



# SITE SPECIFIC COVID SAFE PLAN

---

NOVEMBER 2020

# CONTENTS

---

<b>1. Objectives</b> .....	<b>3</b>	D. Payment .....	13
<b>2. Background</b> .....	<b>3</b>	E. Communal Spaces .....	13
Queensland Performing Arts Centre.....	3	F. Managing Egress and Evacuation.....	13
COVID-19.....	4	<i>Egress</i> .....	13
<i>Public Health Emergency</i> .....	4	<i>Evacuation</i> .....	13
<i>Public Health Direction</i> .....	5	G. Staff Practices.....	14
COVID Safe Plan .....	5	H. Training.....	14
<i>Preparation</i> .....	5	I. Review and Risk Management .....	15
<i>Consultation</i> .....	6	<b>4. Protocols</b> .....	<b>17</b>
<i>Operation</i> .....	6	Protocols: Physical Distancing: Patrons	17
<b>3. Plan</b> .....	<b>7</b>	Protocols: Physical Distancing: Staff .....	24
A. Conducting Business .....	7	Protocols: Vulnerable Persons .....	27
<i>Performances</i> .....	7	Protocols: COVID Symptoms / Diagnosis	29
<i>Food and Beverage</i> .....	7	Protocols: Contact Tracing .....	34
<i>Physical Distancing</i> .....	8	<b>5. Checklists</b> .....	<b>36</b>
<i>Hygiene</i> .....	10	Checklist: Visitors .....	37
<i>Cleaning</i> .....	10	Checklist: Food and Beverage: This	
B. Conditions of Entry .....	11	checklist has been developed in line with	
<i>Conditions</i> .....	11	the <i>COVID Safe Checklist – Seated Dining</i>	
<i>Signage</i> .....	12	and <i>Drinking</i> (refer to Appendix 13).....	39
<i>Aggressive Patrons</i> .....	12	Checklist: Staff .....	42
<i>COVID-19 Outbreak Management</i> ....	12	<b>6. Statement of Compliance</b> .....	<b>46</b>
C. Customer Interaction.....	13	<b>7. Enquiries</b> .....	<b>46</b>
<i>Performances</i> .....	13	<b>8. Definitions</b> .....	<b>46</b>
<i>Food and Beverage</i> .....	13		
<i>Tickets</i> .....	13		

## 1. OBJECTIVES

---

- 1.1 The objectives of this Plan are to:
- a) establish processes for preparing safely to re-open and resume operations in accordance with the easing of restrictions, at the Queensland Performing Arts Centre;
  - b) focus on the actions that need to be taken to ensure the safety of:
    - i) patrons and visitors; and
    - ii) staff, contractors, volunteers, presenters and performers;
  - c) enable QPAC to comply with relevant Public Health Directions while offering a program which allows patrons to confidently enjoy events within a safe and controlled environment;
  - d) seek the Chief Health Officer's (or delegate's) approval to operate the following venues and outlets under the *Restrictions on Businesses, Activities and Undertakings Direction* (Direction) or replacement updated Directions:
    - i) up to **4 performance venues**, each up to **100% of venue seating capacity** with patrons in ticketed and allocated seating.
    - ii) up to **7 foyer bars** up to a **maximum capacity** determined by each foyer's total capacity and occupant density requirements: and
    - iii) up to **5 food and beverage outlets** for takeaway and/or dine-in up to a **maximum capacity** determined by each outlet's total capacity and occupant density requirements.
    - iv) **Indoor and outdoor function spaces** up to a **maximum capacity** determined by each function space's total capacity and occupant density requirements.

## 2. BACKGROUND

---

### Queensland Performing Arts Centre

- 2.1 The Queensland Performing Arts Centre (**Centre**) is Queensland's state performing arts centre.
- 2.2 The Centre is located in South Bank, Brisbane and forms part of the Queensland Cultural Centre which also includes the Queensland Art Gallery and Gallery of Modern Art; the State Library of Queensland and The Edge; and Queensland Museum.
- 2.3 Since opening in 1985, the Centre has grown into one of the most recognised performing arts centres in the Asia Pacific and one of the driving forces of Queensland's reputation as a dynamic and innovative cultural hub.
- 2.4 It is also the performance home for Queensland's leading performing arts companies: Queensland Ballet, Queensland Theatre, Opera Queensland, and the Queensland Symphony Orchestra.
- 2.5 The Centre is a Heritage-listed building.
- 2.6 The Centre is managed and operated by the Queensland Performing Arts Trust (**QPAC**), a Queensland government statutory body established by the *Queensland Performing Arts Trust Act 1977* and accountable to the Minister for the Arts.

- 2.7 The Centre covers 74,337m<sup>2</sup> of floor space over 11 levels and comprises:
- a) 4 theatres: the Lyric Theatre (2,000 seat venue), the Concert Hall (1,800 seat venue), the Cremorne Theatre (274 seat venue) and the Playhouse (850 seat venue), with a fifth theatre currently under construction;
  - b) various foyers, lounges, function spaces, bathrooms, Box Offices, reception and cloakroom;
  - c) various rehearsal rooms, dressing rooms, production, facilities and Stage Door;
  - d) 5 food and beverage outlets: the Café, the Bistro, the Lyrebird Restaurant, Russell Street Wine Bar and the Green Room;
  - e) 7 foyer bars;
  - f) 2 outdoor spaces: Melbourne Street Green and Cascade Court; and
  - g) various offices, workshops, meeting rooms, kitchens, bathrooms and other staff facilities.
- 2.8 QPAC, through its ticketing arm, QTIX, also provides ticketing services including box office, call centre and online operations for performances at the Centre as well as for other clients around Australia.

## COVID-19

### Public Health Emergency

- 2.9 The first identified case of COVID-19 appeared in Australia in late January 2020.
- 2.10 Currently, it is understood that COVID-19 spreads in the following ways:
- a) direct contact with a person while they are infectious;
  - b) direct or indirect contact with respiratory droplets;
  - c) direct contact with objects and surfaces which are contaminated by respiratory droplets.
- 2.11 On 29 January 2020, under the *Public Health Act 2005*, Queensland's Minister for Health made a Public Health Emergency Order declaring a public health emergency due to an outbreak of the coronavirus '2019-nCoV', effective in all of Queensland, from 29 January 2020 to 6 February 2020. The declared Public Health Emergency has been extended by regulations and is currently effective until 17 August 2020.
- 2.12 On 23 March 2020, the Chief Health Officer issued the *Non-Essential Business Closure Direction*, prohibiting the operation of any non-essential business in Queensland, including:
- a) cafés and restaurants (except for takeaway service); and
  - b) theatres and entertainment venues (with exceptions later made for live streaming of a performance by no more than two people).
- 2.13
- 2.14 The *Non-Essential Business Closure Direction* has been replaced by subsequent *Restrictions on Businesses, Activities and Undertakings* Directions.

## Public Health Direction

- 2.15 The Restrictions on Businesses, Activities and Undertakings Direction (No. 10) (Direction), which took effect from 26 November 2020, permits the operation of restricted businesses including cafés, restaurants, bars, function centres, concert venues, theatres and museums, in accordance with an approved COVID Safe Plan, on the basis that:
- a) that occupant density in public spaces is no more than:
    - i) for cafés, restaurants, bars and function centres:  
1 person per 2m<sup>2</sup> or
    - ii) for concert venues, theatres and museums,
  - b) up to 100% of seated venue capacity if patrons are in ticketed and allocated seating; for cafés, and restaurants, operate for seated patrons and buffet service is not provided;
  - c) for bars and function centres: operate for seated or standing patrons and buffet service is not provided;
  - d) public health controls (measures to reduce public health risks, which may include environmental cleaning, hygiene measures, regular hand washing, availability of hand sanitiser and avoiding handshaking) are implemented.
  - e) physical distancing (remaining at least 1.5m away from other persons where possible) is observed; and
  - f) contact information (name, email address, (residential address if unavailable) mobile phone number and the date and time period of patronage, as per the current Direction) about all guests (other than food and beverage takeaway customers) and staff is kept for a period of 56 days and provided to public health officers if required.

## COVID Safe Plan

### Preparation

- 2.16 There is no Industry COVID Safe Plan relevant to the entirety of QPAC's operations. However, QPAC has ensured that, as far as practicable, this Plan aligns with the:
- a) Retail Food Services Industry COVID Safe Plan for Restaurants, Cafes and Caterers ;
  - b) Industry COVID Safe Plan for Queensland Hotels, Clubs, Night Clubs and Adult Entertainment ;
  - c) Stage Queensland A COVID Safe Plan for Queensland's Live Performance Venues / Theatres – 4 July 24 September 2020;
  - d) Queensland Tourism and Accommodation Industry COVID-SAFE Plan ;
  - e) PAC Australia COVID-Safe Theatre Guidelines ;
  - f) Live Performance Australia Roadmap; and
  - g) COVID Safe Event Checklist for Events over 500 people.
  - h) COVID Safe Checklist – Seated Dining and Drinking
  - i) Fact Sheet – COVID Safe School Events
- 2.17 This QPAC Site Specific COVID Safe Plan (**Plan**) has been developed in accordance with Queensland Government guidance:
- a) Fact Sheet: COVID Safe Businesses – Advice for large unique sites eligible to develop a site specific COVID Safe Plan for approval.
  - b) COVID Safe Industry Plan: Guidance for Industry – as at June 2020; and

- c) Workplace Health and Safety Queensland Work Health and Safety Plan during COVID-19 – Guide to keeping your workplace safe, clean and healthy.

2.18 The Plan has been prepared by QPAC's COVID-19 Recovery Working Group commissioned by the Chief Executive and comprising QPAC staff from a broad range of functions throughout the organisation.

## Consultation

2.19 This Plan has been prepared in consultation with:

- a) all QPAC staff, via QPAC's People and Safety team;
- b) Arts Queensland, Department of Environment and Science; and
- c) the Media, Entertainment and Arts Alliance.

2.20 The Plan has been reviewed by QPAC's Board (the members of the Queensland Performing Arts Trust), the Board's Risk Management and Audit Committee and QPAC's Executive Team.

