

**ARA**  
**DARLING**  
**QUARTER**  
**THEATRE**

**WE'RE**  
**COVID**  
**SAFE**

**COVID-SAFE**  
**VENUE POLICY & PLAN**  
**GENERAL PUBLIC**

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HOME OF

**monkey**  
**baa** theatre  
company



# INTRO- DUCTION

## *WHAT IS COVID-19*

(Definition from the World Health Organisation)

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

## *WHY DOES THIS PLAN EXIST?*

Under the current NSW health regulations every venue must put in place COVID-Safe plans in order to operate.

The ARA Darling Quarter Theatre is a registered COVID-Safe venue.

The ARA Darling Quarter Theatre and Monkey Baa Theatre Company **encourage the use of the government's COVID Safe App.**

This can be downloaded [here](#)

Monkey Baa at ARA Darling Quarter Theatre have a duty of care to all our Staff, Patrons, Producers and Hirers to ensure the safest possible visit to our venue.

This plan applies to everyone visiting our venue as follows:

- Permanent staff
- Contractors
- Casual employees
- Patrons
- Our Board and donors
- Hire Clients
- Visiting Producers and Theatre Companies

# KEY POINTS FOR VISITING OUR VENUE

## **YOUR VISIT TO ARA DARLING QUARTER THEATRE**

Please follow our COVID-Safe plan:

It is a condition of entry that all eligible patrons (16+) are fully vaccinated against COVID-19 or have a medical exemption at the time of attendance. This is in keeping with reopening roadmap recommendations and to provide confidence and certainty to our audience, performers, and staff. We may ask to sight your vaccination status as part of the Service NSW QR Check-In process.

**Face masks are mandatory.** Audience members 12+ are required to wear a well-fitted mask at all times during the performance. It is also highly recommended that younger attendees (11 years and below) also wear a mask at all times. Please bring a fitted face mask with you and wear your masks throughout our spaces at all times unless eating or drinking (including the foyer and walkways).

Please note you might be seated alongside other ticket holders.

**Please don't visit if you feel unwell,** have experienced any cold or flu-like symptoms in the past 14 days, or are awaiting the results of a COVID-19 test. Please err on the side of caution, and contact us to amend your booking if you need to – we have updated our ticket exchange and returns policy to accommodate the evolving circumstances.

**Everyone must check in using the Service NSW QR Code.**

**Ensure your contact information is up to date.** Safety updates will be provided by email or SMS.

**Practice good hand hygiene.** Hand sanitising stations are throughout each venue.

## **WHAT WE'RE DOING TO KEEP YOU SAFE**

**Enhanced cleaning practices.** We have implemented an intensive daily cleaning regime and additional cleaning of high-touch surfaces

**Sanitiser stations.** Now located throughout our venue in frequently accessed areas and near bathroom facilities

**eTickets & BYO tickets.** Tickets can be displayed on your mobile phone or pre-printed at home to reduce contact\*

**Contactless payments.** Tickets can be purchased online or over the phone only\*

**Flexible ticketing options.** Our exchange policy has been relaxed to allow you to exchange tickets if you are feeling unwell or you are unable to attend in accordance with NSW Health COVID-19 advice (see below, Do Not Attend section)

**Staff training & wellness.** Our FOH staff have completed training to become COVID-19 safety marshals & will be wearing masks

## **WHAT TO DO IF YOU BECOME SYMPTOMATIC AFTER VISITING OUR VENUE?**

- Get tested at a Covid-19 test centre
- Inform the venue immediately so that others can be alerted by emailing [operations@monkeybaa.com.au](mailto:operations@monkeybaa.com.au).

