

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

Business details

Business name	Dubbo Regional Theatre and Convention Centre
Business location (town, suburb or postcode)	Dubbo
Completed by	Linda.Christof
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Effective date	26 February 2021
Date completed	27 February 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

DRTCC staff check in and out electronically with a Dubbo Regional Council COVID Facility register when on shift confirming they are feeling well.

Customers are advised if they are not well they must not attend the premises through the website, ticketing platform, purchase confirmation email, COVID Safe Management Plan and pre-show email.

Provide staff with information and training on COVID-19, including when to get

tested, physical distancing, wearing masks and cleaning.

All permanent staff have received the following training about COVID-19 - including how areas need to be cleaned/disinfected and how food should be served to mitigate risk. Each staff member has access to hand sanitiser, gloves and masks.

COVID-19 Infection Control Training - 2020

COVID-19 Awareness of Food Service - 2020

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

Staff are aware that if they are displaying flu-like symptoms they are to be tested immediately and self-isolate until they are notified of test results being clear.

Staff are to access their sick leave, other leave or if no other leave available, apply for special leave.

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

Conditions of entry are displayed on the website, ticketing platform, foyer signage, social media campaigns and entry to the venue.

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

Flexible cancellation was available from March - November 2020. As of 7 December with the easing of restrictions and no cases in the region for since April 2020, standard cancellation and refund policies apply in most cases.

Percentage discount on venue hire is applicable until 31st of March 2021 or if need be, 30th of September or if there are no longer capacity restrictions. The percentage discount is in line with capacity restrictions in place.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

The following COVID-19 Safety Plans are applicable for the premises:

COVID-19 Safety Plan – 26 February 2021 – Cinemas, theatres, concert halls, drive-in

cinemas.

COVID-19 Safety Plan – 26 February 2021 – Functions and conferences

COVID-19 Safety Plan – 26 February 2021 – Community centres and halls

Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.

It is mandatory that the client submit a COVID-19 Safety Plan for their event. It is a condition of the Venue Hire Agreement.

Physical distancing

Capacity at theatres and concert halls must not exceed 75% of seated capacity if ticketed and seated, OR one person per 2 square metres of publicly accessible space, whichever is greater. Indoor and outdoor cinemas can have 100% of seated capacity if ticketed and seated. Children count towards the capacity limit.

Theatre Auditorium– 402

Theatre Auditorium with Oxley Room available to theatre patrons – 472

Theatre Foyer – 230

Convention Centre full Auditorium – 478

Convention Centre half Auditorium (stage-end) – 294

Convention Centre half Auditorium (east-end) – 334

Venues should, in so far as is reasonably practicable, ensure the audience is spread evenly throughout the venue to maximise physical distance between groups. If a venue is has multiple sections, no section should be at more than 75% capacity.

Wherever possible patrons will be spaced evenly throughout the venues. No section will exceed 75% of seated capacity if ticketed and seated, OR one person per 2 square metres of publicly accessible space, whichever is greater.

Consider having face masks available for customers should they choose to wear one, particularly in indoor areas where it may be difficult to maintain physical distancing.

Face masks are available to customers on request.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between seated groups**
- **between staff.**

There are floor markings at the Box Office, bars, amenities and entry doors to the auditorium.

There is signage supporting 1.5m physical distancing in the foyer

Bar tables and chairs are positioned to support 1.5m physical distancing with additional seating area in the Oxley Room available should this be required

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

Only one theatre on the premises.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Promote online ticket purchasing and electronic ticket checking where this is available. Use separate doors or rope barriers to mark the entry and exit wherever practical.

There are floor markings at the Box Office, bars, amenities and entry doors to the auditorium.

There is signage supporting 1.5m physical distancing in the foyer

Bar tables and chairs are positioned to support 1.5m physical distancing with additional seating area in the Oxley Room available should this be required

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

Overflow seating can be provided in the Oxley Room

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly

recommend they wear a face mask, if practical.

Eight staff workstations are positioned so as to maintain more than 1.5m physical distancing at all times.

Use telephone or video for essential staff meetings where practical.

State based network meetings are conducted by Zoom.

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

Not required as eight staff workstations are positioned so as to maintain more than 1.5m physical distancing at all times.

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

Design of the box office already has 1.5m physical distancing in place.
Design of the bar already has 1.5m physical distancing in place.

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

Deliveries are mainly to the loading dock with contactless invoicing where practical

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

Pre-show email requests patrons refrain from mingling after the show, being seated whilst consuming alcohol and that socially distanced seating is no longer required and for dance concerts that carers collect their children from Stage Door.

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

Public transport is not applicable in the Dubbo region.

Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted

or included in the ticket price to support this.

Public transport is not applicable in the Dubbo region.

No more than 30 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting.

No more than 30 performers will be permitted to sing on the premises.
All physical distancing of singers, conductors and the audience will be required.
Audiences will be advised not to sing along

In indoor areas, alcohol should only be consumed by seated customers. There should be no dancefloors.

All patrons consuming alcohol are to be seated

Hygiene and cleaning

Adopt good hand hygiene practices.

Signage in foyers to encourage good hand hygiene practices.

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

Bathrooms are well stocked with hand soap, paper towels and have hand dryers

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

Hand sanitiser is at all key points in foyers, in dressing room areas and on stage.

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

Hard surface areas are frequently cleaned with detergent, auditorium of theatre and

dressing rooms are thoroughly fogged between uses with AUSSAN L44 ARTG #336809

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

Disinfectant solutions are maintained at an appropriate strength and used in accordance with manufacturers instructions.

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

High-touch surfaces are frequently wiped down by ushers and bar staff. Hand sanitiser and disinfectant wipes are available. A Staff member is to wear a 'Covid-Hygiene' vest for all functions of 250 people or greater.

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

Staff wash hands before and after cleaning and wear gloves whilst cleaning.

Encourage contactless payment options.

Contactless payment options are strongly encouraged. Dubbo Regional Theatre and Convention Centre bars are cashless. The box office is moving toward being completely cashless.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Air conditioning is set for maximizing intake of outside air, filters were replaced in July 2020.

Record keeping

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each

person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

For school, child care, aged care and disability groups, contact details only need to be collected for two of the group organisers. The group organisers must have an electronic record of the name and phone number of all members, and parent or carer of any child, and be contactable at anytime for a period of at least 28 days.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

All staff, contractors and customers check in with Services NSW QR code. For those customers without smart phones or for other reasons unable to use the QR Code, an additional staff member is at box office to enter their details into the Public Health (COVID-19 restrictions on gatherings and movements) Order 2020 Record of visitors at premises document. School, child-care, aged-care and disability groups will have 2 people check in and will supply us with an electronic record of all members including name and phone number. These documents are deleted after 28 days.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)

The only records kept for the purpose of COVID-19 contact tracing are the above documents mentioned. All others use Service NSW QR code. These are deleted after 28 days

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

Staff are aware of the benefits of the COVIDSafe app and are keenly aware of the importance of contact tracing. All staff work phones have COVIDSafe app installed. Staff log in with both the Services NSW QR code and with a Dubbo Regional Council COVID Facility register.

Cinemas, theatres and concert halls should consider registering their business

through nsw.gov.au

Dubbo Regional Theatre and Convention Centre is registered through nsw.gov.au

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

Dubbo Regional Theatre and Convention Centre will fully cooperate with NSW Health and SafeWork NSW if contacted.

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

Yes