2.21 On-going consultation and communication will occur with QPAC staff and QPAC's Work, Health and Safety representatives (HSRs) on workplace measures to continually address COVID-19 including (but not limited to):

- identifying the tasks and processes that could result in the spread of COVID-19
- developing a plan in response to COVID-19
- making changes to processes or procedures that could result in the spread of COVID-19
- making changes to controls to protect workers from the spread of COVID-19
- providing information and training for workers.

## Operation

2.22 QPAC will operate in accordance with this Plan (as modified from time to time), until all relevant restrictions have ceased.

2.23 This Plan will remain a dynamic document, updated in accordance with changing conditions, including Public Health Directions, government and industry guidelines and best practice for COVID-19 risk mitigation.

2.24 Through completion of a COVID-19 compliance checklist, QPAC has scheduled monthly internal reviews to ensure that the measures taken in this plan are effective and current. WHS risk management processes will be revisited to identify and manage any new or changed hazards that may have arisen as a result of the Site-Specific COVID Safe Plan.

2.25 QPAC will seek the Chief Health Officer or delegate's approval of any substantial modifications to the Plan.

2.26 QPAC will communicate any changes to the Plan with staff by way of email communication, staff meetings and daily Toolbox talks.

2.27 QPAC will communicate any changes to the Plan with patrons by way of updates to the 'Connecting Safely' information on QPAC's Public Website and via ticketing communication and information.

### 3. PLAN

---

- 3.1 This section provides a broad overview of the controls already in place or which QPAC is in the process of implementing in response to COVID-19.
- 3.2 Further detail is provided in the protocols and checklists in sections 4 and 5 and in the appendices in section **Error! Reference source not found.**

#### A. Conducting Business

##### Performances

- 3.3 QPAC proposes to operate its **performance venues**, each at up to 50% of total seating capacity whilst observing where possible, social distancing of 1.5 metres between groups.
- 3.4 The performance venues, comprising of the Lyric Theatre, Concert Hall, The Playhouse and Cremorne Theatre will operate in accordance with the Restrictions on Businesses, Activities and Undertakings Directions.
- 3.5 At 50% capacity, QPAC will adhere to the Venue Seating Capacity General Principles overview.
- 3.6 The performance venue dimensions and capacities at up to 50% seated venue capacity with the 1.5 metre social distancing are set out in the following table.

Performance Venue	Venue Capacity (patrons)	Area size in m <sup>2</sup>	Capacity (patrons) At 50% of seated Venue Capacity with 1.5 metre social distancing.	Capacity (patrons) At 100% of seated capacity
Lyric Theatre	2000	2457m <sup>2</sup>	1000	2000
Concert Hall	1800	2432m <sup>2</sup>	756	1800
Playhouse	850	1173m <sup>2</sup>	390	850
Cremorne Theatre	274	442m <sup>2</sup>	124	274

##### Food and Beverage

- 3.7 QPAC also proposes to operate:
- up to **7 foyer bars** up to a **maximum capacity** determined by each foyer's total capacity and occupant density requirements based on 2 metres squared per person.
  - up to **5 food and beverage outlets** for takeaway and/or dine-in up to a **maximum capacity** determined by each outlet's total capacity and occupant density requirements.
  - Indoor function spaces** up to a **maximum capacity** determined by each function space's total capacity and occupant density requirements based on 2 metres squared per person.
  - Outdoor events and function spaces** up to a **maximum capacity** determined by each event or function space's total capacity and occupant density requirements based on 2 metres squared per person.
  - QPAC will operate the food and beverage outlets in accordance with the Restrictions on Businesses, Activities and Undertakings Direction (**Direction**), on the basis that that occupant density in public spaces is no more than:

- i) for cafés, restaurants, bars and function centres:
  - ii) One person per 2m<sup>2</sup> ; for food and drink in QPAC’s cafés, and restaurant: operate for patrons and buffet self-service is not provided.
  - iii) for food and drink in QPAC’s bars and function spaces: operate for seated or standing patrons with buffet self-service not provided.
- f) QPAC will operate its food and beverage outlets in accordance with the Queensland Government COVID Safe Checklist: Seated Dining and Drinking. See Appendix 13.

The **food and beverage outlets** are set out in the following table:

Food and Beverage Outlet	Area size in m <sup>2</sup>	Occupancy capacity at 2m <sup>2</sup> per person
<ul style="list-style-type: none"> <li>• *Consistent with Qld Government <b><u>Health Direction - Restrictions on Businesses, Activities and Undertakings Direction (No. 5)</u></b> on the basis that occupant density is:               <ul style="list-style-type: none"> <li>○ no more than one person per 2 square metres for indoor and outdoor venues or spaces</li> </ul> </li> </ul>		
<b>Food Outlets</b>		
Lyrebird Restaurant	262m <sup>2</sup>	131
The Café	223m <sup>2</sup>	111
The Bistro/Cascade Court	575m <sup>2</sup>	287
<b>Bars</b>		
Concert Hall Foyer Bar	300m <sup>2</sup>	150
Lyric Theatre Foyer Bar	220m <sup>2</sup>	110
Playhouse Foyer Bar	258m <sup>2</sup>	129
Cremorne Theatre Foyer Bar	119m <sup>2</sup>	59
Russell Street Wine Bar	188m <sup>2</sup>	94
Ground Floor Foyer and Bar	150m <sup>2</sup>	75
<b>Indoor/Outdoor Event and Function Spaces</b>		
Cascade Court Lower without Temporary Stage	575m <sup>2</sup>	287
Melbourne Street Grassed Plaza	882 m <sup>2</sup>	221
Function Room	91m <sup>2</sup>	45
Function Terrace	188m <sup>2</sup>	94
Lyric Theatre Lounge	126m <sup>2</sup>	63
Playhouse Lounge	133m <sup>2</sup>	66

## Physical Distancing

3.8 The Centre is a large building which covers a total of 74,337m<sup>2</sup> of floor space over 11 levels, with multiple public entry/exit points and emergency exits.

3.9 QPAC will take steps to ensure that:

- a) there is no more than 1 visitor per 2m<sup>2</sup> in public areas;;
- b) visitors (excluding members of the same “household and/or social bubble”); and staff remain at least 1.5m away from each other where possible; and

- c) professional organisations and/or other entities that adopt an Approved COVID Safe Plan (i.e., an Approved COVID Safe Industry Plan) must be consistent with the Approved Safe Industry Plan, including physical distancing criteria, where physical distancing requirements are not possible.
- d) The theatre foyer capacities set out in the following table, will be determined by each foyer's total capacity and occupant density requirements, based on 2 metres squared per person.

Location/Defined Space	Area size in m <sup>2</sup>	Occupancy capacity at 2m <sup>2</sup> per person
<ul style="list-style-type: none"> <li>• *Consistent with Qld Government <b><i>Health Direction - Restrictions on Businesses, Activities and Undertakings Direction</i></b> on the basis that occupant density is:               <ul style="list-style-type: none"> <li>○ no more than one person per 2 square metres for indoor and outdoor venues or spaces.</li> </ul> </li> </ul>		
<b>Central Foyers</b>		
Central Ground Entrance Lobby	150m <sup>2</sup>	75
Central Ticket Sales Foyer	190m <sup>2</sup>	95
Central Main Foyer	240m <sup>2</sup>	120
Central Theatre Mezzanine	110m <sup>2</sup>	60
Central Balcony Bar Foyer	200m <sup>2</sup>	100
Central Balcony Bar Foyer Mezzanine	110m <sup>2</sup>	60
<b>Concert Hall Foyers</b>		
Concert Hall Main Foyer	300m <sup>2</sup>	150
Concert Hall Mezzanine Foyer	66 m <sup>2</sup>	33
Concert Hall Balcony Foyer - Internal	145 m <sup>2</sup>	72
Concert Hall Upper Balcony Foyer	90 m <sup>2</sup>	45
Concert Hall Lounge	96 m <sup>2</sup>	48
<b>Cremorne Theatre</b>		
Cremorne Theatre Entrance Foyer	60 m <sup>2</sup>	30
Cremorne Theatre Stalls Foyer	119 m <sup>2</sup>	60
Cremorne Balcony Foyer	120m <sup>2</sup>	60
<b>Lyric Theatre</b>		
Lyric Theatre Main Foyer - Internal	220m <sup>2</sup>	110
Lyric Theatre Mezzanine Foyer	70m <sup>2</sup>	35
Lyric Theatre Balcony Foyer - Internal	145m <sup>2</sup>	72
Lyric Theatre Upper Balcony Foyer	90m <sup>2</sup>	45
<b>Playhouse</b>		
Playhouse Entry Level Foyer - Internal	188m <sup>2</sup>	94
Playhouse Stalls Foyer - Internal	258m <sup>2</sup>	129
Playhouse Balcony Foyer - Internal	198m <sup>2</sup>	99

3.10 QPAC will control the flow of visitors in, out and through the Centre by way of:

- a) limiting building access points;
- b) designating separate entry and exit points;

- c) physical distancing posters;
- d) foyer and venue capacity and routing maps;
- e) assessing foyer space capacity and removing and arranging furniture to meet physical distancing requirements;
- f) traffic flow control, including directional signs, floor markings and bollards; and
- g) QPAC staff to monitor and control traffic flow, distancing, and routing.

3.11 See Appendix 7 for indicative entry/exit and directional site plans.

## Hygiene

3.12 QPAC will:

- a) promote hand and respiratory hygiene, including frequent and effective hand washing, to all staff, patrons, artists, hirers, contractors, and visitors by placing signs in public and private areas.
- b) provide ready access to hand hygiene products (alcohol-based hand sanitiser and/or a sink with soap and water) at key points in public and private areas (see Hygiene Station Plan). The hand sanitisers selected for use (Sanipure) contains 80% Ethanol Alcohol and (Purell) contains 70% Ethanol Alcohol.
- c) provide tissues, alcohol-based sanitising wipes and other items to assist with personal hygiene and for the cleaning of potentially contaminated surfaces or items.
- d) provide receptacles for the timely disposal of contaminated products (such as wipes and tissues) and arrange regular disposal to reduce the likelihood of cross-contamination.

3.13 There are 55 public and 100 private bathroom facilities in the Centre and 303 permanent wash basin facilities for use by staff and guests. All facilities include clean running water, liquid soap and paper towels. Posters are displayed in each bathroom promoting effective hand washing techniques.

3.14 The bathroom facilities will be subject to queue management where necessary and will receive more frequent checking, re-stocking and intensive cleaning prior to, during, and post-performance.

