

# MAC COVID-19 SAFETY PLAN –

(Document ID: MAC-COVID002)



The COVID-19 Safety Plan was put together using the guidelines and examples provided by the Victorian Government.

<https://www.coronavirus.vic.gov.au/covidsafe-plan>

<https://www.coronavirus.vic.gov.au/public-event-self-assessment-tool> RECEIPT #1284 6<sup>th</sup> March 2021

[www.coronavirus.vic.gov.au/register-your-public-event](http://www.coronavirus.vic.gov.au/register-your-public-event) RECEIPT #4593 6<sup>th</sup> March 2021

The plan demonstrates:

1. Actions to prevent COVID-19 entering The MAC space, and
2. Preparation for, and to respond to, a confirmed COVID-19 case from The MAC space.

ORGANISATION DETAILS	
Business name:	Multi Arts Space (The MAC) Incorporated
Business address:	77 Beach Road Torquay 3228
Plan developed by:	MAC Committee; contact person – George Carman (President, mob. 0423 326 921)
Relevant Victorian Government COVID-19 Restrictions:	Industry Restart Guidelines – Indoor Entertainment Venues (including Cinemas, Performing Arts and Music Venues) January 2021 TIER 3 Art and Entertainment
Commencement Date:	1 March 2021
Approved by:	Surf Coast Shire Council
Date:	16 <sup>th</sup> March 2021

## SUMMARY of Prevailing Guidelines: 7<sup>th</sup> March 2021

The MAC is a Tier 3 Arts & Entertainment Facility

### Personal Protection Equipment (Section 1.1)

Face masks are recommended but are not mandatory.

### Minimum Social Distancing (see Section2)

Space Density Quotient: **One person per two (2) square metres** (that is a space 1.42 x1.42 m). SEE APPENDIX 1 for breakdown of room by room.

Personal Space: 1.5 metres whilst standing, queuing.

## Contacts for volunteers if they have questions regarding this COVID 19 Safety Plan

MAC President	George Carman	0423 326 21
MAC Risk Compliance	Wendy Maitland-Smith	0407 370 188
MAC Risk Compliance	Ray Ingwersen	0428 828 836
TTT President	Michael Baker	0413 040 976
SCAS President	Sally Groom	0419 195 576
SCC Arts Officer	Harriet Gaffney	0466 544 880

# 1. Actions to prevent COVID-19 entering The MAC space

## 1.1. PPE



- Face masks are to be worn by all volunteers/workers/patrons while inside The MAC building unless lawful exception applies on which evidence must be shown and according to prevailing Victorian DHHS guidelines at <https://www.coronavirus.vic.gov.au/entertainment-and-culture#do-i-need-to-keep-my-mask-on-throughout-a-movie-or-performance>
- Non-compliance may result in the removal from the building.
- Face **shields** do not meet COVID safety requirements as indicated in the vic.gov COVID safety guidelines.
- Masks will be available at the registration point for those who do not have their own.
- Signage at all entry points will be displayed as a reminder of prevailing DHHS mask policy.

## 1.2. Cleaning



- At the end of each event a clean with cleansing fluid will be carried out.
- Tables and toilet doors/taps will be cleaned/disinfected.
- Liquid soap will be provided in each of the bathrooms and kitchen for hand cleaning.
- Signage will be displayed in each bathroom and kitchen showing the correct procedure for cleaning hands.

## 1.3. Sanitizing

- Hand sanitizer will be available at each registration point and in each of the bathrooms.
- Signage will be displayed at each sanitizing station as a reminder to clean hands.
- High touch points will be regularly sanitized. These include
  - door handles
  - light switches
  - counter tops, edges and the underneath surface where it is reachable
  - toilet buttons and toilet accessories such as electric hand driers
  - taps
  - pens used at the registration points
- Marshalls/volunteers will be provided with sanitizing bottles and cloths, that will be discarded after use.
- avoid exchange of keys

## 1.4. Social distancing

Ensure volunteers, workers and patrons are socially distanced in accord with prevailing DHHS guidelines, This will be done:

- With signs indicating the number of people allowed at all entry points. The prevailing density quotient (see summary on page 1) for each area will be adhered to. The MAC will closely monitor prevailing State and LGA conditions and advice and will update the signage for persons allowed in each room and numbers will be monitored.
- The MAC team and/or volunteers will continuously monitor numbers, oversee registration, physical distancing and traffic flow. MAC has two Risk Compliance portfolio holders.
- General visitors will enter the building via the ENTRY/ CIRCULATION (see Appendix Plan) through the front sliding glass doors and exit through the same door separated by an entrance and exit channel. Arrows and space markers will be on display as guides.
- Visitors/workers/volunteers waiting to register will be monitored to maintain the minimum recommended social distancing. Marks will be placed on the entry/foyer floor to accommodate any overflow.



