payment from the Victorian Government.

Workers who can’t work from home - including casual workers, some self-employed workers and permanent employees who have no sick leave - and who aren’t covered by JobKeeper and whose employer has no special leave in place, may be eligible for the one-off payment.

How do I find out whether I’m eligible for the one-off $1,500 payment?

You may be eligible if you have been directed to self-isolate. For further information please visit https://www.dhhs.vic.gov.au/covid-19-worker-support-payment.

What are my rights if I am concerned about safety at my workplace?

You have a legal right to a safe work environment, to be provided with adequate training, be familiar with relevant work policies, to be consulted on issues that affect you and to know how and who to contact with any concerns you may have.

If an organisation is not meeting its obligations as an employer under the OHS Act, its staff or patrons can contact WorkSafe Victoria’s advisory service on 1800 136 089.

You may also choose to contact your union if you require further assistance and/or guidance regarding your rights.
2.5 Patrons

2.5.1 Description

Venues should advise patrons to stay away when unwell, maintain physical distancing and practice good hygiene to help create a safe environment.

To enable contact tracing, organisations and venues must request that each person who attends provides their first name and a contact phone number. Organisations must keep a record of those details and the date and time at which the person attended the venue. This information must not be used for any other purpose and must be stored for at least 28 days and subsequently securely destroyed.

Venues should support a safe environment by:

- Displaying information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell in highly visible locations throughout your venue.

- Encouraging patrons to maintain 1.5 metres from others when entering and exiting the venue including when queueing. Use of floor/wall markings indicating 1.5 metres physical distancing should be considered.

- Making hand sanitiser available to patrons in a prominent location on entry and exit from the venue.

- Informing patrons about the restrictions in place and expected behaviours and information on hygiene measures (e.g. cashless payments to protect the health of patrons and staff).

- Implementing technology solutions to reduce the need for contact, including advance bookings, on-line ticket or merchandise sales, cashless transactions, contactless entry and replacing physical collateral with digital versions patrons can use on their own device.

- Encourage patrons to download the COVIDSafe app.

- Providing information on physical distancing and good hygiene when in the venue as per DHHS’ Staying Safe - Good Hygiene for Coronavirus guidance.

Please refer to the checklists in the Appendix of this document for further advice.

2.5.2 FAQs

How can I encourage safe patron behaviour?

Place signs at entry points stating that:

- Patrons should not enter if they are unwell

- Only a number of patrons are allowed according to the patron limit or density quotient of the space

- Patrons not adhering to the limits are breaching the directions issued by the Chief Health Officer for which penalties may apply

- Organisations have the right to refuse entry under these guidelines.

What do I do if a patron does not comply with my organisations’ control measures?

If a patron at the venue is in breach of the directions issued by the Chief Health Officer or is not cooperating, an organisation or venue has the right to refuse entry to customers or ask them to leave.

Am I able to take temperature checks to screen patrons entering the venue?

Temperature checks for patrons are not currently recommended.

What information am I required to collect from patrons?

Arts and cultural venues are required to maintain a record of people who attend the venue for longer than 15 minutes.
This includes the first name, phone number and the date and time of attendance. If there are multiple indoor spaces, and it is possible, venues should record the indoor space(s) visited (including the seat number for seated shows). A secure record of details must be kept for 28 days from the day on which the details were recorded.

Where patrons move through a venue, such as a gallery or museum, it is not necessary to record each space they visited. In such cases, patron details should be recorded at entry to the venue.

If a seated part of the venue is attended, venues should record patron contact details and location.

**Do I need to disclose to customers about the retention of that data?**

Yes, there should be a notice displayed informing patrons of the requirement to record their contact details, the purpose for doing so and that records will be destroyed after 28 days.

**How long do records need to be kept?**

Keep the record for 28 days from the date the individual attended the venue. This makes it possible for DHHS contact tracers to establish and contact those who were potentially exposed.

Destroy the record after 28 days from the date the individual attended the venue. Note that this only applies to customer records during service restrictions put in place to prevent the spread of Coronavirus. Other business records, such as those required for other purposes, should be retained under their normal statutory periods.

Organisations must take reasonable steps to protect patrons’ personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure.

Organisations must take reasonable steps to protect patrons’ personal information from being accessed by other patrons.

**What if the patron does not want to give their details?**

Explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak or potential exposure to someone with coronavirus at the venue and in order to protect the patron and the health and safety of their family and friends.

If the patron or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so. You do, however, have the right to refuse entry to patrons or ask them to leave.

Patrons concerned about the handling of their personal information by the venue can make a privacy complaint to the Office of the Australian Information Commissioner.

