

# COVIDSafe Plan – Melbourne Recital Centre



## About the COVIDSafe Plan

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

### In order to be compliant with public health direction:

- All businesses in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing this COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

**If you are in a high risk industry, you are required to complete a 'High Risk COVIDSafe Plan'. Further information can be found at [vic.gov.au](https://vic.gov.au).**

## How to develop your COVIDSafe Plan

### 1. Understand your responsibilities

Information on public health directions applying to employers is available at [vic.gov.au](https://vic.gov.au).

### 2. Prepare your plan

Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

**Mandatory requirements under public health direction feature this symbol:**



- All other points are highly recommended for keeping your workers safe and workplace open, but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).



### 3. Keep your plan up to date

Your COVIDSafe Plan must be reviewed and updated routinely, and when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

You do not have to lodge your COVIDSafe Plan with the Victorian Government. However, you may need to provide your COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits, to ensure the implementation of and compliance with your COVIDSafe plan.

### 4. Share your plan

Your workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.

**For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit [vic.gov.au](http://vic.gov.au) or call the Business Victoria Hotline on 13 22 15.**

## Your COVIDSafe Plan

Business name: [Melbourne Recital Centre](#)

Plan completed by: [Sarah Thompson. Endorsed by WHS Committee on 03 December 2020](#)

Date reviewed: [3 December 2020](#)

## COVID Safety at Melbourne Recital Centre

Melbourne Recital Centre is committed to the safety of our artists, staff and patrons. We have developed the following plan in line with DHHS guidelines to provide a range of public health, hygiene and physical distancing measures to ensure a safe return to activity at the Centre.

This plan has been written using the preferred DHHS template. Other documentation referred to in this plan is available on request.

A comprehensive visitor communication plan is being implemented and all Centre staff are undertaking training to ensure our stakeholders understand the contents of this COVIDSafe Plan.

For information about visiting the Centre as part of an audience, please go to the Attending Events page on our website - <https://www.melbournerecital.com.au/experience/attendingevents/>



# 1. Ensure physical distancing

## Requirements



**You must ensure workers and visitors are 1.5m apart as much as possible. This can be done by:**

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

**You may also consider:**

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers



**You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

- There is no more than one worker per four square meters of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

**You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when carpooling. This can be found at [vic.gov.au](http://vic.gov.au)

## Melbourne Recital Centre Action

### General

- Decals and signage implemented regarding distancing including floor markers to indicate 1.5m distances.
- Staff training emphasis on ensuring distances are maintained.

### Front of House Visitors:

- Use of tensor barriers at entrances/exits to control patron flow through foyers.
- Public access to foyer areas limited to ticket holders only.
- Foyers and box office only open 1 hour prior to event
- Signage encouraging and directing physical distancing.
- **Conditions of Entry** updated to align with COVID Safe plan.
- Patrons encouraged to use stairs and escalator instead of lifts.
- Refer **COVID-19 Visitor Experience Risk Management Plan**

### Staff & Back of House Visitors:

#### **Refer Guidelines 'Working Safely at the Centre During COVID-19'**

- Staff who can work from home will continue to do so.
- The Centre has implemented workplace mapping to identify suitable communal areas and to mark out seating arrangements to provide at least 4 sqm of space and 1.5m of physical distance between each person.
- Refer Melbourne Recital Centre Risk Assessments, Safe Operating Procedures and Safe Work Method Statements regarding distancing in each workspace.
- Staff rostering & visitation requires pre-approval & access
  - is at specific times only.
- Lift access limited to goods, equipment or staff member is unable to manage stairs.
- Delivery services are practicing contactless delivery.
  - The Centre developed a protocol for site deliveries to be serviced in a contactless / safe manner
- Large sneeze guard/screen installed at stage door entry
- Plan for COVID Marshall (MRC staff member) to be onsite to assist with social distancing reminders for large groups (eg. Performers of >10)

### Front of House Visitors:

- Capacity signage at front entrances.
- Capacity limits set as per DHHS guidelines
- Staff managing capacity at front doors.
- Foyer Bars remain closed.

### Staff & Back of House Visitors:

- The capacity per work area (including physical distancing for staff only areas) takes into account the seating arrangements of staff at workstations, dressing rooms and onstage.
- Refer Melbourne Recital Centre Risk Assessments Safe Operating Procedures and Safe Work Method Statements re distancing in each workspace.

### **Refer Guidelines 'Working Safely At the Centre During COVID-19'**

#### Staff responsibilities:

- Do not enter the Centre if you or a close contact feel unwell. If you have symptoms, even mild ones, get tested immediately and notify your supervisor.
- Do not car-pool with people they don't ordinarily live with.
- Wear a mask unless there is a lawful excuse or exception to this.
- Maintain at least 1.5 metres physical distancing and perform tasks in a new way to accommodate these requirements.
- Practise good hygiene by washing hands regularly and using hand sanitiser.
- Cover your mouth when sneezing and coughing and avoid hugs and shaking hands.
- Use PPE (Personal Protective Equipment) if required in the way you are trained and instructed.
- Report any risks (such as lack of soap in the bathroom) to your supervisor and/or WHS committee member as soon as they become apparent.
- Advise HR if you live with fellow Recital Centre employees and all other locations where you are currently employed (for contact tracing purposes only).