- Floor markings showing distancing guides will be placed where people are likely to stand for a period of time, these include registration points, reception points, including foyers, admin box office/ticketing and kitchen serving window, and toilet/toilet corridors.
- Signage will be displayed in each room to remind people of social distancing. See appendix 1 for a table of allowable people in each room and Appendix 2 for the architect's map of the building that identifies each room.

### 1.5. If someone shows symptoms or feels sick

- Workers, volunteers, or patrons should stay home if they have suspected symptoms of COVID 19 or feel sick.
- If someone arrives at The MAC building with symptoms of COVID 19 or feels sick they will be politely asked to go home and seek medical advice as per the DHHS guidelines.
- Make arrangements to send the person home in suitable and safe private transport so the risk of potential coronavirus (COVID-19) transmission is reduced.
- If the person cannot travel home, identify an area where the person can remain in isolation until they are able to travel home.
- All touch points will be cleaned.

### 1.6. Training for volunteers

- Volunteers will receive this COVID-19 SAFETY plan to read.
- Training (see Appendix 3 for training instructions) and briefings will be conducted for each volunteer to ensure they have an understanding of the COVID-19 SAFETY plan so they may;
  - Protect themselves from COVID 19 and
  - Use the plan to advise patrons of the safety procedures to prevent COVID-19 entering the MAC space and assure them of their safety.

## 2. Preparation for, and to respond to, a confirmed COVID-19 case from The MAC space.

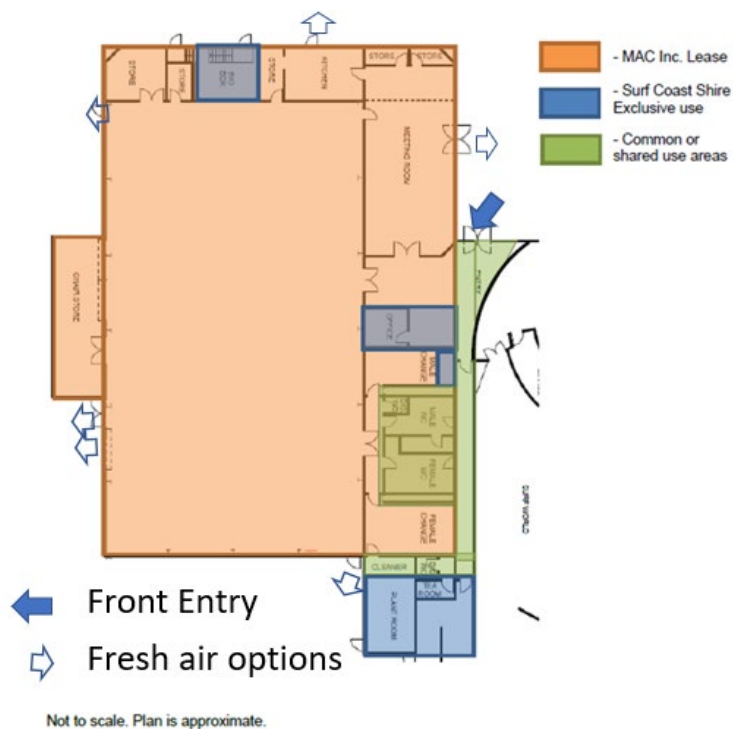
- Registration/recording of Volunteers, workers, and patrons
  - QR Code electronic recording (vic.gov approved). A QR code will be placed at each entry point and reception point (see Appendix 4).
  - Hard copy registration will be used as a backup. This should be avoided if possible (contacting is more difficult). Volunteers can help patrons/workers to register using the QR code using their phone or their own phones.
- If anyone has any queries or concerns with regard to COVID 19, contact the president of The MAC George Carman, ph. 0423326921, email – geodirect@hotmail.com
- In the event of a COVID 19 case in The MAC building
  - Close the building if directed by DHHS.
  - Communicate with volunteers, and patrons if necessary, of a COVID case and any changes to events and to the building's accessibility.
  - Deep cleaning of the building will be conducted if a COVID 19 case has been identified.
  - Refer to DHHS guidelines of changes and adjust signage and procedures where appropriate in preparation for re-entry of the building.
  - Follow all DHHS directions until site is able to re-open