**Do I need to keep electronic records or would written down (pen and paper) suffice?**


However, consideration must be given to minimise the risk of transmission if staff and patrons share the record-keeping materials. For example, only have one staff member per shift collecting patron details and/or regularly clean the pens and folder used to write down details.

Records should be securely stored, and the information not used for any other purpose other than the reason for which it was collected, namely, to trace in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

**Do I have to do an ID check to verify patron and visitor details?**

No. You should request and record each person’s first name and phone number as well as the time and date of their visit. There is no requirement to verify information provided by patrons.
Do I have to get every single patron and visitor’s details, or just one from each group?
The details of every person in the party should be requested, including children.

What if the patron or visitor does not have a phone number?
Invite the patron to provide an email address instead or any other alternative means of contact to assist with contact tracing in the event of an outbreak or potential exposure.

Can I record visitor contact details from when they made a booking or reservation?
Records should reflect all the patrons and visitors who attend your venue, not only those making the booking. Details from a booking can be used as long as the person actually attended the venue at the time they booked for.

What do I need to do to comply with privacy regulations when collecting and keeping visitor details?
The Office of the Australian Information Commissioner provides a guide on the reasonable steps you could take to protect the personal information you are collecting from patrons and visitors. This includes steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Am I allowed to collect data from customers who are under the age of 18?
Yes.

Do I have to request patron and visitor details each time they come in, even if they are regulars?
Yes.

What if patrons are unable to use contactless payment and want to use cash?
Venues are at liberty to set the commercial terms upon which payments take place, however the Reserve Bank of Australia advises that “refusal to accept payment in legal tender banknotes and coins is not unlawful”. For more information, see https://banknotes.rba.gov.au/legal/legal-tender/.
2.6 Communication

The marketing and communications around reopening are vital to the successful long-term operation of venues and events. Building trust and ensuring patron safety will ensure a positive experience and encourage repeat visitation. To assist in building this trust, venues and operators could consider:

- Developing communication and marketing plans to ensure the successful reopening of the venue and minimise patron dissatisfaction.
- Communicating honestly and transparently to patrons, via your website, social media, e-communications etc, about:
  - The cleaning and hygiene measures in place to ensure patron safety.
  - Physical distancing measures and processes that patrons will face when they arrive.
  - Health and safety expectations, such as not to come if unwell.
  - Refund options in the event that a patron becomes unwell between booking and the date of attendance.
- Considering how partnering with members and other loyal patrons might provide value through a sense of community.

2.7 Commercial considerations

Consideration of the many commercial implications of reopening is imperative in preparing any plan. The risks associated with exposure to coronavirus (COVID-19) may not be the same for all venues and organisations and will depend on a range of factors.

- Undertake a site/event-specific risk assessment and review of all relevant policies and procedures ensure they are current and adequate:
  - Update emergency management plans and procedures.
  - Review your Disability Action Plan and review all venue and access modifications to ensure they comply with accessibility requirements.
  - Review all insurance policies to understand coverage in light of coronavirus (COVID-19).
- Consider if you have sufficient human resources in the appropriate areas:
  - Review your workforce plan to determine if you have the right number of staff in the appropriate areas to deliver any new procedures and protocols.
  - Engage with workers and unions on decisions, procedures, and protocols to ensure fairness and equity to all staff.
- Review current legal obligations to protect staff and patrons:
  - Review and, if required, amend any consumer refund policy.
  - Review and consider impacts on contracts with suppliers, talent/artists.
  - Update the terms and conditions of entry to reflect health and safety measures.
  - Develop any disclaimers or declarations that may be required.
- Consider how physical distancing can be commercially viable:
  - Develop plans with short, medium and long-term reopening actions for different activities including, but not limited to, workshops, programs and special events.
  - Review event and exhibition spaces and consider whether outdoor versus indoor spaces are viable.
  - Consider the implications of closing areas within the venue.
  - Consider alternative ways to deliver and commercialise content.
  - Establish baselines and key performance indicators to measure the success of reopening.
- Consider updating contract forms to include any appropriate COVID19 protocols and/or cancellation or reschedule clauses.

### 2.8 Food and Beverage

Many venues and organisations have cafes, restaurants or other food and beverage facilities that add value to the customer experience and support operational sustainability.


### 2.9 Compliance and enforcement

#### 2.9.1 Description

Each organisation has an obligation to ensure that their venue is prepared and safe prior to reopening or recommencing operations.

Venues may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the venue’s plan, and ensure that correct processes are being followed, any relevant documentation is complete, staff are trained, and procedures are kept up-to-date to comply with current health information.