# 1. Ensure physical distancing

**You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when carpooling. This can be found at [vic.gov.au](http://vic.gov.au)

Staff Training Plan:

- Staff Guidelines prepared and communicated
- Staff Training Presentation using guidelines as basis
- Return to Work & COVID Safe Induction Questionnaire – logged by stage door
- Specific Task training per departments – logged in training matrix.

**If your industry is restricted or heavily restricted, you must also:**



Reduce workers levels in accordance with industry directions.

Staff who can work from home will continue to do so. Access is by permission and rostered.



Limit number of patrons in accordance with industry directions.

Capacity limits set as per current DHHS guidelines.



Have no carpooling.

Included in Staff Training.  
Refer Guidelines '**Working Safely at the Centre During COVID-19**'



## 2. Wear a face covering

### Requirements



**You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:**

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own

### Melbourne Recital Centre Action

#### General

- As per government regulation, Melbourne Recital Centre has mandated the wearing of fitted masks when indoors.
- Spare masks are available at Stage Door.

#### Front of House Visitors:

- Reminders to patrons re masks in pre-event communications.
- Signage at entrances re mask wearing
- Conditions of Entry updated to align with COVID Safe plan.
- Refer **COVID-19 Visitor Experience Risk Management Plan**

#### Staff & Back of House Visitors:

- Melbourne Recital Centre has mandated the wearing of fitted masks when indoors and provides adequate levels of PPE for staff to access. Staff can request a disposable mask from the stage door staff. However, it is important to ensure that any PPE worn does not cause additional risk to regular work activities such as using tools, plant or machinery.
- Staff are reminded when wearing PPE such as gloves and face masks that these items don't remove the need for handwashing and good hygiene practices.
- Exemptions from mask wearing apply for some activity such as performance.
- Refer Guidelines '**Working Safely at the Centre During COVID-19**'
- Refer **COVID Safe Guide for Performers at MRC**

You should install screens or barriers in the workspace for additional protection where relevant.

#### General

- Sneeze guard/screens installed at box office and entry points including stage door.

You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

#### General

- Mask Usage Guidelines have been communicated to Staff, including 'How to Wear and Dispose of a Face Mask Correctly'
- Posters are on display detailing methods for minimizing risk of transmission/exposure to the virus, and staff must follow these guidelines strictly.
- Staff are reminded to regularly sanitise and wash hands throughout the workday (and especially after being in a shared space).
- Exemptions from mask wearing apply for some activity such as performance.
- Refer Guidelines '**Working Safely at the Centre During COVID 19**'
- Refer **COVID Safe Guide for Performers at MRC**

#### Staff Training Plan:

1. Staff Guidelines prepared and communicated
2. Staff Training Presentation using guidelines as basis
3. Return to Work & COVID Safe Induction Questionnaire
  - logged by stage door
4. Specific Task training per departments
  - logged in training matrix in OHS folder on M drive

**There are no additional requirements for restricted or heavily restricted industries.**



### 3. Practice good hygiene

#### Requirements



**You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.**

**You should:**

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts



You should display a cleaning log in shared spaces

You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

**If your industry is restricted or heavily restricted, you should also:**

Conduct an audit of cleaning schedules.

#### Melbourne Recital Centre Action

##### General

- The Centre's cleaners IKON have been engaged to clean all spaces regularly with a special focus on high impact areas that are most often utilised.
- The Centre closely monitors the stock levels of all cleaning/sanitisation products to ensure adequate supplies of cleaning chemical substances and consumable items to promote hygiene in the workplace. These items are sourced through IKON so the Centre has access to a reliable supply chain.
- All payments now cashless.

##### Staff & Back of House Visitors:

- Each staff member has an allocated space and support items (e.g. telephones, computers, radios, etc) to perform their work.
- No shared kitchen items are to be utilised, this includes all shared resources such as crockery, cutlery, drinkware, and coffee and tea. Staff need to bring their own implements to eat and drink with and have been recommended to bring a 'ready to eat' lunch that doesn't require lengthy heating or preparation.
- Use of communal equipment e.g. Office Printer staff have been instructed to wait until printer is free, do not queue for use of the printer. Wipe printer screen and buttons with alcohol wipes before and after using.
- Team members are expected to clean and disinfect their personal work areas and shared equipment prior to commencing work, during their shift and at the end of their workday.
- Refer Melbourne Recital Centre Risk Assessments, Safe Operating Procedures and Safe Work Method Statements re cleaning requirements per activity.
- **Refer Guidelines 'Working Safely at the Centre During COVID 19'**
- **Refer COVID Safe Guide for Performers at MRC**

- Log of Cleaning Activities completed by IKON and available at Stage Door

- Hand sanitiser is stationed in high traffic areas and entry and exit points (eg. Stage door and front entrance)
- Signage advising all staff and visitors to wash hands/sanitise hands/ maintain good hygiene have been affixed in communal areas and suitable locations.
- Hand washing facilities are available throughout the Centre to assist with good hygiene practices – soap, disposable paper towels and sanitisers.
- Additional stock is available at Stage Door.
- **Refer Guidelines 'Working Safely at the Centre During COVID-19'**
- **Refer COVID Safe Guide for Performers at MRC**

- Regular cleaning schedule audits undertaken by Facilities, Asset & Infrastructure Manager and Stage Door & Facilities coordinator.