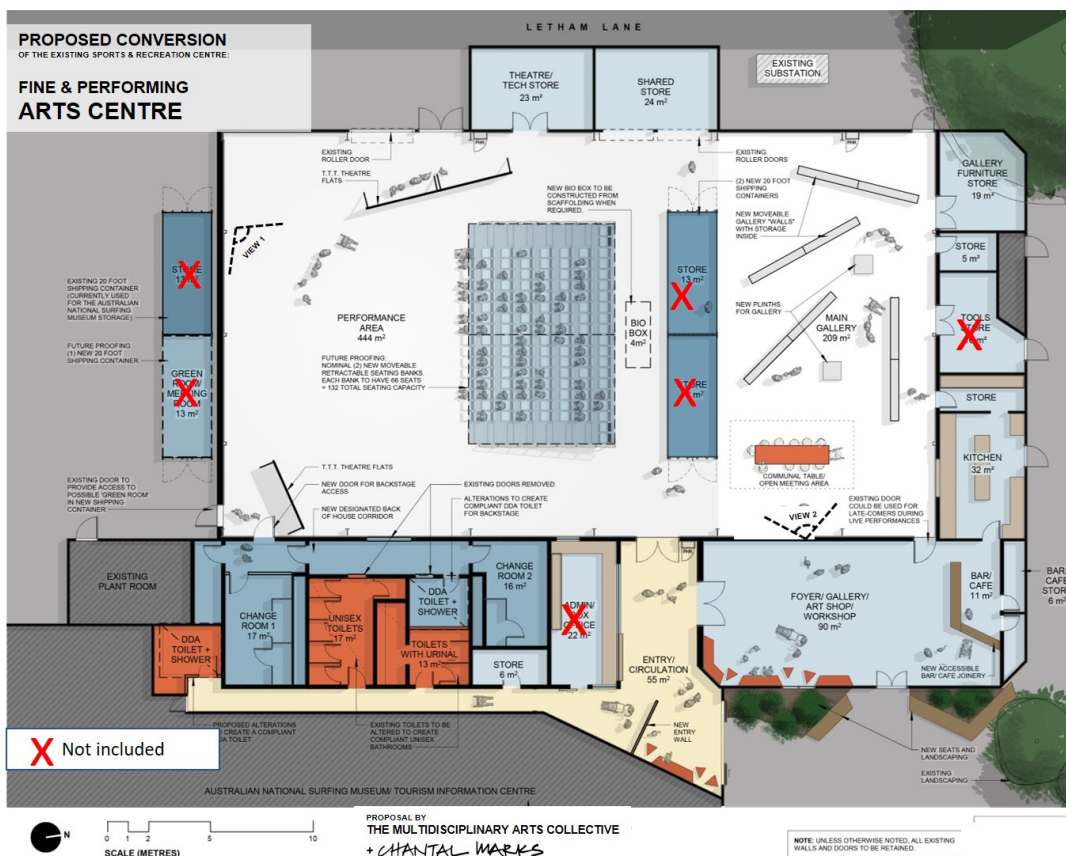
**APPENDIX 1** – People allowances for each room of The MAC building based on one person per 2 sq metres. This will be reviewed periodically if and when DHHS guides change.

Space (See Appendix 2 -second floor plan)	Area (sq m)	Persons at one time	MAC PLAN Persons at one time	Notes
<b>Entry/exits (east side)</b>				
1. Entry/circulation	55	27	27	
2. Foyer/gallery/art shop/workshop	90	45	45	
Main Gallery	209	104	104	
Performance Area	444	222	222	
Bar /cafe	11	5	4	
Bar café store	6	3	1	Door is labelled as Store 4
Bar café store	6	3	1	Door is labelled as Store 3
Kitchen	23	11	7	Excludes bench spaces (Total area is 32 sqm)
Store (off kitchen)	4	2	2	
Store	5	2	2	Door is labelled as Store 5
Gallery furniture store	19	9	5	To be revised as stores accumulate
Shared Store (west side)	24	12	8	To be revised as stores accumulate
Theatre tech store (west side)	23	12	8	To be revised as stores accumulate
Change Room 1	13	6	6	Excludes shower cubicles
Change Room 2	14	7	7	Excludes shower cubicles
DDA toilet and Shower	6	3	2	
<b>PUBLIC AREAS</b>				
Gents Toilets	13	6	6	Labelled Toilets with Urinals on plan
Ladies Toilets	17	8	6	Labelled Unisex toilets on plan

APPENDIX 2 – Plans of The MAC Centre



Following Plan identifies the internal SPACES listed in the Table in Appendix 1



## APPENDIX 3 – Volunteer training guide.

Volunteers will be inducted by providing them a copy of the MAC COVID-19 SAFETY PLAN (this document) and will be guided through all aspects of the plan. They will be briefed on the procedures for entry and exit, social distancing and post event cleaning.

Things to consider:

### 1. How to keep your-self and others safe

- masks – wear a fitted mask while indoors as per prevailing DHHS guides.
- social distancing – maintain social distances with other people and adhere to the number of people allowance as indicated on the signs outside of each room.
- sanitizing – sanitize your hands on entry of the building and frequently if you are touching surfaces and items in the building.
- sneeze/cough into your elbow.