# COVID-SAFE RISK MANAGEMENT REFERENCE

AREA	MEASURE
<b>VACCINATION</b>	<p>It is a condition of entry that all eligible patrons (16+) are fully vaccinated against COVID-19 or have a medical exemption at the time of attendance.</p>
<b>FOYER</b> (shared Public Space)	<ul style="list-style-type: none"> <li>• Social distancing signage displayed</li> <li>• Hand Sanitiser available</li> <li>• Reduced furniture and foyer activation to maximise floor space</li> <li>• Touch points cleaned regularly by Front of House staff</li> <li>• Extra queueing systems in place to encourage streamlined wayfinding</li> <li>• Safe distancing between staff and patrons will be in place of the regulatory 1.5 metres</li> </ul>
<b>BATHROOMS</b> (shared Public Space)	<ul style="list-style-type: none"> <li>• Social distancing signage displayed</li> <li>• Hand washing signage</li> <li>• Touch points cleaned regularly by professional onsite cleaners</li> </ul>
<b>ENTERING &amp; EXITING THEATRE &amp; PRECINCT</b> (shared Public Space)	<ul style="list-style-type: none"> <li>• All patrons must check in to the venue via the Service NSW QR codes displayed</li> <li>• Social distancing signage in precinct</li> <li>• Hand sanitiser available</li> <li>• Encouraged arrival 30 mins prior to start time</li> <li>• Social distancing spots for box office</li> <li>• All customer facing staff wearing face masks</li> </ul>
<b>BOX OFFICE &amp; TICKETING</b>  ARA DQT & Monkey Baa Theatre Company adhere to the Live Performance Australia Ticketing Code, a copy can be found <a href="#">here</a>	<ul style="list-style-type: none"> <li>• All seats are allocated for contact tracing purposes</li> <li>• Appropriate queueing spots on floor</li> <li>• Box Office window to remain at half height or lower to form a screened area for box office staff at counter</li> <li>• Flexible ticketing options for events</li> <li>• Contactless payment options available and encouraged. These will be used for the foreseeable future.</li> </ul>

# COVID-SAFE RISK MANAGEMENT REFERENCE

AREA	MEASURE
SEATING	<ul style="list-style-type: none"> <li>• Responsive capacities at time of shows under NSW government guidelines and Public health orders</li> <li>• Patrons over 12 years encouraged to wear face masks and appropriate signage displayed</li> <li>• Earlier house opening times (30 minutes where possible) to allow staggered seating by patrons</li> <li>• Theatre cleans including all touch points between performances</li> <li>• Flowed entry and exit Entry to the venue through door 1, exit through door 2</li> <li>• Safe distancing between staff and patrons will be in place of the regulatory 1.5 metres</li> <li>• 100% fresh air intake on Air conditioning Systems</li> </ul>
ACCESSIBILITY (Tactile Tours)	<ul style="list-style-type: none"> <li>• A COVID-Safe sample kit to be used. Sample fabric of costumes and examples of some of the props. All separate samples</li> <li>• All hands pre and post touching of the samples to be washed and or sanitised.</li> <li>• All items in the tactile sample kit to be cleaned after each use.</li> <li>• PPE to be worn</li> </ul>
ACCESSIBILITY (Mobility Impaired)	<ul style="list-style-type: none"> <li>• No Front of House Staff permitted to touch mobility aids</li> <li>• Wheelchair seats must be wiped down with antibacterial spray upon removal and return</li> <li>• Touch points on all access equipment cleaned regularly</li> </ul>
ACCESSIBILITY (Hearing Loop)	<ul style="list-style-type: none"> <li>• All belt packs must be wiped with antibacterial spray between uses</li> <li>• New headphones used per patron</li> <li>• Face masks must be worn when guiding patron on usage of the hearing loop</li> </ul>