## 4. Keep records and act quickly if workers become unwell

### Requirements

You must support workers to get tested and stay home even if they only have mild symptoms.

#### **You must develop a business contingency plan to manage any outbreaks. This includes:**

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period
- Having a plan in place to clean the worksite (or part) in the event of a positive case
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- Having a plan in the event that you have been instructed to close by DHHS
- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

You must keep records of all people who enter the workplace for contact tracing.

### Melbourne Recital Centre Action

#### Front of House Visitors:

- Pre-event communications with patrons emphasize need to stay home and get tested if they have even mild symptoms.
- Updated **Terms and Conditions of Sale** to reflect new refund policies.

#### Staff & Back of House Visitors:

- Refer Guidelines '**Working Safely at the Centre During COVID-19**
- HR send out survey to identify as vulnerable to COVID-19

Refer plan in **Melbourne Recital Centre Guidance for Managing Suspected and Confirmed COVID-19 Cases Onsite**

Melbourne Recital Centre's responsibilities in this case will be to:

#### **1. Seek advice from the Department of Health and Human Services**

Follow the advice of public health officials

#### **2. Identify and Inform**

Identify who at the workplace had close contact with the affected person. If instructed by health officials, tell close contacts they have been exposed and follow advice on quarantine requirements.

#### **3. Clean**

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.

#### **4. Review & Re-Open**

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult with the Work Health and Safety Committee.

Records required for contact tracing kept in online rostering system, with HR and stage door. Refer matrix in **Melbourne Recital Centre Guidance for Managing Suspected and Confirmed COVID-19 Cases Onsite**

#### Front of House Visitors:

- QR code system per event in place for patrons attending the Centre to log name and contact details. Ushers checking completion on entry.
- Ushers facilitate manual entry of details if patron unable to use QR code.
- **Conditions of Entry** updated to align with COVID Safe plan.
- Tickets scanned at entry to venue.
- Refer **COVID-19 Visitor Experience Risk Management Plan**

#### Staff & Back of House Visitors:

- QR code system in place for staff and back of house personnel attending the Centre. All back of house personnel required to complete the Health Declaration Form.
- All details are recorded and available as required for the identification of close contacts. Records kept by Stage Door electronically.





## 4. Keep records and act quickly if workers become unwell



You should implement a screening system that involves temperature checking upon entry into a workplace.

- Thermometers to be kept at Stage Door and in First Aid room and used if staff/visitor presents with symptoms. Compulsory temperature checking not to be enforced at this time as deemed low risk.

### If your industry is restricted or heavily restricted, you must also:



#### **Restricted Industries**

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

#### Staff & Back of House Visitors:

- Compulsory Health Declarations
- Each supervisor asked to do this with team at start of shift/call. Included in 'tool box talk' checklists for all areas.



#### **Heavily Restricted Industries**

Ask staff to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

- Compulsory Health Declarations
- Each supervisor asked to do this with team at start of shift/call. Included in 'tool box talk' checklists for all areas.







## 5. Avoid interactions in enclosed spaces

### Requirements

**You should reduce the amount of time workers are spending in enclosed spaces. This could include:**

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

### Melbourne Recital Centre Action

- Site facility (air-conditioning) HVAC has been optimized to support the maximum available airflow and to replenish room air for the start, during and end of shift.
- Air filters have been optimised for the highest filtration for the HVAC system

#### Staff & Back of House Visitors:

- Refer Guidelines '**Working Safely at the Centre During COVID-19**' re meeting outdoors, working in enclosed spaces and lunchrooms.

**There are no additional requirements for restricted or heavily restricted industries.**



## 6. Create workforce bubbles

### Requirements

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

### Melbourne Recital Centre Action

- Staff and visitors asked to communicate with supervisor if they feel unwell with even the mildest symptoms.
- If staff/visitor or a close contact feels unwell prior to shift they should not enter the workplace and be tested immediately.
- All staff activity at the venue to be rostered.
- Standby teams developed to avoid overlaps and ensure business continuity. In initial phase this entails training of group of casual specialist technicians and utilization of full time staff for stage door roster.
- Refer Guidelines 'Working Safely At the Centre During COVID-19'
- Refer COVID Safe Guide for Performers at MRC

- Staff who are co-habiting have been identified and records kept by HR.
- Managers trained to check status when rostering.
- Refer Guidelines 'Working Safely At the Centre During COVID-19'

### If your industry is restricted or heavily restricted, you must also:



Limit or cease the number of workers working across multiple work sites.

- N/A – one site only



Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

- Staff requested to supply information of other employers and records kept in 'Deputy' rostering system by roster managers (no public access).