3.15 Wherever possible, QPAC will provide touchless solutions for interactions including ticketing, payment, vending and booking.

3.16 Signage promoting hand washing guidelines are displayed in all bathrooms (public and staff facilities) and kitchen facilities.

3.17 Food and beverage menus will be displayed on blackboards or menus will be laminated and wiped clean after each use.

## Cleaning

3.18 QPAC has required its contract cleaners, Springmount Services (engaged through Arts Queensland), to revise its Cleaning Plan to provide increased frequency and intensity of cleaning. Springmount will undertake at least daily checks and maintain supplies of paper towels, hand soap and commercial grade sanitiser across the Centre.

3.19 QPAC will ensure that all skin-touch surfaces are cleaned regularly using products that meet requirements for effectiveness against COVID-19 and in line with relevant guidelines, including:

- a) Wiping, cleaning and disinfection of dining tables and chairs after each use; and

- b) more frequent and intense regular cleaning of high frequency touch points (handrails, door handles, chair arms) toilets, basins, and bathroom facilities.

- 3.20 QPAC will ensure adequate time and resources are provided for enhanced cleaning procedures to be undertaken.
- 3.21 Springmount Services have provided all Springmount employees with guidelines in cleaning and dealing with COVID-19 and use Therapeutic Goods Association (TGA) approved cleaning products - OxivirTB and Viraclean for fabrics.
- 3.22 QPAC staff, wearing appropriate Personal Protective Equipment (PPE) such as single use disposable gloves, will also undertake regular daily cleaning using products that are effective against COVID-19 of frequently touched surfaces including, benchtops, kitchens, tabletops and desks, lunchrooms, photocopiers, reception desks, sign-in stations and desktop equipment including keyboards and telephones. Single use cleaning cloths and disposable gloves will be placed in the general waste after use.
- 3.23 Following a suspected or confirmed case of COVID-19 at the Centre, the areas that have been used by the person will be cleaned and disinfected, by either a QPAC staff member or contract cleaner using the correct PPE.
- 3.24 This will include putting on disposable gloves, disposable apron, or other protective garment, surgical mask and protective eyewear prior to entering the areas used by the person with a suspected or confirmed case of COVID-19.

## **B. Conditions of Entry**

### **Conditions**

- 3.25 The Centre is a Queensland Government building. QPAC has the right to refuse entry, remove persons from the premises and to ban persons from the premises.
- 3.26 QPAC's Terms and Conditions of Entry are available on QPAC's public website – [www.qpac.com.au](http://www.qpac.com.au). They are also incorporated into the Ticket Terms and Conditions for tickets to QPAC performances, which are flagged at the time of purchase and are also available on QPAC's public website.
- 3.27 COVID-19 specific information on QPAC's website regarding Conditions of Entry and Refusing entry includes:

*If any of the following apply to you or any member of your booking party, you or they must not come to QPAC.*

- *Required to self-isolate under laws aimed at reducing the spread of COVID-19*
- *Diagnosed as having COVID-19*
- *Experiencing any COVID symptoms such as fever, chills or sweats, cough, sore throat, shortness of breath, runny nose or loss of sense of smell*
- *Have been in close contact with anyone displaying COVID symptoms*

*If these apply to you or any member of your booking party, please contact QTIX to arrange a refund for that ticket. You can contact QTIX on [136 246](tel:136246) Monday to Friday, 9am to 4:30pm (AEST) or at [info@qtix.com.au](mailto:info@qtix.com.au). Refunds will not apply if the ticket holder attends the venue, displays these symptoms and is asked to leave.*

- 3.28 Complaints will be managed in accordance with QPAC's Complaint Management Procedure. A secure feedback portal is also available via QPAC's Website.
- 3.29 The QPAC Website provides COVID-19 specific frequently asked questions and connecting safely information for visitors to the Centre.

## Signage

- 3.30 QPAC will place signs (both digital and printed) and floor decals at entrances and throughout the Centre:
- requesting visitors and staff not to enter the Centre if they are unwell or have COVID-19 symptoms; and
  - stating that QPAC has the right to refuse service or entry.
  - requesting visitors and staff to maintain 1.5 metres social distancing at all times.
  - outlining the designated separate entry and exit points and directional routing.
  - encouraging patrons to use contactless payment options in preference to cash.
- 3.31 The control of people in and out of the Centre and management of refusal of entry and service is an integral part of QPAC's business so no further staff training is required in this regard, although the specific controls related to COVID-19 will be included in staff training for all relevant staff returning to work.
- 3.32 The staff training relating to COVID-19 and refusal of entry/service and escalation protocols will be provided to all front of house staff via QPAC's Learning Management System.

## Aggressive Patrons

- 3.33 Relevant QPAC staff are already trained in conflict resolution and escalation protocols.
- 3.34 QPAC has prepared customer interaction scripting relating COVID-19 scenarios on refusing entry and service. All customer service facing employees will be trained in these scenarios. This scripting is found at Appendix 10.
- 3.35 If a patron needs to be removed from the Centre:
- the staff member advises their supervisor or manager.
  - the supervisor or manager deals with the patron; and
  - the supervisor or manager may seek assistance from Queensland Government Protective Service Officers who are present within the Centre and within the broader Cultural Precinct.
- 3.36 In the event of a serious or distressing incident, the staff member's manager and a member of the People and Safety Team will:
- follow up with affected staff members after the event; and
  - remind affected staff members of the availability of QPAC's Employee Assistance Program.

## COVID-19 Outbreak Management

- 3.37 In the event of any patron or staff member who has attended the Centre testing positive for COVID-19, QPAC's Crisis Management Team will ensure that QPAC follows all Queensland Health instructions and advice and Public Health Directions including reporting to Workplace Health and Safety - Queensland.
- If there is a confirmed or probable case of COVID-19 infection at QPAC, Queensland Health will be notified by the relevant medical professional and testing laboratory who confirms the diagnosis
  - Upon being informed QPAC will notify Workplace Health and Safety Qld that a case has been confirmed.
  - QPAC retains records of all notifiable incidents for a minimum of 7 years.

## **C. Customer Interaction**

### **Performances**

3.38 Refer to section 3A – Conducting business, above and section 3G – Staff practices, below.

### **Food and Beverage**

3.39 Refer to section 3A – Conducting business, above and section 3G – Staff practices, below.

### **Tickets**

3.40 QTIX operates through QPAC's Box Offices, the QTIX call centre and online.

3.41 The Box Office/s will ensure that patrons, through the use of floor markings and bollards, maintain social distancing, when collecting or purchasing tickets.

3.42 QTIX will implement the use of print@home tickets as far as practicable to avoid the requirement for multiple handling of hard copy tickets.

## **D. Payment**

3.43 QPAC will discourage the use of cash and encourage the use of contactless payment methods or pre-purchase of items at the time of booking.

3.44 Signage will be displayed throughout the Centre, on the website and in reminder emails, advising patrons that contactless payment is preferred.

## **E. Communal Spaces**

3.45 Refer to section 3A – Conducting business, above.

## **F. Managing Egress and Evacuation**

### **Egress**

3.46 The Centre is a large building with multiple entrances and exits, including emergency exits.

3.47 QPAC will control the flow of visitors in, out and through the Centre by way of:

- a) limiting building access points.
- b) designating separate entry and exit points.
- c) physical distancing posters.
- d) foyer and venue capacity and routing maps.
- e) traffic flow control, including directional signs, floor markings and bollards; and
- f) QPAC staff to monitor and control traffic flow, distancing, and routing.

3.48 See Appendix 7 for indicative entry/exit and directional site plans.

### **Evacuation**

3.49 QPAC has reviewed its emergency and evacuation procedures to ensure physical distancing measures are in place whilst allowing for an orderly evacuation.

3.50 In an emergency requiring evacuation, QPAC's top priority is to evacuate the Centre as quickly as possible.

- 3.51 As QPAC's emergency evacuation assembly point is a large outdoor space (at the Wheel of Brisbane or the Brisbane Sign on the Cultural Forecourt), QPAC is able to implement physical distancing requirements at these assembly points.
- 3.52 QPAC will instruct its emergency wardens to ensure physical distancing, as far as possible and where reasonably practicable in the circumstances.
- 3.53 In the event of an evacuation, upon completion of an assembly, any single use equipment will be disposed of and any reusable equipment (i.e., warden helmets, radios, loud hailer) will be sanitised and cleaned.

## **G. Staff Practices**

- 3.54 QPAC has developed QPAC Guidelines – Returning to the Workplace, which provide that:
- a) staff will return to the office in order of priority as determined by QPAC's Management Team, in line with Public Health Directions and advice.
  - b) QPAC will implement phased staff attendance (staggered shifts or alternating day schedules, where possible) in small teams, to confine the risk in circumstances of a COVID-19 positive case and to allow for physical distancing; and
  - c) QPAC will identify vulnerable staff, who will remain working from home or, where relevant, will not be rostered for customer-facing duties.
- 3.55 QPAC will measure all work facilities (including offices, work rooms, meeting rooms, kitchens, lunchrooms and breakout spaces) and assess maximum capacities (to allow a minimum of 4 m<sup>2</sup> per person) and advise of these by signage in each area. QPAC will remove unnecessary frequent touchpoints and furniture will be removed or rearranged to provide for 1.5m physical distancing.
- 3.56 QPAC will provide all work groups with hygiene supplies including hand sanitiser and sanitising wipes. QPAC may also provide customer-facing staff with their own individual hand sanitiser.
- 3.57 QPAC will advise all staff that the Queensland Government encourages use of the COVID Safe App, as part of the COVID Safe training to be delivered to all staff.
- 3.58 QPAC will advise all employees on the correct processes for donning (putting on), doffing (taking off) and disposing of Personal Protective Equipment.
- 3.59 QPAC will continue to ensure that staff working from home will be provided with the equipment, resources and support they require to carry out work remotely, including guidance on how to set up a safe home office environment and ergonomic practices through completion of a Working from Home checklist with supporting photographs of their office set-up. Daily/weekly team meetings are held with their Managers.
- 3.60 QPAC staff are provided with on-going support and access to the Employee Assistance Program.

## **H. Training**

- 3.61 QPAC will require all staff returning to the workplace to complete the *QPAC Be COVID Safe – How Everyone Can Help* course specifically tailored to this Plan and associated policies, procedures and processes, provided online via QPAC's Learning Management System (LMS).