### 2. Understanding the COVID 19 plan and using it as a guide

- use the COVID 19 plan to educate yourself and use the information to inform others of The MAC's COVID 19 requirements

### 3. Awareness, sensitivity towards the elderly and other vulnerable groups.

Volunteers will be reminded that certain community member groups are potentially more vulnerable than others (eg elderly, those whose immune systems are compromised) and to respect those persons wishes for special attention. It is important for the MAC COVID-19 Safety Plan to make visitors and audiences feel safe to visit the MAC Centre as much as it is important for volunteers and workers at the MAC space to protect themselves.

### 4. How to respond to a non-compliant request

- Politely ask the non-compliant person(s) to observe the requirements and to respect the room capacity, social distancing and prevailing mask requirements
- Politely ask the non-compliant person(s) to leave the site and to return when they can become compliant.
- If further escalation is required discuss first with a MAC representative ( see section 7)

### 5. How to create a pleasant environment for everyone while encouraging compliance of The MAC's COVID 19 plan

- be sensitive to other circumstances – some people can't wear a mask or use sanitizers.
  - if someone is not wearing a mask you may ask for proof that they have permission by their doctor.
- what authority do you have?
  - you are a guide NOT an enforcer.
  - if in doubt seek counsel from the relevant space manager (Gallery SCAS, Theatre TTT) or a MAC board member (Section7)
- Where possible open external doors to increase inflow of fresh air (as marked on plan in Appendix 2)
- It is important to remind MAC personnel to ensure all doors are checked before leaving the site.

### 6. when & how to clean and sanitize

- Using disposable gloves provided, generously wipe down all touch surfaces with a cleansing fluid and dispose of all materials offsite **after each** facility usage.

- Make a visual check on the toilet facilities to ensure Glen 20 or similar is provided.

**7. Contacts for volunteers if they have questions regarding COVID 19**

TTT President	Michael Baker	0413 040 976
SCAS President	Sally Groom	0419 195 576
MAC President	George Carman	0423 326 21
MAC Risk Compliance	Wendy Maitland-Smith	0407 370 188
MAC Risk Compliance	Ray Ingwersen	0428 828 836
SCC Arts Officer	Harriet Gaffney	0466 544 880

**APPENDIX 4**



## REQUIREMENTS FOR WORKING IN THE GALLERY, THEATRE & PERFORMANCES

Requirements for our workplace, and the actions we will put in place to keep our workers and patrons safe are as follows:

	RESPONSIBILITY	MAC	SCC	Joint
<b>WELLBEING OF WORKERS AND PATRONS</b>				
<b>1. Exclude workers and patrons who are unwell from the premises</b>				
a. Conditions of Entry displayed at venue entrances that acknowledge COVID-19 conditions such as any visitor/worker displaying COVID-19 symptoms are instructed to stay away from the venue.		✓	✓	
b. These conditions of entry also address specific requirements for visitors/workers deemed vulnerable.		✓	✓	
c. Include the information “if you are unwell, do not attend the venue”, on venue signage, website & noticeboards.		✓	✓	
d. Reinforce through workers’ training.		✓		
e. Updated terms and conditions for ticket holders.		✓		
<b>2. Provide workers with information and training on COVID-19, including when to get tested, physical distancing and cleaning</b>				
a. MAC to provide briefings for workers, which includes: <ul style="list-style-type: none"> <li>reinforcing to stay at home if you are sick.</li> <li>outlines when to get tested and how to stop the spread of COVID.</li> <li>practical tips to stay safe including social distancing, cleaning, hand washing and respiratory hygiene</li> </ul>		✓	✓	