Victoria Police will conduct spot checks of venues to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

#### 2.9.2 FAQs

**Where can I find further information?**

Business Victoria is ready to support arts and cultural organisations and answer questions about preparing for a coronavirus (COVID-19) safe reopening. For further information, please contact Business Victoria on 13 22 15, or using the [Contact Us form](http://www.business.vic.gov.au/conta...). For information on health and safety requirements under the OHS Act, businesses should refer to [WorkSafe Victoria’s website](http://www.worksafe.vic.gov.au/) or contact its advisory service on 1800 136 089.

**How will you enforce compliance? Who will enforce it?**

Victoria Police may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

A Coronavirus (COVID-19) Outbreak Joint Intelligence Unit has been established to support outbreak preparedness and identify and respond to outbreak risks.

DHHS and WorkSafe will co-ordinate intelligence and information on businesses that are non-compliant.

WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004* (OHS Act). For information on health and safety requirements under the OHS Act. For information on health and safety requirements under the OHS Act, organisations should refer to [WorkSafe Victoria’s website](http://www.worksafe.vic.gov.au/) or contact its advisory service on 1800 136 089.
What are the penalties for not complying?

Victoria Police can issue on the spot fines of up to $1,652 for individuals and up to $9,913 for businesses for:

- Refusing or failing to comply with the emergency directions;
- Refusing or failing to comply with a public health risk power direction; or
- Refusing or failing to comply with a direction by the Chief Health Officer.

Larger fines of up to $20,000 for individuals and $100,000 for businesses are possible through the courts.

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.

I think that my organisation/venue is not complying with government directions to protect the community from coronavirus (COVID-19). Who can I report this to?

You can raise concerns through the Police Assistance Line (PAL) on 131 444.

Victoria Police and other authorities, such as local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act). For information on health and safety requirements under the OHS Act, businesses should refer to WorkSafe Victoria’s website or contact its advisory service on 1800 136 089.

Can organisations be fined for unintentionally serving someone who lives in a restricted postcode?

No. Organisations with venues in non-restricted postcodes will not be fined for unintentionally serving someone who is from a restricted postcode. In this scenario, the penalty would be applied to the customer.

Although they may, organisations are not required to ask patrons where they live or check their identification. It is up to individuals living in restricted postcodes to follow the Stay at Home Directions. Where advance bookings reveal that a patron may be from a lockdown area, organisations may wish to inform individuals living in restricted postcodes that it they attend, they will be in breach of the Stay at Home Directions.
3 APPENDIX – CHECKLISTS

3.1 Before you open

3.1.1 Checklist for venue owners/managers

What you need to do to safely reopen your arts or cultural venue:

The following measures must be in place before reopening:

- A deep cleaning of premises
- Venue set up for appropriate number of people and physical distancing, including floor markers
- Signage and record keeping
- Staff and management policies, practices and training

Deep cleaning of venue

- Undertake venue or event risk assessment to identify focus areas for cleaning and environmental controls.
- Establish new processes and schedules for regular cleaning and disinfecting.
- Ensure appropriate detergents and disinfecting products are available to effectively clean and sanitise all surfaces.
- Conduct a clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, switches and lift buttons, tills, phones, vending machines, terminals.
- Have air conditioning systems serviced according to manufacturer’s instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

Venue set up for appropriate number of people and physical distancing

- Assess your venue and each separate space to calculate the maximum patron capacity in each area.
- Ensure venue is set up to adhere to physical distancing:
  - the patron limit per separate space (not including staff)
  - a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.
- Implement procedures to ensure physical distancing, including placing floor or wall markings or signs to identify 1.5 metres distance between people, using physical barriers where possible.
- Ensure all modification to entry, egress and flow within a space allows appropriate access for people of all abilities.
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.
Display signs to encourage physical distancing (especially around an attraction/display or waiting area) and good hand and respiratory hygiene.

Organise staffing of entrances to ensure appropriate patron numbers are not exceeded.

Place hand sanitiser at entry and exit points so staff and patrons can use it when arriving and leaving.

Carefully consider what additional accessibility requirements should be implemented to ensure workers and patrons of all abilities can access venues and events safely and that physical distancing measures recognise the needs of people of all abilities.

Consider reducing the number of touch points for staff and patrons. For example, leave internal access doors open where appropriate.

Remove, or prevent access to, any self-service drink stations.

**Signage and record keeping**


- a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time
- information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
- hand hygiene and physical distancing practices.

Promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers where possible.