- 3.62 QPAC will provide all Food and Beverage, Kitchen, Stores and Facilities staff returning to the workplace with mandatory COVID-19 compliance training (COVID Safe Work Training for Dining In, provided by Tafe Qld) required for their specific areas in accordance with Queensland Government requirements.
- 3.63 QPAC will provide all Front of House (including First Aid), and Food and Beverage staff returning to the workplace with specific refresher training relating to the refusal of entry/service and escalation process if a visitor shows signs of COVID-19 symptoms (refer to Appendix 10.)
- 3.64 QPAC will incorporate COVID-19 compliance reminders into daily staff briefings, email communications and COVID- 19 toolbox talks at the commencement of each shift. See Appendix 12 for Daily Toolbox Checklist.
- 3.65 QPAC will ensure training is provided for relevant staff in relation to:
- a) Public Health Directions
  - b) COVID Safe Checklist – Seated Dining and Drinking (refer to Appendix 13)
  - c) Fact Sheet – COVID Safe School Events (refer to Appendix 14)

## **I. Review and Risk Management**

- 3.66 QPAC have developed a COVID – 19 Risk Register for Live Theatre Performance - see Appendix 8. The Register documents the identified hazards, assessed risks and chosen control measures, how and when the control measures will be implemented, monitored, and reviewed.
- 3.67 Through completion of a self-regulatory COVID-19 checklist, QPAC will schedule monthly internal reviews to ensure that the measures taken in this plan are effective and current. WHS risk management processes will be revisited to identify and manage any new or changed hazards that may have arisen as a result of the Industry COVID Safe Plan.
- 3.68 QPAC staff developing risk assessments will follow QPAC's internal Guideline - *Procedure for Undertaking a Safety Based Risk Assessment*.
- 3.69 QPAC will continue to conduct regular workplace inspections. The requirements of this Plan and the checklists will be incorporated into the inspection criteria.
- 3.70 Prior to the return to the workplace, QPAC staff have been provided with a checklist on health and safety considerations to prioritise the health and wellbeing of them and their colleagues.
- 3.71 QPAC has consulted with staff in undertaking risk assessments of their respective work areas in order to identify COVID-19 related risks and provide advice and guidance.
- 3.72 This Plan will be subject to on-going monitoring, review and updating on a continual improvement basis by QPAC's Safety team and Work, Health and Safety Committee.
- 3.73 The Board and the Executive Team will continue to consider safety as a standing agenda item at its meetings. COVID-19 compliance will form part of these regular safety reports and discussions.
- 3.74 QPAC staff are required to report all workplace health and safety incidents, near misses and potential issues to QPAC's Safety Team, which logs these reports and deals with them as required.
- 3.75 QPAC's daily staff briefings and Toolbox Talks provide further opportunity for staff consultation and feedback on identified safety issues.

- 3.76 QPAC will encourage staff to feedback issues and suggestions for continual improvement and inform management or Safety if they observe any break down in controls, including the need for additional cleaning, replacement and disposal of personal protective equipment.
- 3.77 This Plan will remain a dynamic document, updated in accordance with changing conditions, including Public Health Directions, government and industry guidelines and best practice for COVID-19 risk mitigation, including approved Industry Plans and COVID Safe Checklists.

## 4. PROTOCOLS

4.1 QPAC has developed protocols to reduce COVID-19 related risks to patrons and visitors and to ensure compliance with the Public Health Direction.

### Protocols: Physical Distancing: Patrons

QPAC has undertaken a risk assessment of spaces in the Centre to assist in understanding traffic flow and how best to ensure physical distancing and minimisation of direct contact between patrons.

Protocol	Action	Resources required	Responsible officer/s	✓
<p>Common areas</p> <p>Maintain an occupant density of no more than one person per 2m<sup>2</sup> of floor space.</p> <p>Encourage physical distancing of 1.5m between persons.</p> <p>Patrons will be seated for dining</p>	<p>Train relevant staff regarding physical distancing protocols and customer interaction scripting on refusal of entry and service.</p> <p>QPAC will ensure patrons are seated for dining in or drinking. QPAC will place tables at last 1.5 metres apart for patrons seated to dine or drink.</p> <p>QPAC will complete the COVID Safe Checklist -Seated Drinking and Dining for all Food and Beverage outlets.</p> <p>Display posters outlining Conditions of Entry and requesting patrons to maintain physical distancing.</p> <p>QPAC has measured all indoor areas (i.e., theatres, foyer spaces, food and beverage, function areas and staff facilities) and outdoor areas (i.e., food and beverage spaces) and calculated the maximum capacity for each area.</p> <p>Display signage prominently to facilitate physical distancing, directions, and maximum capacity per area.</p> <p>Foyers:</p> <ul style="list-style-type: none"> <li>▪ Display capacity signage for foyers and staff to request patrons not to enter when the capacity has been reached.</li> <li>▪ To manage dwell time prior to performances, open foyer spaces 1.5 hours prior to a performance and relocate patrons to these areas, up to maximum occupant capacity.</li> </ul>	<p>Floor arrows and markers</p> <p>Bollards</p> <p>Informational posters and signs</p> <p>COVID Safe Checklist – Seated dining and drinking</p> <p>Fact sheet – COVID Safe School Events</p>	<p>Manager – Ticketing</p> <p>Facilities Services Manager</p> <p>Manager – Food and Beverage</p> <p>Manager – Patron Services and Security</p> <p>Health and Safety Advisor</p>	

	<ul style="list-style-type: none"> <li>▪ Space foyer furniture 1.5m apart.</li> <li>▪ Open additional foyer spaces.</li> <li>▪ Use arrow markers to designate separate entry and exit paths into foyer spaces</li> <li>▪ Where possible, indicate separate entries and exits with bollards and directional markers.</li> </ul> <p>Box Office:</p> <ul style="list-style-type: none"> <li>▪ Encourage online and phone bookings and limit the number of walk-in patrons, where appropriate.</li> <li>▪ Use signage, floor markers, queuing systems (i.e., bollards) and staff monitoring to encourage patrons to remain 1.5m apart whilst waiting at the Box Office counter for service.</li> <li>▪ Display signage encouraging patrons to use contactless payment options in preference to cash.</li> <li>▪ Use signage and directional markers to designate separate entry and exit into Box Office foyer.</li> <li>▪ Display capacity signage in Box Office foyer.</li> <li>▪ QPAC staff to request patrons not to enter the space when maximum capacity has been reached.</li> <li>▪ Make promotional flyers and brochures available on request only.</li> </ul> <p>Viewing Rooms:</p> <ul style="list-style-type: none"> <li>▪ Limit the number of patrons in the viewing room/s to the maximum number allowed to ensure 2m<sup>2</sup> rule for each person or booking bubble.</li> </ul> <p>Lifts:</p> <ul style="list-style-type: none"> <li>▪ Use signage, floor markers, queuing systems and staff monitoring to encourage patrons to remain 1.5m apart while waiting for, entering, or exiting a lift.</li> <li>▪ Establish a queuing system using floor markers and bollards to create a specific pathway for movement flows for patrons exiting the lift.</li> <li>▪ Display an advisory passenger limit per lift.</li> <li>▪ Provide hand sanitiser stations at lifts.</li> </ul>			
--	--	--	--	--

	<p><b>Bathrooms:</b></p> <ul style="list-style-type: none"> <li>▪ Use signage and spaced floor markers and queuing systems to promote physical distancing.</li> <li>▪ Open additional bathroom facilities.</li> <li>▪ Ensure increased cleaning and sanitisation of door handles, taps and soap dispensers.</li> </ul> <p><b>Guided Tours:</b></p> <ul style="list-style-type: none"> <li>▪ Limit group sizes to ensure 2m<sup>2</sup> rule for each space visited and guests are able to remain 1.5m apart.</li> </ul> <p><b>Merchandise Stands and Temporary Shop:</b></p> <ul style="list-style-type: none"> <li>▪ Through signage, floor markers, queuing systems and staff monitoring, encourage patrons to remain 1.5m apart whilst waiting and queuing for merchandise.</li> <li>▪ Encourage contactless payment options and/or pre-purchase of merchandise at the time of booking.</li> <li>▪ Provide hand sanitiser stations at each merchandise stand.</li> <li>▪ Do not permit patrons permitted to handle merchandise prior to sale.</li> <li>▪ Increased frequency of cleaning and sanitising of EFTPOS machines and countertops.</li> </ul> <p><b>Cloakroom:</b></p> <ul style="list-style-type: none"> <li>▪ Through signage, floor markers, queuing systems and staff monitoring, patrons will be encouraged to remain 1.5m apart whilst waiting and queuing for the cloakroom.</li> <li>▪ To limit handling of personal items, patrons will be requested to place their items for cloaking in a plastic container on the counter. The Cloakroom Attendant will place the container on the shelf, ready for collection at the completion of the performance.</li> <li>▪ If an Attendant is required to handle a patron's personal items, they will use hand sanitiser and then don single use gloves (PPE). On completion on handling a patron's personal items, they will dispose of the PPE into general waste, prior to handling another patron's personal items.</li> <li>▪ At the completion of the shift, all plastic containers will be cleaned and disinfected by the Attendant.</li> </ul>			
--	---	--	--	--