	RESPONSIBILITY	MAC	SCC	Joint
	<ul style="list-style-type: none"> <li>how to deal with a suspected case of COVID-19 on premises.</li> </ul>			
	b. Surf Coast Council to ensure all their contractors, and workers who attend the venue are provided with similar training to the above.		✓	
<b>3. Display conditions of entry (website, social media, venue)</b>				
	a. Pre-attendance communications provided to all patrons may be via entry signage and advice, website & email. This includes: <ul style="list-style-type: none"> <li>conditions of entry</li> <li>outline of safety measures</li> <li>any new procedures</li> <li>visitor obligations, such as the obligation to stay at home if symptomatic.</li> </ul>	✓		
	b. Information is displayed throughout the venue on wall mounted and noticeboard mounted signage which includes <b>4 key messages</b> ; stay at home if you are sick, practice social distancing, wash hands thoroughly and cough or sneeze into your elbow.	✓	✓	
	c. Front-of-House, set, costumes & backstage workers, actors, directors, technical crew and other members of creative teams to be sent the conditions of entry directly via email.	✓		
<b>4. Consider whether appropriate cancellation or flexible booking is available where patrons cancel due to COVID-19 factors (such as being unwell or awaiting test results)</b>				
	a. Patrons who have invested in a ticket purchase to be readily assisted when notifying MAC that they are unwell and cannot attend.	✓		
	b. Avoid a ticket holder being inadvertently encouraged to attend a performance when unwell in an effort to not lose out financially: <ul style="list-style-type: none"> <li>MAC will readily work with a ticket holder and the relevant space manager to facilitate an exchange of performance date, credit note or for the value to be carried forward as a credited Gift Voucher for redemption to a future performance if practical</li> <li>in cases where future attendance is deemed impractical, highly unlikely or impossible, a discretionary refund would be considered.</li> </ul>	✓		
<b>5. Ensure COVID-19 Safety Plans are in place for sub-letting</b>				
	Organisations approved by MAC for sub-letting will have to agree, in writing, to abide by the MAC COVID-19 Safety Plan.	✓		
<b>PHYSICAL DISTANCING</b>				
<b>6. Capacity must not exceed one person per 2 square metres of publicly accessible space (excluding workers) OR 75% capacity of the venue (if fixed seating is in use), whichever is the greater. Children count towards the capacity limit.</b>				
	a. MAC to calculate maximum capacities of all spaces/rooms located within the leased area, based on current VIC State Government restrictions. ( see Appendix 1)	✓		
	b. VIC Health have stated that venues can include foyers and other publicly accessible spaces into each venue's 1 person per 2 square meters' calculation providing the space calculated is accessible to the public at the time of patronage		✓	
	c. Stage areas and back of house spaces are not accessible to the public and therefore cannot be included in the operating patronage capacity for the venue in relation to point 6.	✓		

	RESPONSIBILITY	MAC	SCC	Joint
d.	Ticket sales and venue bookings (rehearsals / productions / functions etc.) will be limited to the COVID-19 Safety Plan maximum capacity of the leased area as outlined above.	✓		
<b>7. Seated groups or individuals should be separated by 1 empty seat on both sides to support physical distancing. Develop strategies to achieve this, such as ticketing arrangements or blocked seating.</b>				
a.	Use allocated and reserved seating for all events to meet minimum 2 square metre regulation for individuals/groups in the same row. Therefore, MAC /TTT/SCAS/Hirers will use 1 seat gap to achieve this minimum, and will only sell every second row in the auditorium if bubble groups allow.	✓		
b.	Develop specific venue seating maps, which adhere to 7a., and the relevant current health guidelines and restrictions.	✓		
c.	If required to alter the seating plan allocation method, then ensure the ticketing process is solid to prevent the intentional or inadvertent sale of reserved seating tickets in closer proximity to one another than intended.	✓		
d.	No General Admission events will be undertaken.	✓		
<b>8. Regulate traffic flow in foyer</b>				
a.	Sufficient time to be allowed between performances to enable cleaning of venue for audiences ( if applicable).	✓		
b.	External foyer doors to open a minimum of 30 minutes prior to the start time of the performance, with a clear system of ushering patrons to seats.	✓		
c.	Internal auditorium doors to open at the same time as external foyer doors to assist with easing of foyer congestion.	✓		
<b>9. 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 door or rope barriers to mark the entry and exit wherever practical</b>				
a.	<p>Venue Wide</p> <ul style="list-style-type: none"> <li>Floor stickers to be placed at all venue entries and on other hard floor surfaces throughout the venue where congestion may occur e.g. auditorium entrance, corridor leading to toilets.</li> <li>Free standing signage to be placed throughout the venue with “please stand here” and “please keep 1.5m apart” messaging where wall signage is not appropriate.</li> <li>Front-of-House to assist in the managing of physical distancing if any queues become unavoidably high.</li> </ul>			✓
b.	<p>Ticketing and Box Office</p> <ul style="list-style-type: none"> <li>Discourage the venue box office collection option when purchasing online or via telephone.</li> <li>MAC to encourage TTT and SCAS to run online booking.</li> <li>MAC to encourage TTT and SCAS to offer easy post-sale care for booking changes and reissuing of lost or missing tickets.</li> </ul>	✓		
c.	<p>On-site ingress and egress</p> <ul style="list-style-type: none"> <li>Patrons directed to Box Office only if ticketing issue or requiring to purchase a</li> </ul>	✓		

