

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

Your COVID-19 Safety Plan

Entertainment facilities

Business details

Business name	Seymour Centre
Business location (town, suburb or postcode)	Chippendale
Select your business type	
Cinemas, theatres, concert halls	
Completed by	Colette Vella
Email address	colettev@seymour.sydney.edu.au
Effective date	18 October 2021
Date completed	19 October 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Agree

Yes

Tell us how you will do this

Communications to Seymour Centre staff will clearly instruct them that if they display even the mildest COVID symptoms, they must return home or stay home, get tested, and follow the instructions provided by NSW Health. Contractual arrangements and communications with venue hirers and producers will mandate the same procedures for cast and crew in the venue. Via pre-show communications, patrons are asked not to attend if they display even mild symptoms and are provided with the option to transfer their ticket to a new date or convert the value of their ticket to a gift voucher. Covid Safety information is provided to patrons on our website and in pre-show communication.

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

Agree

Yes

Tell us how you will do this

All staff will be issued with clear information on when to get tested, mask wearing, vaccination, cleaning and physical distancing. All venue users will be provided with the venue COVID 19 Safety Plan, and fully briefed and inducted (WH&S including COVID safety requirements).

Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.

Agree

Yes

Tell us how you will do this

Signage is placed throughout the venue and theatre entry points, bathrooms, hallways and foyers. Conditions of entry are also published on the venue website, and reinforced through social media communications and pre-show emails to patrons. A Key conditions of entry for ALL customers, staff and venue hirers is that they must not have any COVID symptoms, they must show proof of vaccination (or medical exemption), wear a mask and check-in via QR code.

Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at: <https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses>

Note: Staff outside of Greater Sydney who have received one dose of a COVID-19 vaccine are permitted to work until 1 November 2021 when they need to be fully vaccinated.

Agree

Yes

Tell us how you will do this

Staff will need to show their double vaccination status to managers before being able to work on site, and this status will be kept on a secure register.

All venue hirers must warrant at contract stage that cast and crew are double vaccinated, and all cast and crew entering the venue will need to check-in via QR code and have their vaccination status verified, or entry refused.

For patrons, a customer communications plan has been developed to ensure that double vaccination requirements are communicated clearly at ticket purchase and before attendance at the theatre. Patrons entering the venue will need to check-in via QR code and have their vaccination status verified, or entry refused.

Staff will be trained on checking proof of vaccination and signage placed at key entry points and throughout the venue to reinforce vaccination requirements.

People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household.

Note: This does not apply to a person aged under 16 who is on the premises to carry out work.

Agree

Yes

Tell us how you will do this

This condition of entry will be clearly communicated with patrons at the point of ticket purchase and before attendance at the theatre. Front of house staff will also be briefed on this condition of entry.

For non-professional shows that contain cast members under the age of 16, cast and crew must be double-vaccinated or their show cancelled/postponed. For shows that can proceed, venue hirers and producers must warrant they will verify and record the double-vaccination of cast and crew. Further, cast/crew vaccination status will be verified at stage door before entry is allowed into the venue.

Physical distancing

Capacity at an entertainment facility must not exceed 1 person per 4 square metres in the premises, or 75% of fixed seating capacity of the facility.

Agree

Yes

Tell us how you will do this

Seating allocations will be restricted to ensure that this capacity is not exceeded in each of the four theatres in the venue. All patrons will be ticket holders or registered guests in order to accurately monitor numbers and allocate seating.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

Social distancing markers are in place across the public areas of the venue. A COVID marshall will be present during performances to ensure social distancing is facilitated where possible across the venue, particularly in high traffic areas. Front of house and back of house staff will also support the marshall to ensure social distancing is maintained where possible.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

- Roped balustrades will control public movement during intermission, directing patrons in a single direction to and from refreshment service areas. The COVID marshall and front of house staff will ensure all patrons adhere to the guidelines.
- Roped balustrades will control movement of cast and crew when a large attendance is expected back stage. A COVID marshall and back of house staff will be on hand to ensure all patrons adhere to the guidelines.
- Pre-purchasing of e-tickets is encouraged to avoid queues at box office for ticket purchase or collection
- When there is more than one show in the venue at one time, these will be programmed to ensure staggered start and finish times wherever possible, to minimise venue crowding.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick-up and drop-off zones.