Place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and patrons. Consider installation of sneeze guards.

Set up a system for recording patron contact details (first name and a contact phone number) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface. Retain patron contact details securely for at least 28 days after the patron has visited your venue.

Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting any shift.

**Staff and management policies, practices and training**

Distribute these guidelines to staff and ensure that they are familiar with the guidance information and your organisation's own tailored plan.


Consult with staff on measures you have put in place and provide them with the information and education necessary for them to perform their work in a safe manner including on changes to work practices such as cleaning and sanitising.

Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.
Consider appointing a staff member to be your Coronavirus Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are trained, and records are being kept appropriately.
3.2 Once you are open

3.2.1 Checklist for venue owners/managers

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms of coronavirus (COVID-19).
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Arrange for your venue to minimise the number of staff who come into contact with patrons.
- Consider installing physical barriers that can minimise the spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards.
- Encourage all patrons to download the COVIDSafe App to assist contact tracing.
- Encourage online and phone bookings and limit the number of walk-in patrons to your venue, where appropriate.
- Record patron contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store patron contact details for at least 28 days.
- Securely destroy patron contact details after 28 days.
- Ensure cleaning and sanitising procedures are thoroughly implemented.
3.2.2 Checklist for staff and volunteers

- Wash your hands thoroughly with soap and water for at least 20 seconds at minimum:
  - On arrival at work
  - Before handling food and at the start and end of each meal break
  - Before and after touching a customer or their belongings
  - After handling money or bank cards
  - Before leaving work
  - 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
  - Before and after cleaning
  - Before and after removing gloves (if used).

- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.

- If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for COVID-19.

- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping.

- Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by staff and patrons).
### 3.2.3 Staff Coronavirus (COVID-19) Health Questionnaire

We encourage each staff member (including volunteers) to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager to keep as a record.

Staff name: ___________________________________________________

Date: ________________________         Time of shift:_______________

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

**Are you experiencing these symptoms?**

<table>
<thead>
<tr>
<th>Symptom</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chills</td>
<td></td>
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</tr>
<tr>
<td>Cough</td>
<td></td>
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<tr>
<td>Sore throat</td>
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<tr>
<td>Shortness of breath</td>
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<td></td>
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<tr>
<td>Runny nose</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss of sense of smell</td>
<td></td>
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</tr>
</tbody>
</table>

If you answered YES to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered NO to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.
ATTACHMENT 1 – Additional guidance for libraries

The following provides some additional specific guidance that may be useful for libraries. This could be supplemented by published guidance from sector peak bodies.

A1.1 Cleaning and hygiene:

- Schedule regular cleaning of book return chutes and other areas where the public returns loans and other equipment.
- Returned books or other items (such as DVDs) do not need to be quarantined before being handled by staff and put back into circulation. Hand hygiene before and after handling such items is recommended. Staff should be advised to follow good hygiene practices, especially thorough handwashing.
- DVDs, books or other items with plastic covers should be wiped down with alcohol wipes or disinfectant. Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Commonly used products include chlorine-based (bleach) disinfectants, household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Clean and disinfect public computers and any separation screens frequently throughout the day.
- Consider using a swap out system for keyboards and mouse devices between users.
- Restrict access to areas that cannot be cleaned or disinfected completely after each use.

A1.2 Back and front of house processes:

- Libraries should use facilities for books to be returned that do not require face-to-face interaction between staff and patrons (e.g. using return chutes even when open).
- Staff processing physical returns of loans should be encouraged to follow good hygiene practices, especially thorough handwashing.
- Maintain postal deliveries for loans and returns.
- Consider concierge services to monitor visitor movements and separation.
- Facilitate online or telephone bookings for visits and to arrange collections.
- Consider staff and volunteers delivering printing and photocopying services to avoid many visitors touching machines.
- Remove all publicly used headphones, virtual reality and other gaming equipment.
- Implement click and collect loans.
- Install self-check outs for loans.

A1.3 Accessibility, distancing and tracing:

- Consider limiting visitor stays to assist in meeting demand.
- Ensure physical distancing measures include travel paths between venues or within a public space (including parking and other forms of transport to the venue).
- Limit the number of people in each separate space to adhere to the maximum number of patrons and one person per four square metres rule.
- Remodel public computers and seating to maintain distance between visitors.
- Consider Bring Your Own Device (BYOD) guidelines for initial stages of opening.
A1.4 Commercial

- Consider extending loan periods.
- Consider specific opening times for vulnerable cohorts.
- Consider a ‘drop and deliver’ home service for vulnerable cohorts.
- Continue online programming and education offerings in preliminary reopening stages and plan for education and public programs returning in later stages.