	RESPONSIBILITY	MAC	SCC	Joint
	ticket. <ul style="list-style-type: none"> <li>• Queue management to manage patrons approaching front doors for ticket scanning.</li> <li>• Promote physical distancing messaging within foyer announcements and/or pre-show announcements if applicable.</li> <li>• Use adjacent entry circulation space as entry foyer (see Plan Appendix 2)</li> <li>• Use all foyer to auditorium doors as normal to spread the crowd out but have distancing signage near where patrons queue.</li> <li>• All internal double doors should be opened prior to the performance, and at the end to allow maximum movement and promote patrons not having to touch doors.</li> </ul>			
d.	Bathrooms <ul style="list-style-type: none"> <li>• Provide clearly indicated maximum space limit signage in bathroom entrances and bathroom spaces.</li> <li>• Use all available bathrooms in the foyer for all performances.</li> <li>• Monitor queuing and use Front-of-House workers to redirect patrons to other bathroom facilities.</li> </ul>			✓
e.	Food and Beverage <ul style="list-style-type: none"> <li>• Allow drinks (water bottles only) inside the venue for performances where possible to avoid gatherings in foyers.</li> <li>• Barriers and signage in foyer as appropriate to control the flow of patrons to the bar.</li> <li>• Use of alternate bar facilities so patrons can distance from the main bar.</li> </ul>	✓		
f.	No intermissions or intervals will be scheduled during performances <ul style="list-style-type: none"> <li>• No bar or food serving to discourage patrons coming out.</li> <li>• Message to be delivered by foyer announcements and / or pre-show communications at the time of purchasing a ticket and prior to attending the event.</li> </ul>			
<b>10. Singing, and certain wind instruments can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective.</b>				
a.	Productions with individual singing and/or groups of singers will ensure the performers are a minimum of 5 metres distance from all audience, crew and other non-singing performers in the direction they are singing.	✓		
b.	Singers will be socially distanced as per DHHS guides	✓		
c.	Productions involving singing must submit a COVID Safe Risk Assessment and Management Plan to the MAC Committee for approval on the positioning and direction of singing performers on stage for performance and for rehearsals in any onsite locations at MAC.	✓		
d.	A stage/seating plan identifying singer location and direction as well as	✓		

	RESPONSIBILITY	MAC	SCC	Joint
	demonstrating the minimum 5 metres distance is advisable.			
e.	Stage spiking of performer area and exclusion zone is advisable.	✓		
f.	<p>Specific Wind Instruments (non-reeded woodwind instruments)</p> <ul style="list-style-type: none"> <li>Productions with orchestras containing non-reeded woodwind instruments should ensure the performers are a minimum of 3 metres distance from all audience, crew and other non-playing performers in the direction of air flow.</li> <li>Productions involving non-reeded woodwind instruments must submit a COVID Safe Risk Assessment and management plan to the MAC Committee for approval on the positioning and management of musicians on the stage as well as in any approved back of house areas.</li> <li>A stage/seating plan identifying location and airflow direction of non-reeded woodwind instrument musicians as well as demonstrating the minimum 3 metres distance is advisable.</li> <li>Wind instrument musicians not to warm up their instrument other than in their designated performance area in the venue. This may be in the orchestra pit or in situ on the stage. Wind instrument musicians not to warm up their instrument in any other back of house room unless prior approval has been granted by MAC Committee.</li> </ul>	✓		
<b>11. Where reasonably practical, ensure workers maintain 1.5 metres physical distancing at all times, including during breaks and in offices or meeting rooms. If workers are not able to physically distance, or work in a role with signification public interaction, strongly recommend they wear a face mask if practical.</b>				
a.	Internal signage provided to outline physical distances, maximum capacities in venues, dressing rooms, the workshop, office and shared spaces			✓
b.	Stages, and back of house rooms are limited in their capacities by DHHS guides to ensure enough space for physical distancing and not overcrowding. This is reinforced with signage.	✓		
c.	No shared food.	✓		
d.	Avoid overlap of technical crews and production artists in dressing rooms, unless necessary.	✓		
e.	Crews and artists to maintain physical distancing, including during rehearsal, performances, side of stage and in dressing rooms.	✓		
f.	Mechanical or other aids considered to increase the distance between people for a task. However, the safety of the task should not be compromised and still meet the outcomes of any safe work method statements.	✓		
g.	Physical distancing controls outlined in shift toolbox talks for crews as well as induction talks with hirers or production companies.	✓		
h.	<b>Face masks</b> are mandatory for MAC Front-of-House volunteers	✓		
i.	<b>Face masks</b> are recommended for all patrons attending performances.	✓		
<b>12. Use telephone or video for workers' meetings where practical.</b>				
a.	Zoom used across all worker groups.	✓		
b.	Working from home is encouraged for non-essential works to minimise the numbers of workers that are onsite at any one time.	✓		
c.	Face to face meetings are limited and only conducted when absolutely necessary.	✓		