# COVID-SAFE RISK MANAGEMENT REFERENCE

AREA	MEASURE
<p><b>HEALTH WARNINGS</b></p>	<ul style="list-style-type: none"> <li>• Patrons requested to not attend the event or performance if displaying any of the symptoms of COVID-19 – flexible ticketing options such as refunds and exchanges are available</li> <li>• If a patron at any stage displays the symptoms of COVID-19 they should inform the venue by emailing <a href="mailto:operations@monkeybaa.com.au">operations@monkeybaa.com.au</a></li> </ul>
<p><b>FOYER EVENTS</b> (eg. Monkey Play)</p>	<ul style="list-style-type: none"> <li>• All foyer activities to be risk assessed individually depending on specific activities</li> <li>• All equipment used to be cleaned with alcohol based cleaner at regular intervals including, but not limited to, set up and pack down</li> <li>• Hand sanitiser available</li> <li>• Face masks encouraged</li> <li>• QR code registrations applicable using Service NSW Link <a href="#">here</a></li> <li>• Capped foyer capacity of 56 patrons</li> <li>• All staff and event personnel to wear face masks</li> <li>• Touch points cleaned regularly by Front of House staff</li> <li>• Safe distancing between staff and patrons will be in place of the regulatory 1.5 metres</li> <li>• All attendees (16+) must be double vaccinated or have a medical exemption</li> </ul>
<p><b>IN THE EVENT OF A KNOWN OUTBREAK OF COVID-19</b></p>	<ul style="list-style-type: none"> <li>• The venue will contact all patrons, staff and users known to be onsite within the regulated period and recommend Covid-19 testing</li> <li>• The venue will inform NSW health and regulatory authorities immediately if a known outbreak occurs</li> <li>• The venue will inform building management (Jones Lang LaSalle) immediately</li> <li>• The venue will close immediately to the public and undertake the regulatory deep cleaning methods required</li> </ul>

# REFER- ENCES

## *SAFE WORK AUSTRALIA*

Resource Kit

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

Workplace checklists

<https://www.safeworkaustralia.gov.au/collection/workplace-checklists-covid-19>

## *LIVE PERFORMANCE AUSTRALIA*

Guidelines for Auditions, Rehearsals and Performances

<https://liveperformance.com.au/wp-content/uploads/2020/08/Guidelines-for-Auditions-Rehearsal-and-Performances-FINAL-2020.08.05.pdf>

Touring Theatre Guidelines

<https://liveperformance.com.au/wp-content/uploads/2020/08/Touring-Guidelines-FINAL-2020.08.05-1.pdf>

## *PAC AUSTRALIA (PERFORMING ARTS CONNECTIONS)*

Guidelines for Covid Safe Theatres

<https://paca.org.au/wp-content/uploads/2020/08/Guidelines-for-COVID-Safe-Theatres-Endorsed-Published-August-2020.pdf>

## *HEALTH.GOV.AU RESOURCES*

COVIDSafe App

<https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

Resources for the General Public

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

## *NSW HEALTH INFORMATION*

General information

<https://www.nsw.gov.au/covid-19>

COVIDSafe Business

<https://www.nsw.gov.au/covid-19/covid-safe-businesses>



# APPENDIX 1

## COVID-SAFE MEASURES

### FOR EXCURSIONS VACATION CARE + SCHOOL GROUPS

	MEASURE
ON ARRIVAL	<ul style="list-style-type: none"> <li>• A member of the Front of House team will check you in and give you all the information you need</li> <li>• Present your group with register of names of students, in lieu of QR Code, to a member of the Front of House staff (if this is required, we will let you know in advance)</li> <li>• Staff and Teachers required to sign in using QR Code</li> <li>• Social distancing will be in place and we will use the entry to the foyer and playground to keep distance between groups whilst waiting to enter the theatre</li> <li>• Hand sanitiser is available in multiple locations</li> <li>• It is a condition of entry that all patrons/visitors (16+) are double vaccinated or have medical exemption.</li> </ul>
BATHROOMS	<ul style="list-style-type: none"> <li>• The bathrooms are regularly cleaned and sanitised by onsite professional cleaners</li> <li>• 5 people and 1 staff member in each bathroom at any one time</li> <li>• Please be advised there are other bathrooms in the area to avoid overcrowding the foyer bathrooms. Please ask a member of our Front of House team where alternate bathrooms are located.</li> </ul>
THEATRE SEATING	<ul style="list-style-type: none"> <li>• A member of the Front of House team will seat each group one at a time, ensuring social distancing measures will be in place</li> <li>• Vacation Care groups to enter and exit first</li> <li>• Schools Groups to enter and exit individually</li> <li>• Flowed entry and exit - entry through Door 1 and exit through Door 2</li> </ul>
ACCESSIBILITY (Tactile Tours)	<ul style="list-style-type: none"> <li>• A COVID-Safe sample kit to be used. Sample fabric of costumes and examples of some of the props. All separate samples.</li> <li>• All hands pre and post touching of the samples to be washed and or sanitised.</li> <li>• All items in the tactile sample kit to be cleaned after each use.</li> <li>• PPE to be worn</li> </ul>

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