A1.5 FAQs

How many patrons are allowed in libraries?
Libraries are able to have up to 20 patrons in each separate space at any one time, provided the four square metre rule is adhered to. From 11:59pm on 21 June, groups are limited to a maximum of 10 people.

How long is the virus active on different types of surfaces?
It’s not yet confirmed how long the virus can survive on surfaces, but studies suggest it may be a few hours to several days. This depends on the type of surface, temperature and humidity.

Cleaning then disinfecting common contact surfaces are important in reducing the spread of COVID-19. This should be done frequently for high touch surfaces in common areas, or after each use by a visitor or member of staff. Surfaces and fittings should also be cleaned when visibly soiled, and immediately after any spillage. A disinfectant should be used following thorough cleaning.
ATTACHMENT 2 – Additional guidance for galleries and museums

The following provides some specific additional guidance that may be useful for galleries and museums. This could be supplemented by published guidance from sector peak bodies.

A2.1 Cleaning and hygiene:

- Review and update, if required, collection care protocols and consider preparation of targeted training and procedures for conservators and other collection professionals to ensure the integrity of the collections.
- Restrict access to areas that cannot be cleaned or disinfected completely after each use.
- Use HEPA filter vacuums and wear PPE when removing dust from collection items.
- If heating or HVAC has been turned off, or has been working at a lower level, resume gradually to give heritage items time to adjust. Ensure filters are cleaned before turning on again.

A2.2 Back and front of house processes

- Limit handling of collections, if possible.
- To avoid transport and handling, consider extending your loans as long as the works are safe.
- Consider whether the presentation of the permanent collections should be given priority over temporary exhibitions until the health situation returns to normal.
- Quarantine, rather than disinfection, is the safest process for collection items feared to have been contaminated as well as items recently acquired (including travelling exhibitions or incoming loans).
- Consider a quarantine area for objects, where objects from the main collection can be placed with a minimum of touching/handling. Consider a marking system indicating dates, why and by whom objects have been put in quarantine.
- Limit or remove merchandise, programmes, and other moveable items. Provide digital visitor guides to be used on patrons’ personal devices instead of loaned devices provided by the museum/gallery.
- Consider closing, redesigning, or removing hands-on exhibits and interactives.
- Consider adapting the number of front of house and security staff.

Exhibition installation

- Prepare an installation plan and schedule works where possible to allow for travel in off peak periods.
- Require all employees and contractors to undertake a site safety induction regarding coronavirus (COVID-19) working conditions, including appropriate hygiene practices such as hand washing before and after touching exhibition items.
- Require all employees and contractors to sign in and off site daily, including a health screening questionnaire and provision of contact details to allow individual tracing.
- PPE should continue to be used in venues and workplaces where there were pre-existing recommendations for its use. In venues where there were no pre-existing recommendations for routine use of PPE, it is not recommended.
- Anyone with symptoms must stay home. Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and tools, and physical distancing and barriers are the most effective methods for maintaining worker health and reducing the risk of transmission.
- Work areas are cleaned and disinfected before and after works.
- Plan schedules to spread timings of site work to reduce typical overlap and increase potential to achieve physical distancing.
• Attendance on site should only be when essential and limited to the time required to complete a task and contractors, hirers and staff should be briefed not to deviate from the agreed plan without approval.

• Maintain designated points of entry.

• Schedules/records of work must be updated by site supervisor for contact tracing purposes.

• Facility operators should recommend a passenger limit for lifts allowing people in lift remaining 1.5m apart. Display an advisory passenger limit for each lift to help facilitate physical distancing.

• Where physical distancing cannot be achieved, keep duration of works to absolute minimum, minimise staff to essential only. A separate Safe Work Method Statement should be prepared for this.

• Consider appointing a Coronavirus Response Officer to assist in maintaining physical distancing.

• Stagger shifts and meal breaks.

A2.3 Accessibility, distancing and tracing

• Ensure physical distancing measures include travel paths between venues or within a public space (including parking and other forms of transport to the venue).

• Consider processes to manage patron numbers and dwell times in exhibitions, including booking times, staggering entry times, filtering entry etc.

• Avoid installing art works or exhibitions in spaces that do not cater for 1.5m distancing by staff or patrons.

• Review safe handling/storage of items that the public will interact with (collections, souvenirs, maps, books, interactive devices or exhibits) and consider removing where controls cannot provide safety.

A2.4 Commercial

• Continue online programming and education offerings while restrictions remain and plan for education and public programs returning at later stages.

• Consider designated hours for vulnerable groups.