	RESPONSIBILITY	MAC	SCC	Joint
Masks are strongly recommended in these situations.				
<b>13. Where reasonably practical, stagger start times and breaks for workers members to minimise the risk of close contact.</b>				
a.	Staged approach and plan in re-entering the workplace.	✓		
b.	Work from home and flexible work arrangements continue to be encouraged for any work activities that can be completed off-site.	✓		
c.	Considerations to stagger break times with consideration of onsite workers and venue amenity limitations in shared rooms like dressing rooms, foyer etc. to avoid over-crowding.	✓		
<b>14. Consider physical barriers such as plexiglass around counters with high volume interactions with patrons.</b>				
g.	Box Office Operations <ul style="list-style-type: none"> <li>MAC does not currently have a Box Office. Reception /Registration tables will be used and follow DHHS guides</li> </ul>	✓		
h.	Food and Beverage (NOTE: will not operate in first half of 2021) <ul style="list-style-type: none"> <li>Bar area will be monitored to minimise opportunities for exposure to volunteers and patrons.</li> <li>EFTPOS Terminals will be used where possible to minimise contact in handling of money</li> </ul>	✓		
<b>15. Review regular deliveries and request contactless delivery and invoicing where practical.</b>				
a.	Contactless processes are encouraged as much as possible.	✓		
b.	Deliveries to MAC facility to be granted access via phone call, and items placed by delivery company in front of an external door.	✓		
c.	Deliveries to the workshop to be granted access via the set-building team and items placed by delivery company upon direction of the team at roller door.	✓		
d.	All deliveries should be wiped down by disinfectant wipes before handling by MAC workers.	✓		
e.	Relevant paperwork and dockets are emailed to delivery driver and these should be shown to MAC workers on arrival.	✓		
f.	Invoicing should be emailed to workers rather than paper versions being sent.	✓		
<b>16. Have strategies in place to manage gatherings that may occur immediately outside the premises.</b>				
a.	Position Front-of-House as a welcoming and farewell team at key ingress and egress points to provide information and support for audience members.	✓		
b.	Production Coordinators & Stage Managers must provide planning as part of their COVIDSafe Risk Assessment management plans on how they will manage performer pickups outside of the venue if applicable (e.g. youth performers etc.).	✓		

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<b>HYGIENE &amp; CLEANING</b>				
<b>17. Adopt good hand hygiene practices</b>				
a. Staff to complete online Hand Hygiene & Infection Control training.			✓	
b. All workers and visitors to the venue are guided to: <ul style="list-style-type: none"> <li>Wash hands regularly with soap and water before and after work tasks, especially before and after breaks.</li> <li>Regularly apply hand sanitiser located at prominent back of house areas, in venues and other public locations around the building.</li> <li>Do not touch your face. Sneeze or cough into your elbow.</li> <li>Minimise sharing of tools and equipment. If this is unavoidable (e.g. consoles, meeting room equipment etc.), ensure the equipment is thoroughly cleaned with alcohol based cleaner or disinfectant wipes between uses.</li> </ul>	✓			
c. Signage of correct method of handwashing located at all handwashing facilities.			✓	
d. Office workers to have disinfectant wipes available to wipe and clean computer keyboard, mouse and telephones.	✓			
e. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. <ul style="list-style-type: none"> <li>Toilet seat sanitiser sprays added to all toilet cubicles.</li> <li>Pre-interval and post-performance OR daily for non-performance days, stock check and cleaning bathrooms.</li> <li>Storage areas are well stocked to ensure there is no shortage of supplies.</li> </ul>				✓
f. Have hand sanitiser at key points around the facility, such as entry and exit points. <ul style="list-style-type: none"> <li>Front-of-House: hand sanitisation stations are installed across the site in all paths of travel and nearby bathroom facilities.</li> <li>Back of House &amp; Admin Offices: hand sanitisation stations are installed at frequently accessed areas including clock-on areas, kitchens, dressing rooms.</li> <li>Portable self-standing hand sanitisation units available to be moved into an area that may be deemed a temporary highly frequented area.</li> </ul>				✓
g. Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. <ul style="list-style-type: none"> <li>Increase in cleaning workers on-site to ensure sanitising practices and supervisor audits to take place on all major paths of travel (foyers, hallways) and within frequented spaces (bathrooms, dressing rooms etc.).</li> <li>Non-fire doors to be “held open” in all major paths of travel to minimise touch points.</li> <li>Production briefs and end of night / show reports to explicitly outline key rooms and paths of travel used by audiences, performers and crew to flag additional cleaning requirements to be reviewed by the Stage Manager and actioned by the MAC team.</li> </ul>				✓
h. Maintain disinfectant solutions at an appropriate strength and use in accordance	✓		✓	