	<ul style="list-style-type: none"> <li>▪ Hand sanitiser stations will be located at each cloakroom counter.</li> </ul> <p>Headphones to assist hearing-impaired patrons</p> <ul style="list-style-type: none"> <li>▪ QPAC already takes user contact details as part of the booking process.</li> <li>▪ QPAC already provides headphones to patrons in sealed bags.</li> <li>▪ Continue current cleaning and sanitising process prior to re-issuing to a patron on request.</li> </ul> <p>Wheelchairs:</p> <ul style="list-style-type: none"> <li>▪ QPAC already takes user contact details as part of the booking process.</li> <li>▪ Clean and disinfect wheelchairs provided to patrons, after each use.</li> </ul> <p>Drinking Fountains</p> <ul style="list-style-type: none"> <li>▪ QPAC has removed all drinking fountains from service.</li> </ul>			
<p>Theatres</p> <p>Manage audiences of up to 50 %, and 100% capacity in each venue</p>	<p>QPAC's seating plan for each venue when at 50% occupancy will operate in a checkerboard pattern with two single seats spaced between each booking in a row.</p> <p>All performances will have allocated seats (no general admission) displayed on the tickets.</p> <p>Any performance sold as general admission will be allocated seating prior to arrival at QPAC.</p> <p>At 50% venue capacity:</p> <ol style="list-style-type: none"> <li>1. There will be no occupied seat directly behind a patron.</li> <li>2. The seat behind a patron will either be vacant or occupied and partially offset with the seat in front. See Appendix 1 – General Principles.</li> </ol> <p>Sell / ticket auditorium seating with 1.5 metre social distancing between "booking bubbles – i.e., family or social group".</p> <p>Install additional seating if required.</p> <p>Stagger audience entry to theatre at designated entry points and times, indicated on tickets.</p>	<p>Venue capacity plans</p> <p>Fact Sheet – COVID safe School Events</p>	<p>Digital Marketing Manager</p> <p>Manager - Ticketing</p> <p>Manager – Patron Services and Security</p> <p>Manager – Production Services</p> <p>Event Managers</p> <p>Venue Hire</p>	

	<p>Where possible stagger and lengthen intervals to allow extra time for queuing at bathrooms and bars.</p> <p>Display posters requesting patrons to maintain physical distancing.</p> <p>Use arrow markers to designate separate entry and exit paths into foyer spaces</p> <p>Where possible, indicate separate entries and exits with bollards and directional markers.</p> <p>Limit patron movement during interval – only permit movement in or out of the theatre (i.e., not throughout different areas inside the theatre).</p> <p>QPAC staff to monitor and control traffic flow, distancing, and routing.</p> <p>Follow Fact Sheet – COVID Safe School Events.</p>			
<p>Food and beverage outlets, including function spaces.</p> <p>Manage patrons ensuring 1 person per 2m<sup>2</sup></p> <p>Patrons will be seated at least 1.5 metres apart when dining or drinking.</p>	<p>Seat patrons at least 1.5 metres apart when dining and/or drinking.</p> <p>Follow COVID Safe checklist: seated Dining and Drinking.</p> <p>Use arrow markers to designate separate entry and exit paths into outlets.</p> <p>Where possible, indicate separate entries and exits with bollards and directional markers.</p> <p>Display posters requesting patrons to maintain physical distancing.</p> <p>Space seating to ensure appropriate physical distancing (members of the same household or social group may sit together).</p> <p>QPAC staff to monitor and control traffic flow, distancing, and routing.</p> <p>Non-disposable crockery / cutlery / glassware will be cleared after each course and washed in commercial grade dishwasher / glasswasher.</p> <p>Use disposable / laminated and/or blackboard menus.</p> <p>Bars:</p> <ul style="list-style-type: none"> <li>▪ Each venue will have a designated bar area with floor markers for queuing at the bar reminding patrons of physical distancing.</li> <li>▪ Stagger and lengthen intervals to allow extra time for queuing at bars.</li> <li>▪ Seating spaced 1.5 metres apart will be provided for patrons to remain seated, whilst consuming drinks and/or dining.</li> </ul>	<p>Bollards</p> <p>Posters and signs</p> <p>Floor plans and markers</p> <p>Disposable items</p> <p>Disposable menus</p> <p>Laminated menus</p> <p>Blackboard menus</p> <p>COVID Safe Checklist – Seated Dining and Drinking</p>	<p>Manager – Food and Beverage</p> <p>Executive Chef</p>	

	<p>Café:</p> <ul style="list-style-type: none"> <li>▪ QPAC has removed self-serve food items, condiments, cutlery, straws, and serviettes and will serve these on request in pre-portioned containers/sachets.</li> <li>▪ QPAC has removed the coffee station; baristas will provide sugar in coffee or tea and attach lids at time of serving.</li> <li>▪ QPAC is not accepting re-useable coffee cups.</li> <li>▪ Seating spaced 1.5 metres apart will be provided for patrons to remain seated, whilst dining in and/or drinking.</li> </ul>			
<p>Personal Protective Equipment Appropriate processes for donning (putting on), doffing (taking off) and disposing of PPE</p>	<p>QPAC employees will be advised of the following processes: <u>To safely put on personal protective equipment:</u></p> <ol style="list-style-type: none"> <li>1. Perform hand hygiene - Wash hands with soap and water or use an alcohol-based hand rub</li> <li>2. Put on disposable apron and close using ties.</li> <li>3. Put on surgical mask - Secure ties or elastic bands at the middle of the head and neck. If loops at side of mask, secure over your ears • Fit flexible band to nose bridge Ensure mask is fitted snug to face and below chin</li> <li>4. Put on protective eyewear. Place protective eyewear over eyes and adjust to fit</li> <li>5. Put on gloves -extend to cover cuff.</li> </ol> <p><u>To safely take off personal protective equipment:</u></p> <ul style="list-style-type: none"> <li>• Remove and dispose of gloves. The outside of gloves may be contaminated. Remove gloves being careful not to contaminate bare hands during glove removal. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the apron. The apron front may be contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul>			

	<ul style="list-style-type: none"> <li>• Remove protective eyewear/face shield. The outside of protective eyewear/face shield may be contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or earpieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be washed in detergent and water and allowed to completely air dry. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul> <p><u>To safely dispose of personal protective equipment</u></p> <ul style="list-style-type: none"> <li>• PPE can be disposed of into the general waste.</li> </ul>			
--	---	--	--	--

## Protocols: Physical Distancing: Staff

QPAC has undertaken a risk assessment in relation to staff, contractors, performers and communal to assist in understanding traffic flow and how best to ensure physical distancing and minimisation of direct contact between people.

Protocol	Action	Resources Required	Responsible officer/s	✓
Back of House areas (includes behind the scenes activities that ensure the smooth and safe operation of QPAC)	<p>Ensure compliance with occupant density and physical distancing requirements in office and other shared spaces.</p> <p>Display posters requesting staff, artists and visitors to maintain physical distancing, reminding of correct hygiene measures and COVID-19 symptoms.</p> <p>Display capacity signage in common areas and request staff not to enter the area when the capacity has been reached.</p> <p>Provide hand sanitiser stations in all areas.</p> <p>Ensure increased cleaning and sanitisation of communal touchpoints (e.g., door handles, photocopiers, mail, light switches, confidential waste bins, water coolers, kitchen equipment, EFTPOS machines).</p> <p>QPAC has provided seatings plans in lunchrooms and communal areas and re-arranged furniture based on occupant density and physical distancing requirements.</p> <p>Use arrow markers to designate entries and exits for staff areas, performances spaces and dressing rooms.</p> <p>Where possible, indicate separate entries and exits with bollards and directional markers.</p> <p>QPAC has reduced hot desking and requires cleaning of shared desks (e.g., in the QTIX call centre), keyboards, telephones and computer mice before and after use by each employee.</p> <p>Request staff to restrict visitors and to schedule meetings via video or telephone conferencing.</p> <p>QPAC has reduced sharing of equipment / tools.</p> <p>QPAC has advised staff not to shake hands when greeting visitors.</p>	<p>Revised seating plans with allocated seating and physical distancing marked on seating plans</p> <p>Bollards</p> <p>Posters</p> <p>Floor plans and markers</p> <p>Disposable items</p>	<p>Health and Safety Advisor</p> <p>All Business Unit Managers</p>	

	<p>Green Room</p> <ul style="list-style-type: none"> <li>▪ Provide single-use disposable cups/bottles/straws for takeaway items.</li> <li>▪ Non-disposable crockery / cutlery will be washed in commercial grade dishwasher.</li> <li>▪ Use floor markers to ensure physical distancing while queuing.</li> </ul> <p>Locker rooms</p> <ul style="list-style-type: none"> <li>▪ QPAC issues employees with their own locker and locker key to store personal items.</li> <li>▪ Request staff using shared facilities to remove towels, clothing and other items from facilities unless stored in their own closed locker.</li> </ul> <p>Dressing rooms</p> <ul style="list-style-type: none"> <li>▪ The allocation of dressing rooms to performers will be capacity assessed and allow a minimum 4m<sup>2</sup> per person.</li> <li>▪ Require performers using shared facilities to remove towels, clothing and other items from facilities unless stored in own closed locker.</li> </ul>			
<p>Performers / Artists Hirers Crew Company Staff</p>	<p>Require performing companies to provide detailed risk assessments including COVID-19 controls and Professional Organisation COVID Safe Plan (if applicable), for QPAC's review and approval prior to performances.</p> <p>Require performing companies to ensure the on-stage performer's proximity to the first row of the audience is a minimum of 2 metres to minimise heat and air transmission from the stage to the audience.</p> <p>Artists attending QPAC are required to be inducted on emergency evacuation and QPAC's COVID safe protocols.</p> <p>Require production designs to consider physical distancing and hygiene requirements (for example, simple layouts that restrict two-person lifting of small heavy items that would bring staff in close quarters of less than 1.5m).</p> <p>Request performers to handle their own instruments and equipment, where possible.</p> <p>Communicate QPAC's COVID-19 controls in daily Toolbox Talks.</p>	<p>Risk assessments Posters / directional markers</p>	<p>Facilities Services Manager Manager – Production Services Event Managers Safety Unit Staging Manager Lighting Manager Audio/Visual Manager</p>	

	Display signage to request performers to maintain 1.5m physical distancing and, where this is not possible, to limit the duration of close contact.			
--	---	--	--	--

## Protocols: Vulnerable Persons

Category	Action	Resources required	Responsible officer/s	✓
Identification of vulnerable persons	<p>A person is considered vulnerable to COVID-19 if they:</p> <ul style="list-style-type: none"> <li>▪ are 70 years or older</li> <li>▪ are 65 years or older with chronic medical conditions</li> <li>▪ are an Aboriginal and Torres Strait Islander person who is 50 years or older with one or more chronic medical conditions</li> <li>▪ are significantly immunocompromised or taking immunosuppression therapy</li> <li>▪ have a chronic medical condition, including: <ul style="list-style-type: none"> <li>– chronic renal failure</li> <li>– coronary heart disease or congestive heart failure</li> <li>– chronic lung disease including severe asthma (for which frequent medical consultations or the use of multiple medications is required), cystic fibrosis, bronchiectasis, suppurative lung disease, chronic obstructive pulmonary disease or chronic emphysema</li> <li>– diabetes</li> <li>– poorly controlled hypertension.</li> </ul> </li> </ul> <p>Other vulnerable employees may be identified by the employee providing QPAC with medical advice.</p>			
Patrons	<p>Recommend that vulnerable patrons (those who are identified as 'at risk') do not attend the Centre until Queensland Health advises that it is safe to do so.</p> <p>Inform vulnerable patrons who attend the Centre to take their own additional safety precautions and attend at their own risk.</p> <p>Include vulnerable patron protocols in staff COVID-19 training.</p>	<p>QPAC website Social media channels Booking information</p>	<p>Digital Marketing Manager Manager - Ticketing Manager – Patron Services and Security Manager – Food and Beverage</p>	