• Sustain digital audiences that have been built and grown in recent months.

• Maximise on the opportunity to broaden audiences by making your collection available online.

• Consider developing phased activities for children, part one to be completed at home, part two to be completed in the venue to reduce dwell times.

• Consider the contracts in place for objects on loan and implications arising from the pandemic and closure.

A2.5 FAQs

How many patrons am I allowed to have in my venue?

Galleries and museums are currently able to open with up to 20 people in a single indoor space, subject to the four square metre rule.

The cap on visitors to outdoor spaces is subject to density requirements (one person per four square metres).

From 11:59pm on 21 June, groups of family or friends are limited to 10 people in indoor and outdoor spaces.

Are security staff and other staff in galleries/museums included in person limits?

No. The physical distancing requirements and person limits apply to the number of patrons/ in a space and not the number of workers. Venues and facilities can have the number of staff reasonably required to operate, in addition to the limit in place for patrons.
Are guided tours allowed?

Yes, as long as capacity limits are adhered to and physical distancing can be maintained. Group sizes must be limited to 10 people. If there are multiple groups in the same space, there must be no more than the patron limit of 20 per enclosed space. Operators should support tour participants to take reasonable steps to maintain a distance of 1.5 metres from all other persons. Where this is not possible, consider cancelling guided tours, or restricting them by limiting group sizes.
ATTACHMENT 3 – Additional guidance for performance venues

The following provides guidance that may be useful for the performance sector in considering reopening from 11.59pm on 21 June. Please note that changes to directions are subject to decisions of the Chief Health Officer.

A3.1 Cleaning and hygiene
- Consider additional cleaning schedules for dressings rooms, green rooms, rehearsal rooms, stage door etc.
- Consider cleaning and sanitising protocols for specialist theatre items including props, sets, production equipment, fly systems etc.
- Consider regular inspections of venue seating and undertake spot cleaning as and when required.

A3.2 Back of house

Cast/performers
- Require cast to perform own set checks and to dress themselves, where possible.
- Require cast to handle hand-held props out of a sanitised bag and return them to the same bag when finished.
- Encourage staff to adhere to physical distancing requirements during rehearsals where possible.
- Where cast cannot adhere to physical distancing requirements, try to limit the duration of close contact and ensure good hygiene practices, such as handwashing
- Limit block-throughs and rehearsals to essential personnel only.
- Limit direct person-to-person contact.

Rehearsals
- Minimise attendances at on-site rehearsals to essential personnel only and seek opportunities to rehearse separately or via electronic means.
- Rehearse in large, well-ventilated areas or even outdoors if practicable.
- Promote hand hygiene throughout and between rehearsals.
- Ensure rehearsal spaces are set up to facilitate physical distancing and avoid direct contact where possible.

Hair and makeup
- Ensure all practices are in compliance with requirements under Part C of the Victorian Government’s Beauty and Personal Care guidelines for coronavirus (COVID-19) regarding infection prevention and control.
- Provide cast and performers with the option to do their own hair and makeup (including touch-ups and removal), including through virtual tutorials with hair and makeup personnel.
- Wash hands prior to beginning any work on a cast member or performer, during as needed, and immediately after.
- Sanitise and bag hair and makeup kits (tagging kits as such).
- Ensure makeup applicators and removal supplies are single use and disposed of.
- Purchase separate makeup kits for each cast member.
• Require cast and performers to touch up and remove their own makeup.
• Prevent makeup supplies from being handled by anyone outside of the makeup department.
• Require wigs and hair extensions to be deep cleaned before being applied.
• Maintain at least 1.5 metres distance between hair and makeup stations.
• Wipe down makeup chairs with disinfectant wipes between uses by different performers/cast members.
• Provide hygiene station near the entrance of the makeup area.

**Costume**

• Provide additional time after casting to allow online purchases, delivery and separate individual fittings.
• Conduct costume fittings remotely or virtually where possible or with only one stylist/designer.
• Clean and sanitise high-touch surfaces between fittings.
• Ensure costume fitters and cast members wash hands before/after fitting or dressing cast.
• Equip each individual with their own supply of an alcohol-based disinfectant and hand sanitiser.
• Prevent costume pieces from being shared.
• Colour code costume pieces (with tape/stickers) to identify when a costume/piece has been used and needs to be cleaned before next use.