	RESPONSIBILITY	MAC	SCC	Joint
	<p>with the manufacturers' instructions.</p> <ul style="list-style-type: none"> <li>• Ensure that appropriate cleaning products are used in correct strength as per the manufacturer's instructions.</li> <li>• All disinfectant products selected are approved for the surface to be cleaned. In general, MAC and Surf Coast Council use combined detergent/disinfectant solutions for wipes for hard surfaces.</li> </ul>			
i.	<p>Food and Beverage</p> <ul style="list-style-type: none"> <li>• Glassware, bar utensils, and food utensils used as props will be washed in a dishwasher operating at optimum/approved temperatures using approved chemicals.</li> <li>• Sanitiser available near service counters for patrons to use as required.</li> </ul>	✓		
j.	<p>Develop strategies to address cleaning of very high-touch surfaces such as handles and chair arms. Consider having disinfectant wipes available for patrons to use.</p> <ul style="list-style-type: none"> <li>• The MAC team has a cleaning schedule for high touch surfaces.</li> <li>• Particular attention is paid to horizontal surfaces such as tables, chairs &amp; arm rests and frequently touched surfaces such as handrails, door handles, toilets, basins, cisterns, light switches, bench tops as well as any frequently touch areas like keypads etc.</li> <li>• Front-of-House workers may be included in assisting the cleaning and sanitisation of the foyer and venues.</li> </ul>	✓	✓	
k.	<p>Venues cleaned before each performance to ensure that area is sanitised before the next audience.</p> <ul style="list-style-type: none"> <li>• Front-of-House staff to clean before performances.</li> <li>• Consideration to be given to deep-cleaning methods.</li> </ul>	✓		
l.	<p>Wipes available for EFTPOS keypads and bins to discard must be available.</p>	✓		
m.	<p>Workers are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.</p>	✓		
n.	<p>Personal Protective Equipment is provided for all cleaning workers.</p>			
o.	<p>All cleaning workers advised to:</p> <ul style="list-style-type: none"> <li>• stay at home if they are in any way unwell, even with minor symptoms</li> <li>• use chemicals in accordance with the Manufacturer's instruction and the safety data sheets</li> <li>• avoid touching their face especially mouth, eyes and nose when cleaning</li> <li>• wear appropriate personal protective equipment e.g. disposable gloves and mask (if they deem appropriate) while cleaning</li> <li>• wear protective eyewear to avoid eye splashes when handling disinfectant solutions</li> <li>• perform hand hygiene after removing disposable gloves on completion of cleaning tasks.</li> </ul>	✓		

	RESPONSIBILITY	MAC	SCC	Joint
p.	Production workers trained on procedures and cleaning protocols for the sanitisation of production equipment including the use of any required PPE.	✓		
q.	Encourage contactless payment options through all cash handling terminals on site having contactless payment services.	✓		
r.	<p>Box office operations</p> <ul style="list-style-type: none"> <li>Online payment facilities are available for booking and paying for tickets.</li> <li>Cashless operation procedure at onsite box office and tap and go type payment encouraged over swipe or card insert.</li> <li>In all cases of EFTPOS use the cleaning of the keypad is to be undertaken before and after each use via disinfectant wipes.</li> </ul>	✓		
s.	<p>Food and Beverage</p> <ul style="list-style-type: none"> <li>Cashless operation procedure at bar and tap and go type payment encouraged over swipe or card insert.</li> <li>In cases of PIN entry, cleaning of the keypad is to be undertaken following the use of the terminal.</li> </ul>	✓		
<b>Record Keeping</b>				
<b>18. Keep a record of name and a mobile number or email address for all workers, patrons and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Ensure records are used only for the purpose of tracing COVID-19 infections and are stored confidentially and securely.</b>				
a.	Victorian Government QR code will be used for all workers, volunteers and patrons. <a href="https://www.coronavirus.vic.gov.au/victorian-government-qr-code-service">https://www.coronavirus.vic.gov.au/victorian-government-qr-code-service</a>	✓		
b.	<p>Ticket and booking processes to ensure that name, mobile number and/or email address are collected for at least one member of each group booking tickets to attend a performance or event at MAC. This includes any complementary tickets.</p> <ul style="list-style-type: none"> <li>General Terms and Conditions for tickets and attendance at performances/events should reference the requirement for provision of details to be made available to authorities for the purpose of contact tracing should risk of exposure be present.</li> <li>Terms and Conditions should specify that the purchaser is required to retain contact records of ticket holders entering the event on tickets purchased by them, and that they are obliged to readily supply these details/on-inform other attendees in response to contact tracing being initiated by health authorities.</li> <li>Customer communications and transaction path messaging to highlight COVID Safe changes to Terms &amp; Conditions and contact tracing requirements of purchasers.</li> </ul>	✓		
c.	All non-ticketed visitors, performers, outside crew, contractors etc. must sign-in at the stage door and contact details are kept in hard-copy	✓		
c.	Cooperate with VIC Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SCC Arts Officer Harriet Gaffney. <b>0466 544 880</b> <b>HGaffney@surfcoast.vic.gov.au</b>	✓		



RESPONSIBILITY	MAC	SCC	Joint
<ul style="list-style-type: none"><li>MAC process which outlines the steps to deal with a suspected or positive case of COVID-19. This process outlines the requirement for the MAC leadership team to notify SCC Arts Officer Harriet Gaffney immediately in the case of a positive or confirmed case of COVID-19.</li></ul>			