			Learning and Development Manager	
Staff	<p>Recommend that vulnerable staff (those who are identified as 'at risk') do not return to work until Queensland Health advises it is safe to do so.</p> <p>Follow Queensland Government <i>Guide to identifying and supporting vulnerable employees (COVID-19)</i>.</p>	<p>Procedures</p> <p>Email</p> <p>Communications</p>	<p>Director – Human Resources and Safety</p> <p>Business Unit Managers</p>	

## Protocols: COVID Symptoms / Diagnosis

In the event of any patron or staff member who has attended the Centre testing positive for COVID-19, QPAC's Crisis Management Team will ensure that QPAC follows all Queensland Health instructions and advice and Public Health Directions including reporting; closing the Centre; deep cleaning; re-opening the Centre; production of contact tracing information; ensuring, as far as possible, staff compliance with self-isolation or self-quarantine requirements (including leave entitlements, where applicable); and a communications plan for advice to staff, visitors and the public.

Protocol	Action	Resources required	Responsible officer/s	✓
Patrons	<p>Request patrons not to attend the Centre if they are unwell – communicated via the QPAC website, social media, e-communications, booking email on receipt of tickets and pre-attendance email.</p> <p>Place posters at all entrances to the Centre, requesting people not to attend the Centre if they are unwell.</p>	<p>QPAC website Social media channels Booking information</p>	<p>Digital Marketing Manager Manager - Ticketing Manager – Patron Services and Security</p>	
Staff	<p>QPAC has developed COVID-19 Guidelines – Returning to the Workplace which outlines how QPAC will deal with guests or staff who are unwell or who test positive for COVID-19.</p> <p>The Guidelines require staff to:</p> <p>not attend the Centre, or leave the Centre and go home, if they are unwell, have COVID-19 symptoms or have been in contact with a confirmed case of COVID-19 in the previous 14 days.</p> <p>advise their manager and Human Resources of any test being undertaken (Human Resources to log and report immediately to Chief Executive); and</p> <p>advise their manager and Human Resources of the test result (positive or negative) immediately (Human Resources to log and report immediately to Chief Executive and activate COVID-19 Positive Case Procedure if necessary). Exclude staff members from the workplace if they are unwell, have been directed by health authorities to self-isolate or self-quarantine, have COVID-19 symptoms or have been in contact with a confirmed case of COVID-19 in the previous 14 days.</p> <p>Managers and staff to raise concerns about health of other staff members directly with Human Resources.</p>	<p>Guidelines Communicate</p>	<p>Director – Human Resources and Safety Business Unit Managers</p>	

	<p>Follow current policies, procedures and guidelines should staff become unwell or unable to attend work.</p> <p>If a worker has been required to self-quarantine, for 14 days without any symptoms, they can return to work with the provision of a medical certificate.</p> <p>If a worker has tested negative for COVID-19 during the period of self-quarantine, they must still remain in quarantine for the full 14 days.</p> <p>If a worker develops symptoms while they are in self-quarantine, they should seek medical attention immediately from their GP or a Fever Clinic.</p> <p>If a worker is tested for COVID-19, they must remain in quarantine while waiting for the test results. If the test comes back negative, the worker is still required to complete the rest of the quarantine period. If the worker tests positive for COVID-19 infection they will be required to self-isolate.</p>			
<p>Suspected / confirmed case of COVID-19</p>	<p>If a patron or employee with a suspected or confirmed case of COVID-19 has attended the Centre:</p> <ol style="list-style-type: none"> <li>1. Isolate <ul style="list-style-type: none"> <li>▪ Manager or First Aid Officer isolates unwell person to a temporary isolation area (dedicated to COVID-19 protocol).</li> <li>▪ The isolation area through the use of portable/plastic screens will ensure privacy, have the appropriate equipment, and be set up in an area to allow easy ingress and egress, decontamination capability and appropriate ventilation (i.e., outdoors and undercover.)</li> <li>▪ Provide unwell person and attending staff with surgical face masks.</li> <li>▪ If stable, refer patron, visitor, or employee to a fever clinic for testing or home isolation if clinic is closed.</li> <li>▪ Provide written information to refer patron, visitor, or employee outlining the above.</li> <li>▪ If unwell, call and refer person to Qld Ambulance (QAS.)</li> </ul> </li> <li>2. Inform and seek advice <ul style="list-style-type: none"> <li>▪ Call Queensland Health.</li> <li>▪ Follow advice of public health officials.</li> </ul> </li> </ol>	<p>Updated First Aid Procedure Personal protective equipment</p>	<p>Manager – Patron Services and Security Manager- Food and Beverage Director – Human Resources and Safety Business Unit Managers</p>	

	<p>3. Support and transport</p> <ul style="list-style-type: none"> <li>▪ Ensure confidentiality of unwell person.</li> <li>▪ Provide transport to their home or to a medical facility.</li> </ul> <p>4. Clean</p> <ul style="list-style-type: none"> <li>▪ Request unwell person to provide details of areas they have attended.</li> <li>▪ Restrict access to those areas until cleaning is complete.</li> <li>▪ Clean and disinfect the relevant areas.</li> <li>▪ Require staff or contractors to wear personal protective equipment for cleaning.</li> </ul> <p>5. Identify and inform</p> <ul style="list-style-type: none"> <li>▪ Consider / ask unwell person to provide details of others with whom they have had close contact.</li> <li>▪ If instructed by health officials, advise close contacts they may have been exposed and to follow advice on quarantine requirements.</li> </ul> <p>6. Clean</p> <ul style="list-style-type: none"> <li>▪ Consider / ask close contacts to provide details of areas they have attended.</li> <li>▪ Clean and disinfect the relevant areas, including common areas.</li> <li>▪ Restrict access to those areas until cleaning is complete.</li> <li>▪ Require staff or contractors to wear personal protective equipment for cleaning.</li> </ul> <p>7. Review</p> <ul style="list-style-type: none"> <li>▪ Review risk management controls relating to COVID-19.</li> <li>▪ Consider possible workplace changes.</li> </ul> <p>If there is a confirmed or probable case of COVID-19 infection at QPAC, Queensland Health will be notified by the relevant medical professional and testing laboratory who confirms the diagnosis.</p> <p>Upon being informed QPAC will notify Workplace Health and Safety Qld that a case has been confirmed.</p>			
--	---	--	--	--

	QPAC will keep a record of all notifiable incidents for a period of at least 5 years from the day that notice of the incident is given to the regulator.			
Cleaning and disinfection after suspected or confirmed COVID-19 infection	<p>Areas that have been used by a person with suspected or confirmed COVID-19 infection will be cleaned and disinfected by contract cleaners and/or QPAC employees.</p> <p>Procedure to follow:</p> <p>Personal protective equipment (PPE) to be put on before entering the area.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• disposable gloves</li> <li>• disposable apron or another protective garment</li> <li>• protective eyewear to protect eyes from the cleaning chemicals</li> </ul> <p>surgical mask</p> <p>Once the cleaner has entered the area, they should avoid touching their face and touching or adjusting their face mask if one is worn. If wearing a mask, it should be either on or off – ensure it always covers both the nose and mouth and do not let it dangle from the neck.</p> <p>Cleaning and disinfection of hard surfaces (e.g., bench tops) following a case of COVID-19 will be done using either:</p> <ul style="list-style-type: none"> <li>• a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution.</li> <li>• a physical clean using detergent and water followed by disinfection with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach.</li> </ul>	Updated First Aid Procedure Personal protective equipment	Facilities Services Manager Health and Safety Advisor Manager – Patron Services	
Appropriate processes for donning (putting on), doffing (taking off) and disposing of PPE for suspected or confirmed cases of COVID-19.	<p>QPAC employees will be advised of the following processes:</p> <p><u>To safely put on personal protective equipment:</u></p> <ol style="list-style-type: none"> <li>1. Perform hand hygiene - Wash hands with soap and water or use an alcohol-based hand rub</li> <li>2. Put on disposable apron and close using ties.</li> <li>3. Put on surgical mask - Secure ties or elastic bands at the middle of the head and neck. If loops at side of mask, secure over your ears • Fit flexible band to nose bridge Ensure mask is fitted snug to face and below chin</li> </ol>	Updated First Aid Procedure Personal protective equipment	Health and Safety Advisor Manager – Patron Services	

	<p>4. Put on protective eyewear. Place protective eyewear over eyes and adjust to fit</p> <p>5. Put on gloves -extend to cover cuff.</p> <p><u>To safely take off personal protective equipment:</u></p> <ul style="list-style-type: none"> <li>• Remove and dispose of gloves. The outside of gloves may be contaminated. Remove gloves being careful not to contaminate bare hands during glove removal. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the apron. The apron front may be contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove protective eyewear/face shield. The outside of protective eyewear/face shield may be contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or earpieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be washed in detergent and water and allowed to completely air dry. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul> <p><u>To safely dispose of personal protective equipment</u></p> <ul style="list-style-type: none"> <li>• PPE can be disposed of into the general waste.</li> </ul>			
--	--	--	--	--

## Protocols: Contact Tracing

QPAC has developed a COVID-19 Contact Records Procedure which outlines how QPAC will collect, store and disclose contact records (name, phone number, email address, and date and time period of patronage) for all guests (other than food and beverage takeaway customers) and staff.