**Sound/orchestra**

• Consider sneeze screens or mute shields between musicians and maintain physical distancing.
• Colour code equipment (with tape/stickers) to identify when equipment has been used and needs to be cleaned before next use.
• Prevent swapping of radio microphone belts and pouches between cast members.
• Require radio microphone transmitters be cleaned with disinfectant wipes.
• Require cast and performers to apply and remove their own lapel microphones, where their use is unavoidable.
• Require individuals to supply their own headphones.
• Provide additional time at the end of the day to ensure cleaning and sanitisation of equipment used.
• Consider reduced numbers of musicians and/or staggered arrival and departure.

**Art department**

• Minimise number of crew who will work in groups or pairs to install or move items (where safe to do so).
• Implement permanent separate teams to minimise cross-contamination.
• Plan purchases to minimise trips needed to brick and mortar stores and facilitate use of credit cards and online payment.
• Minimise the use of shared props and wipe down shared props between rehearsals.
• Colour code props/equipment (with tape / stickers) to identify when equipment has been used and needs to be cleaned before next use.
• Wipe down and disinfect goods in the prop store.
• Maintain an inventory trail of props for the purposes of contact tracing if there is a confirmed case.

**Theatre/performance spaces**

• Limit the number of tickets sold for each cinema screening or theatre performance to allow for requisite physical distancing and limit or refuse walk-in or door sales.
• Consider airline-type loading and unloading by row numbers.
• Consider allocated seating for all events and performances.
• Consider utilising timed ticketing to stagger arrivals if practicable.
• Encourage ticket purchases in groups, like household/family blocks and seat accordingly.
• People who are not from the same group should be seated at least 1.5 metres from other people in the venue.
• Apply the one patron per four square metre rule and adhere to the maximum number of patrons in each separate area.
• Consider allocating spaced seating and staggering that between rows. Other seats could be clearly marked that they are not to be used.
• Utilise a seating system where individual seat numbers are called up to minimise people needing to pass each other within the row.
• If there is an intermission, require the entire audience to leave their rows to reduce need for people to pass other seats with patrons who would normally remain seated.
• If there is an intermission, extend its length to reduce the need for people to feel the need to hurry and impose on physical distancing requirements.
• Reduce the number of sessions and allow time between sessions to minimise interactions between patrons arriving and leaving and allow for additional cleaning/sanitisation.
• Implement separate entrances and exits for patrons where possible, as well as separate walkways (with one-way flow) in lobby areas, including consideration of seat removal to facilitate additional pathways.
• Livestreaming a performance, without a live audience, can continue, however, ensure the performers and technicians involved maintain physical distancing whenever possible.

Hirers and Touring Companies
• Ensure all hirers, contractors and touring companies are aware of and comply with these guidelines.

A3.3 Front of house
Common areas, toilet facilities, foyer spaces etc
• Put signs around areas where patrons normally gather such as lobbies, bar areas, service counters and queues. Place signs at entry points stating that:
  • Customers should not enter if they are unwell
  • Only a number of patrons are allowed to be seated according to the patron limit or density quotient of the venue
  • Patrons not adhering to the seating limits are breaching the directions issued by the Chief Health Officer for which penalties may apply
  • Venues have the right to refuse service or entry under these guidelines.
• Put up wall or floor markings or signs to identify 1.5 metres distance.
• Encourage contactless ticket checking.
• Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior if necessary. Consider using floor/wall markings indicating 1.5 metres distancing.

A3.4 Commercial
• Develop refund policy and protocols to handle groups where one member is denied entry.
• Consider the value of intermissions including how to let some people out of a row while others remain seated or staggering departures, or it may be simpler to have shorter shows with no intermission.
- Items for sale can be posted on a website or event app that allows for mobile ordering and on-site pickup.
- Merchandise should not be tried on or handled by patrons.
- Develop a plan that clearly articulates and allocates responsibility for areas, tasks and behaviours where there are multiple operators or companies involved.

A3.5 FAQs

How many patrons am I allowed to have in my venue?

From 11:59pm on 21 June, entertainment and cultural venues including theatres, indoor cinemas, concert venues and auditoriums, may have up to 20 seated patrons per venue or theatre, subject to the four square metre rule. A maximum of 20 seated patrons are allowed in each enclosed indoor space at any one time.

Theatres with multiple seating tiers (e.g. stalls and balconies) with separate entrances may seat up to 20 people per tier, subject to the four square metre rule. Groups must be limited to 20 and seated at least 1.5m apart from each other.

Outdoor theatres, concert venues or auditoriums must also meet the density quotient of one person per four square metre rule.

Are security staff, ushers and other front of house staff included in the patron limit?

No. The density quotient and person limits apply to the number of patrons/visitors in a space and not the number of workers. Venues and facilities can have the number of staff reasonably required to operate the venue, in addition to the limit in place for patrons. Staff need to maintain physical distancing as much as possible and where staff can work from home, they must work from home.