Agree

Yes

Tell us how you will do this

- Front of house staff, supported by COVID marshal, will manage crowding in the courtyard immediately outside the venue, as per above.
- Back of house staff will manage crowding around stage door. Roped balustrades and a COVID marshal will be implemented when large attendance is expected at this entry point.

All patrons must be assigned to specific seats and, as far as is reasonably practicable, remain seated. Singing and dancing by audiences is not allowed in indoor areas.

Agree

Yes

Tell us how you will do this

- Patrons will be assigned to specific seats on purchasing tickets or registering for an event
 - Performances that would in usual circumstances encourage singing and dancing by audiences will be modified, and where necessary announcements made pre-show to discourage against singing and dancing by the audience.
 - Front of house staff will be briefed to monitor where possible that patrons remain seated throughout performances.
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Ventilation

Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

Management team have reviewed COVID-19 ventilation guidelines and have developed procedures to manage ventilation, as outlined below.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

Seymour's outdoor courtyard is small and also acts as an egress, and so will have limited use for managing safety. However, seating is available in the courtyard to encourage some patrons to consume food and beverage outdoors, pre-show or at interval.

In indoor areas, increase natural ventilation by opening windows and doors where possible.

Agree

Yes

Tell us how you will do this

Weather allowing and where practical, some doors and windows in the venue can be left open in order to encourage airflow, in particular the large front doors into the foyer.

In indoor areas, 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).

Agree

Yes

Tell us how you will do this

High-grade mechanical ventilation systems ensure that the average intake of outside air meets if not exceeds Australian standards within an entertainment facility. Each theatre has its own plant room, ensuring the air is independent of other rooms.

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Agree

Yes

Tell us how you will do this

The mechanical ventilation system is managed by experts via Central Operations Services, University of Sydney and are on a regular maintenance schedule.

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Agree

Yes

Tell us how you will do this

As above. Experts via Central Operation Services, University of Sydney, have been consulted to ensure optimal indoor ventilation.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Clear communication will be provided to staff, venue hirers and producers and patrons about the requirement for mask wearing at all times inside the building, unless exempt by medical certificate or other written evidence. Other exceptions include when eating/drinking, engaging in work (e.g. performing and rehearsing) when enunciation or visibility of the person's mouth is essential, or when engaging in heavy physical exertion (such as dancing or set building) – a person removing their face covering in this circumstance must resume wearing it as soon as possible.

Signage will be placed at key entry points and around the building to remind venue users of this requirement, and front of house and back of house staff will monitor compliance. Entry will be refused to those not wearing a mask, unless exempt.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the facility.

Agree

Yes

Tell us how you will do this

Hand hygiene signage has been placed throughout foyers and bathrooms. Hand sanitisation stations have been installed at key points across the venue.

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

Agree

Yes

Tell us how you will do this

Professional cleaners stock bathrooms with hand soap and paper towels daily. Front of house staff regularly check stock and replenish stock as needed during the day.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

Agree

Yes

Tell us how you will do this

Hard surface areas are cleaned daily by professional cleaners with high-grade disinfectant. High-touch areas have enhanced cleaning throughout each day when the venue is being used by hirers/producers or if the general public is in the building.

Staff have been briefed and trained to frequently clean Seymour-owned equipment to a schedule (e.g. microphones, sound-desks), particularly after each performance. Where reasonably practicable, technical equipment will be allocated to individuals (e.g. headsets, radio mics) to minimise contact between performers and crew.

All hirers and producers will be instructed and must warrant they will to clean their own high-touch surfaces (props, sets etc).

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

Contact details of all staff and audience entering the venue are recorded via the NSW Government Service Now app/website at time of entry.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

QR codes will be clearly visible and accessible for scanning at the front of house and back of house. Staff will be placed at entry points to validate, and assist with, QR code check-in.

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 it is not possible for check-in to occur, 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. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

Patrons experiencing difficulty with the QR check-in system will be assisted by front of house staff, who will register their details via venue iPad. If it is not possible to check-in, particularly due to technical difficulties, staff will take a written record of the name, contact number and entry time, and within 4 hours this will be entered electronically and records sent to venue management to store securely for 28 days.

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 gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

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

Yes

