

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



## Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

### Business details

Business name	Castle Hill Players inc
Business location (town, suburb or postcode)	Pavilion Theatre, Castle Hill Showground, Castle Hill
Completed by	Stephen Snars
Email address	<a href="mailto:playmail@bigpond.com">playmail@bigpond.com</a>
Effective date	29 January 2021
Date completed	29 January 2021

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### Wellbeing of staff and customers

**Exclude staff and customers who are unwell from the premises.**

Signage at entry points. Members advised via newsletter and email. Public advised when booking via email, website or phone.

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

Volunteers instructed when rostered. Paid staff instructed by admin. representative from Management Committee.

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

Paid staff advised by admin.

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

Current Covid-19 Safety Plan available online on website, newsletter to membership. Print copies in Green Room and Foyer. Signage in foyer.

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

Ticket exchange available up to 2 hours before performance.

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

No sub-premises.

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

Not applicable

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**Physical distancing**

Capacity must not exceed 75% of seated capacity if ticketed and seated, OR one person per 4 square metres of publicly accessible space (Greater Sydney) and one per 2 square metres (other regions), whichever is greater. Outdoor cinemas and theatres can have

100% of seated capacity if ticketed and seated. Children count towards the capacity limit.

*Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.*

Seating allocation capped at a maximum of 75% of theatre capacity. 75% capacity of the pavilion Theatre = 117 seats

**Strongly recommend that customers and public facing staff wear a face mask if practical when unable to physically distance, particularly in indoor settings.**

Strong recommendation for wearing of masks while on theatre premises and will instruct all patrons on mask wearing according to current NSW Health orders.

Ensure 1.5m physical distancing where possible, including:

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

Theatre mapping allows for spacing where possible. Front of house staff instructed to marshal physical distancing before and after show and during interval. Audience encouraged to head directly to seats on arrival, and not to congregate afterwards, monitored by staff.

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

Single theatre

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

Online and phone pre bookings only. Bar service with instruction to return to seat for consumption. Marked spacing for bar service.

**Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their**

**seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.**

Food and drink to be taken back to theatre seats. Dedicated Covid Safety Marshall(s) to supervise. Reminder announcements to maintain social distancing.

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms.**

Volunteers advised verbally and by signage. Also to mask whenever possible.

**Use telephone or video for essential staff meetings where practical.**

No large nor frequent staff meetings. 2 paid staff. Volunteers contacted by phone and email.

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

Paid staff mainly work solo. All unpaid staff required to work as team during performance times.

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

No high volume interactions for any extended periods. Not practical for bar service.

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

No regular deliveries

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

Exterior signage and monitoring by Covid safety Marshall

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

N/A. Theatre normally seats 157. So 75% capacity is 117. Vast majority arrive by car.

**Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.**

Free public parking outside venue. No crowding of public transport due to small size of venue.

COVID-19

**No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members older than 12 years should wear masks if singing or chanting.**

No musicals or singing performances planned.

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

Bar service with instruction to return to seats before consuming drinks.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Signage for patrons and staff in foyer and backstage, and bathrooms.

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

Daily by cleaner(paid staff)

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

Two wall mounted sanitiser stations at either end of foyer. Multiple bottles backstage, wings, green room, workshop, box office and bio box.

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

Daily by cleaner during performance times. Only ever 1 performance per day. Frequently touched surfaces such as handrails etc wiped down during intervals by staff when they occur.

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

Cleaner advised by admin.

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

Disposable wipes available in foyer. Investigating disinfectants for textile armrests in auditorium.

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

Volunteer and paid staff advised. Disposable gloves available.

**Encourage contactless payment options.**

Contactless payment system installed for bar service and box office. Online and telephone sales compulsory.

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

Air conditioning turned on in foyer auditorium stage and green room during performance times.

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## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

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

QR code entry via Service NSW app. Any attendance not able to be entered with a QR code to be recorded by FOH staff on computer.

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

All records of attendance contemporaneous with ticketing software's record of purchasers of tickets. (Ticketsearch)

Access limited to relevant CHP Committee members and ticketing staff only.

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

Signage in venue and website. promoted to members in newsletter.

**Cinemas, theatres and concert halls should consider registering their business through [nsw.gov.au](https://nsw.gov.au)**

Castle Hill Players/Pavilion theatre registered

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

Advice notice on cover of copies of Covid-19 Safety Plan copies at venue.

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

Yes