Are exemptions from physical distancing needed/desirable for actors, makeup artists, costume fitters?

No. Specific exemptions are not needed. For work processes where it is not possible to maintain physical distancing or create physical barriers between workstations, try to limit the duration of close contact, and ensure good hygiene practices, such as handwashing.

How should performance space, including on stage and in orchestra pits, be set up for safe physical distancing?

The performance space, including on stage and in orchestra pits, should be arranged to maximise physical distancing.

When rehearsals and performances are conducted, performers should maintain a 1.5 metres distance from each other wherever possible, hand hygiene practices should be strictly followed, and avoid sharing microphones or instruments that are played with a mouthpiece.

Transmission risk for singers and wind instrument musicians

Singing or playing wind instruments can involve forceful exhalation and may involve aerosolisation of fluids from the mouth and nose, which could increase the risk of coronavirus (COVID-19) transmission.

The most important preventive measure is for singers and musicians to not attend rehearsals or performances if they are unwell.

When rehearsals and performances are conducted, performers should maintain a 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the of sharing microphones or of instruments should be avoided, even between asymptomatic individuals. Rehearsal and performance areas should also be cleaned with increased frequency.

Venue density quotients and gathering size limits also apply.

Does capacity in the auditorium include performers on stage or in an orchestra pit?

No. Limits apply to patrons only.

What about backstage personnel (e.g. stage management)?
No. Limits apply to patrons only.

**What is the safe distance between a stage or performer and audience?**

Audience members should be at least 1.5 metres from performers and from other patrons (who are not part of their group) at all times.

**What is the safe distance between performers?**

Performers should maintain 1.5 metres distance between themselves and other performers and from staff who work backstage. Where this is not possible, they should limit the duration of close contact.

**How can we support patrons getting safely to and from their seats in narrow aisles?**

Venues will need to put measures in place that limit interaction between patrons and ensure 1.5 metres between groups when seated. In performing arts venues or cinemas, this may mean having every second row blocked off, and strict seat allocations which allow for space between groups.

Consider allocating centre seats or seats at the far end of row first to limit the number of people needing to pass other seated patrons. Provide hand sanitiser immediately prior to entrance to seated areas.

**Access to amenities during performances and intermissions**

Venues should anticipate times when there will be increased use of amenities and put in place measures to ensure physical distancing is maintained even during busy periods:

- Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.
- Ensure toilets are in working condition with warm running water for the hand basin and soap and hand towels are provided.
- Increase cleaning frequency of toilets.

Physical distancing will also need to occur where food and beverages are served during intermission.

Extend duration of intermissions/breaks so there is less of a rush and less crowding. Ensure sufficient numbers of staff are on hand to manage crowds safely.

**Is cleaning required between shows/sessions?**

Cleaning between shows remains important, but deep cleaning may not be feasible depending on the layout and surfaces that require cleaning (e.g. fabric furnishings).

Touch surfaces should be wiped between sessions. Allow sufficient time between performances/sessions to ensure that the four square metre rule can be applied in all spaces as people enter and leave venues.

Breaks between sessions may need to be extended and schedules adjusted to allow for appropriate cleaning in between sessions.

**What cleaning is required for fabric chairs?**

Venues should focus on frequently touched surfaces and should consider regular inspections of venue seating and undertake spot cleaning as and when required.

For fabric chairs, when cleaning is required, clean the touch surfaces of the item that can be wiped with a damp cloth.

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.
Can choir rehearsals and performances be held?

Singing can involve forceful exhalation and may involve aerosolization of fluids from the mouth and nose, which could increase the risk of coronavirus (COVID-19) transmission. The most important preventative measure is for choir members to not attend rehearsals or performances if they are unwell.

When rehearsals and performances are conducted, performers should maintain a distance of 1.5 metres from each other, hand hygiene practices should be strictly followed, and the sharing of microphones or instruments should be avoided. Rehearsal and performance areas should also be cleaned with increased frequency.

Venue density quotients and gathering size limits also apply. Current regulations dictate that groups should be limited to 10 (public gathering limit), with participants spaced 1.5m away. If choral activities take place in someone’s home the limit would be 5 people (plus household members).

In performing arts venues, a 20-person maximum applies per each defined, separated area within a venue, as long as intermingling in common spaces, such as entrances, exits and toilets, can be prevented. Therefore, a larger choir could potentially conduct sectional rehearsals simultaneously (in groups of up to 10) at the same venue if they are in self-contained, separated spaces.