Protocol	Action	Resources required	Responsible officer/s	✓
Inform patrons and staff of new protocols	<p>Publish details of new protocols on the QPAC website informing patrons of the requirement to collect patron contact details for contact tracing purposes and retain for 56 days.</p> <p>Include training regarding collection of patron contact details and staff attendance records as part of all-staff COVID-19 training.</p> <p>All staff training records are maintained in the HRIS (Human Resources Information System). This includes:</p> <ul style="list-style-type: none"> <li>• Training attendance or completion records and expiry dates if applicable.</li> <li>• Automated notifications and reminders for training due or expiring.</li> </ul>	Content for website COVID training resources	Digital Marketing Manager Communications Manager Learning and Development Manager Health and Safety Advisor	
Collect and securely store theatre patron contact details for 56 days	<p>Require bookers to provide theatre patron contact details (name, phone number and email address and date and time period of patronage) at time of booking.</p> <p>Request theatre patrons to notify Box Office on arrival if patron contact details have changed since booking.</p>	Updated Qtix system	Manager – Ticketing	
Collect and securely store food and beverage patron contact details for 56 days	<p>Require food and beverage patrons (other than takeaway patrons) to provide patron contact details (name, phone number, email address and date and time period of patronage) at time of attendance via an electronic app.</p> <p>Require function patrons to provide patron contact details (name, phone number, email address and date and time period of patronage) at time of booking via an electronic app.</p>	Phones/Tablets	Manager – Food and Beverage	
Collect and securely store contact details of visitors attending a guided tour for 56 days	<p>Require visitors booking a guided tour to provide contact details (name, phone number and email address and date and time period of patronage) at time of booking via an electronic app.</p>	Phones/Tablets	Manager – Patron Services	

	Request visitors to notify Tour Guide on arrival if guest contact details have changed since booking.			
Collect other visitor contact details and securely store for 56 days	All contractors, delivery drivers and other visitors are already required to report to Stage Door or the Loading Dock. Require visitors to provide contact details and sign in and out at Stage Door or Loading Dock.	Daily sign-in/out sheets – Stage Door and Loading Dock	Manager – Patron Services	
Collect staff attendance records	QPAC keeps all staff details on its Employee Self Service system and has requested all staff to ensure that their details are current and correct. Require staff located back of house to sign in and out each day via a QPAC QR Code.	Daily sign-in/out sheets – Stage Door	Human Resources Manager Manager – Patron Services	
Store contact details	For hard copy records: Manager on duty to file records daily and collate weekly. Store contact details securely and confidentially for a period of 56 days after attendance at Centre, then destroy. Prohibit access to contact details other than for purposes of collection, review and deletion and, if required, disclosure as required by Public Health Officers or otherwise required by law.	Updated Qtix system	Manager – Ticketing Manager – Patron Services Manager – Food and Beverage Human Resources Manager	
Disclose contact details	Produce contact details to public health officers if required.	Electronic Attendance forms	Unit Managers All staff	
Ensure compliance with <i>Information Privacy Act 2009</i>	Inform patrons, visitors, and staff before collecting contact details / attendance records that the information is being requested for contact tracing purposes. QPAC has updated its Privacy Policy to ensure that it covers QPAC's collection, use and disclosure of information in accordance with Public Health Directions. All QPAC staff receive privacy training.		Director – Human Resources and Safety Learning and Development Manager	

## 5. CHECKLISTS

---

- 5.1 QPAC has prepared checklists for its business.
- 5.2 QPAC has already completed various items included in the checklists and is progressing with completion of the other items.
- 5.3 These checklists have been prepared on the basis of:
- a) the guidelines outlined above;
  - b) Queensland Government *Voluntary COVID Safe Checklist for Queensland Businesses*;
  - c) Queensland Government *COVID Safe Checklist – Seated Dining and Drinking* (refer to Appendix 13)
  - d) Queensland Government *Fact Sheet – COVID Safe School Events* (refer to Appendix 14)
  - e) Safe Work Australia *Workplace Checklist*;
  - f) Safe Work Australia *Physical Distancing Checklist*;
  - g) Safe Work Australia *Cleaning Checklist*; and
  - h) Safe Work Australia *Health, Hygiene and Facilities Checklist*.
- 5.4 The protocols align with:
- a) QPAC's internal *COVID-19 Recovery Plan*;
  - b) QPAC's internal *Work Health and Safety Plan for COVID-19*;
  - c) *Retail Food Services Industry COVID Safe Plan for Restaurants, Cafes and Caterers – June 2020*;
  - d) *Industry COVID Safe Plan for Queensland Hotels, Clubs, Night Clubs and Adult Entertainment – Stage 3 2020*;
  - e) *Stage Queensland A COVID Safe Plan for Queensland's Live Performance Venues / Theatres – 24 September 2020*;
  - f) *Queensland Tourism and Accommodation Industry COVID-SAFE Plan – July 2020*; and
  - g) *PAC Australia COVID-Safe Theatre Guidelines – June 2020*.

## Checklist: Visitors

Category	Action	Responsible officer/s	✓
<b>All Visitors</b>	Where possible, QPAC has postponed non-essential external visits. Brief all visitors regarding occupant density and physical distancing requirements, hygiene requirements, refusal of entry rules and any other relevant guidelines.	Business Unit Managers	
<b>Patrons</b>	Request patrons not to attend the Centre if they are unwell – communicated via the QPAC website, social media, e-communications, booking email on receipt of tickets and pre-attendance email. Place posters at all entrances to the Centre, requesting people not to attend the Centre if they are unwell. Require patrons to be seated at least 1.5 metres apart when dining in or drinking. Provide further communications to patrons outlining: <ul style="list-style-type: none"> <li>▪ cleaning and hygiene measures in place to ensure patron safety;</li> <li>▪ physical distancing measures and processes that patrons will encounter when they arrive;</li> <li>▪ refund options in the event that a patron becomes unwell between booking and performance date;</li> <li>▪ preferred payment methods;</li> <li>▪ collection of contact details;</li> <li>▪ advice for vulnerable patrons.</li> </ul>	Digital Marketing Manager Manager – Ticketing Manager – Patron Services and Security Manager – Food and Beverage Function and Events Manager	
<b>Artists</b>  Performing Companies Hirers Performers Crew Company Staff	Require performing companies to provide detailed risk assessments including COVID-19 controls and Professional Organisation COVID Safe Plan (if applicable), for QPAC's review and approval prior to performances. Require performing companies to ensure the on-stage performer's proximity to the first row of the audience is a minimum of 2 metres to minimise heat and air transmission from the stage to the audience. Artists attending QPAC are required to be inducted on emergency evacuation and QPAC's COVID safe protocols. Require production designs to consider physical distancing and hygiene requirements (for example, simple layouts that restrict two-person lifting of small heavy items that would bring staff in close quarters of less than 1.5m). Request performers to handle their own instruments and equipment, where possible. Communicate QPAC's COVID-19 controls in daily Toolbox Talks.	Director – Human Resources and Safety Director – Programming Director – Public Engagement and Learning Client Relationship and Venue Hire Manager Event Managers	

	Arrange specialised cleaning of specialist theatre items (i.e. props, sets, production equipment, fly systems).		
<b>Contractors</b>	<p>Contractors attending QPAC are required to be inducted on emergency evacuation and QPAC's COVID safe protocols.</p> <p>Require contractors to provide detailed risk assessments including COVID-19 controls for QPAC's review and approval prior to attendance.</p> <p>Require contractors' compliance with QPAC's COVID-19 controls.</p>	Health and Safety Advisor Facilities Services Manager	
<b>Deliveries</b>	<p>QPAC has requested delivery drivers and other contractors visiting the Centre to minimise interaction with staff and remain in their vehicles. This is achieved through the use of electronic paperwork where possible and, instead of a signature, a confirmation email or photo is taken of the goods onsite as proof of delivery.</p> <p>All employees who handle deliveries have access to hand washing facilities and hand sanitiser.</p>	Facilities Services Manager Food and Beverage Cost Controller	

**Checklist: Food and Beverage: This checklist has been developed in line with the COVID Safe Checklist – Seated Dining and Drinking (refer to Appendix 13).**

Category	Action	Resources Required	Responsible officer/s	✓
Food and Beverage outlets	<p>Display signage at each public entry to QPAC’s Food and Beverage outlets that includes information on the maximum number of people that can be in the space at a single time.</p> <p>Require patrons to be seated at least 1.5 metres apart when dining in or drinking.</p> <p>Display completed Checklist – Seating dining and drinking.</p> <p>Display posters in prominent places regarding good hygiene and handwashing practices.</p> <p>Display health posters (symptoms, contact and right to refuse entry) in prominent places.</p> <p>Provide hand sanitiser stations at entrances.</p> <p>Maximise ventilation by opening windows and doors, where possible.</p> <p>Place physical barriers and floor markings to ensure physical distancing is maintained at counters/points of sale.</p> <p>Use arrow markers to designate separate entry and exit paths into outlets.</p> <p>Where possible, indicate separate entries and exits with bollards and directional markers.</p> <p>QPAC has reduced touchpoints where possible, through the use of contactless payment methods, laminated menus that can be cleaned in between each use, blackboard menus, removal of condiments from tables and removal of communal and self-service equipment.</p> <p>QPAC has used floor markers to ensure 1.5m spacing between each person in a queue.</p> <p>To limit dwell time, use markers and signage to indicate different areas for ordering, waiting and collection of food. Space areas to ensure maximum of 1 person per 2m<sup>2</sup>.</p> <p>Access cold cabinet displayed food items with service tongs only. Replace and wash tongs every hour.</p> <p>Display menus at queue and ordering points.</p>	<p>Posters</p> <p>Bollards</p> <p>Floor Markings</p> <p>COVID Safe Checklist – Seating dining and drinking</p>	<p>Manager – Food and Beverage</p>	<p>✓</p>

	<p>Ensure hourly cleaning and sanitisation of frequent touchpoints, to be reviewed daily by the Manager – Food and Beverage.</p> <p>For dine-in and drinking, in addition to the above:</p> <p>Complete and display COVID Safe Checklist – Seated dining and drinking</p> <ul style="list-style-type: none"> <li>▪ QPAC has positioned tables to ensure that diners are 1.5m from a neighbouring table when seated.</li> <li>▪ QPAC has arranged seating to ensure that different groups of customers are not seated face-to-face, where possible.</li> <li>▪ Consider requiring bookings.</li> <li>▪ Clean and sanitise tables and chairs between each seating.</li> <li>▪ Clear non-disposable crockery / cutlery / glassware cleared after each course and wash in commercial grade dishwasher / glasswasher.</li> <li>▪ No provision of buffet self-service.</li> </ul>			
<p>Personal Protective Equipment</p> <p>Processes for donning (putting on), doffing (taking off) and disposing of PPE</p>	<p>QPAC employees will be advised of the following processes:</p> <p><u>To safely put on personal protective equipment:</u></p> <ol style="list-style-type: none"> <li>1. Perform hand hygiene - Wash hands with soap and water or use an alcohol-based hand rub</li> <li>2. Put on disposable apron and close using ties.</li> <li>3. Put on surgical mask - Secure ties or elastic bands at the middle of the head and neck. If loops at side of mask, secure over your ears • Fit flexible band to nose bridge Ensure mask is fitted snug to face and below chin</li> <li>4. Put on protective eyewear. Place protective eyewear over eyes and adjust to fit</li> <li>5. Put on gloves -extend to cover cuff.</li> </ol> <p><u>To safely take off personal protective equipment:</u></p> <ul style="list-style-type: none"> <li>• Remove and dispose of gloves. The outside of gloves may be contaminated. Remove gloves being careful not to contaminate bare hands during glove removal. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the apron. The apron front may be contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul>			

	<ul style="list-style-type: none"> <li>• Remove protective eyewear/face shield. The outside of protective eyewear/face shield may be contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or earpieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be washed in detergent and water and allowed to completely air dry. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul> <p><u>To safely dispose of personal protective equipment</u></p> <ul style="list-style-type: none"> <li>• PPE can be disposed of into the general waste.</li> </ul>			
--	---	--	--	--

## Checklist: Staff

Category	Action	Responsible officer/s	✓
<b>Communicate with staff</b>	<p>Advise and support staff.</p> <p>Regularly remind staff they must not attend work if they experience any symptoms consistent with COVID-19, even if they feel fit to work.</p> <p>Require staff to alert supervisor and Human Resources if unwell.</p> <p>Communication through weekly staff newsletter, regular email reminders, posters, daily toolbox talks and staff briefings.</p> <p>Consult with workers on workplace health and safety issues.</p>	<p>Human Resources</p> <p>Business Unit Managers</p>	
<b>Working Arrangements</b>	<p>Executives to assess priority for transition of staff returning to office vs working from home in line with health directions and advice and in consultation with the People and Safety Team</p> <p>Executives to develop their Return to the Workplace Plans using the guidelines within QPAC Guidelines <i>Returning to the Workplace</i> and submit to Chief Executive for approval prior to staff returning to the workplace</p> <p>QPAC Guidelines – <i>Returning to the Workplace</i> includes phased attendance (staggered shifts / alternating day schedules) in small teams (to confine risk in case of COVID-19 positive and allow for physical distancing).</p> <p>Follow Queensland Government guidelines when determining who is identified as vulnerable or high risk. Human Resources will manage this process with Business Unit Managers and employees as per procedures outlined in QPAC Guidelines – <i>Returning to the Workplace</i>.</p> <p>For internal and external meetings: encourage staff to use face-to-face meetings only where essential and limit attendees to maximum as per restrictions – use telephone, email and video conferencing where practicable, or hold outside in open air – for internal meetings: abide by occupant density and physical distancing requirements.</p>	<p>Executive Directors</p> <p>Directors</p> <p>Business Unit Managers</p>	
<b>Health and Wellness</b>	<p>Practise physical distancing at all times.</p> <p>Maintain personal and workplace hygiene.</p> <p>Use provided hygiene and cleaning products provided to each workgroup to wipe down surfaces and high touch points.</p> <p>Adhere to physical distancing guidelines while using end of trip facilities or public transport.</p> <p>QPAC has completed its 2020 staff influenza vaccination program.</p> <p>Ensure staff processes are visible to promote public confidence.</p>	<p>Director – Human Resources and Safety</p> <p>All staff</p>	

<p><b>Personal Protective Equipment</b></p>	<p>Provide staff with personal protective equipment in accordance with Queensland Health advice. Work groups issued with hygiene supplies (hand sanitiser, disinfectant spray, paper towels and sanitising wipes).</p> <p>Provide all staff with access to hygiene supplies (hand sanitiser and sanitising wipes).</p> <p>Provide customer-facing staff with individual hand sanitisers.</p> <p>Provide Cloakroom Attendants with PPE – single use disposable gloves.</p> <p>Provide First Aid Officers provided with individual hand sanitisers, sanitising wipes, face masks, gloves and eye protection.</p>	<p>Health and Safety Advisor Manager – Patron Services and Security</p>	
<p><b>Personal Protective Equipment (PPE) Appropriate processes for donning (putting on), doffing (taking off) and disposing of PPE</b></p>	<p>QPAC employees will be advised of the following processes:</p> <p><u>To safely put on personal protective equipment:</u></p> <ol style="list-style-type: none"> <li>1. Perform hand hygiene - Wash hands with soap and water or use an alcohol-based hand rub</li> <li>2. Put on disposable apron and close using ties.</li> <li>3. Put on surgical mask - Secure ties or elastic bands at the middle of the head and neck. If loops at side of mask, secure over your ears • Fit flexible band to nose bridge Ensure mask is fitted snug to face and below chin</li> <li>4. Put on protective eyewear. Place protective eyewear over eyes and adjust to fit</li> <li>5. Put on gloves -extend to cover cuff.</li> </ol> <p><u>To safely take off personal protective equipment:</u></p> <ul style="list-style-type: none"> <li>• Remove and dispose of gloves. The outside of gloves may be contaminated. Remove gloves being careful not to contaminate bare hands during glove removal. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove and dispose of the apron. The apron front may be contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> <li>• Remove protective eyewear/face shield. The outside of protective eyewear/face shield may be contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or earpieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be washed in detergent and water and allowed to completely air dry. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul>		

	<ul style="list-style-type: none"> <li>Remove and dispose of the surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front. Clean your hands. This can be done with either soap and running water or hand sanitiser.</li> </ul> <p><u>To safely dispose of personal protective equipment</u></p> <ul style="list-style-type: none"> <li>PPE can be disposed of into the general waste.</li> </ul>		
<b>Training</b>	<p>Require all staff returning to the workplace to complete a <i>Be COVID Safe – How Everyone Can Help</i> online training module developed by QPAC based on Queensland Health, TAFE Queensland, Department of Housing and Public Works, Australian Government Department of Health, Queensland Government Accommodation Office guidelines and the QPAC Site Specific COVID Safe Plan and associated policies, procedures, and protocols.</p> <p>Provide Facilities, First Aid, and Food and Beverage refresher training and COVID-19 compliance training per Queensland Government requirements.</p> <p>Develop and provide specific management training and information to assist with specific management responsibilities in relation to COVID-19 controls.</p> <p>Provide additional training for staff holding First Aid certification to understand changes to delivering First Aid in the context of COVID-19.</p> <p>Identify, amend / develop, communicate, implement, and monitor appropriate Safe Work Procedures (require consultation with QPAC WHS Committee), operational policies and procedures, guidelines.</p> <p>Require all Business Units complete training / daily Toolbox Talks including COVID-19 controls.</p> <p>Re-train full-time / part-time staff for changed roles, upskilling or multiskilling where required.</p> <p>Encourage staff to provide feedback on issues and give suggestions for continual improvement via email to Human Resources.</p>	<p>Learning and Development Manager</p> <p>Health and Safety Advisor</p> <p>Business Unit Managers</p> <p>All Staff</p>	
<b>Working Remotely</b>	<p>For employees working from home and continuing to work from home, QPAC will continue to:</p> <ul style="list-style-type: none"> <li>provide workers with the equipment, resources and support they require to carry out work remotely</li> <li>provide guidance on how to set up a safe home office environment ergonomically through completion of a working from home checklist.</li> <li>maintain daily communication with employees</li> <li>recognise each worker's personal circumstances are different and that this may affect a person's work capacity and capability</li> </ul>		

	<ul style="list-style-type: none"> <li>consider the psychosocial risks of isolation, high or low job demands, reduced social support from managers and colleagues, fatigue, online bullying, and domestic and family violence, and do what is reasonably practicable to manage these risks.</li> </ul>		
<b>Support</b>	<p>Deliver relevant LMS courses (e.g., mental health support)</p> <p>Provide employees with continued access to QPAC's Employee Assistance Program – AccessEAP.</p>	<p>Director – Human Resources and Safety</p> <p>Business Unit Managers</p>	
<b>Responsibility</b>	<p>QPAC has consulted with staff in undertaking risk assessments of their respective work areas in order to identify COVID-19 related risks and provide guidance and advice in enhancing control measures.</p> <p>Remind staff to take responsibility for their own health and safety.</p> <p>Request staff to inform management immediately if they observe any break down in controls, including the need for additional cleaning or replacement personal protective equipment including hand sanitiser and sanitising wipes.</p>	<p>Director – Human Resources and Safety</p> <p>Business Unit Managers</p>	

## 6. STATEMENT OF COMPLIANCE

---

- 6.1 A Statement of Compliance (see Appendix 15) will be signed, dated and displayed at the Centre's Stage Door.
- 6.2 The statement directs staff and visitors to a condensed version of this Plan, which will be available on QPAC's public website.
- 6.3 The purpose of the Statement of Compliance is to demonstrate to the community and the relevant government authorities that QPAC is following a Site-Specific Industry COVID Safe Plan.
- 6.4 A complete version of QPAC's Site-Specific COVID Safe Plan will be available at Stage Door.

## 7. ENQUIRIES

---

- 7.1 If you have any enquiries about this Plan and COVID-related safety matters, please contact:
  - a) Director – Human Resources and Safety, QPAC – (07) 3840 7500.

## 8. DEFINITIONS

---

- 8.1 In this Plan, the following terms have the following definitions:
  - a) **Centre:** Queensland Performing Arts Centre (the building);
  - b) **LMS:** Learning Management System, QPAC's online training system;
  - c) **Plan:** This Queensland Performing Arts Centre Site Specific COVID Safe Plan;
  - d) **QPAC:** Queensland Performing Arts Trust trading as Queensland Performing Arts Centre (the organisation);
  - e) **QTIX:** QPAC's ticketing arm.
  - f) **TGA:** Therapeutic Goods Association.

