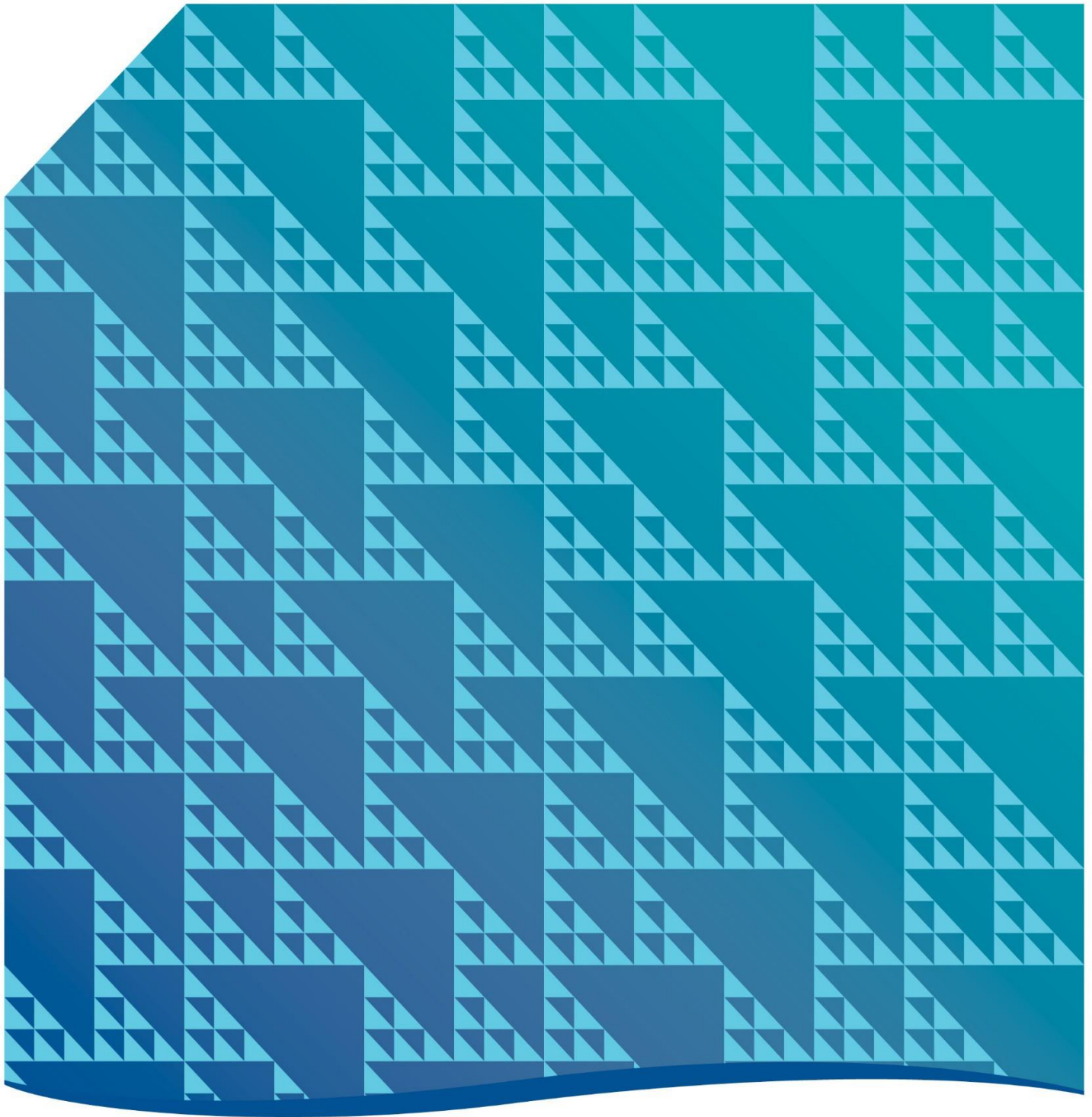


Supporting the Cultural and Creative sectors through COVID-19

October 2020
Cultural & Tourism Development
Department of State Growth



Acknowledgement of Country

We acknowledge and pay respect to the traditional and original owners of this land, the muwinina people, to Elders past, present and emerging. We acknowledge Aboriginal culture as the world's oldest living culture and celebrate the continued creativity and culture of the Tasmanian Aboriginal community.

The information provided has been prepared by the Department of State Growth. Every reasonable endeavour has been used to ensure that the material is accurate. No representation or warranty is made by Department of State Growth for the accuracy, completeness or relevance of such information to the user's purpose. The information stated and any use of the information is entirely at your own risk. The Department, the Crown, its officers, employees and agents do not accept any liability howsoever arising (including, without limitation, negligence) for any loss in connection with or arising out of any use of or reliance upon the material. Before planning an event it is recommended that you seek independent professional and legal advice on the particular matter and your particular circumstances.

Disclaimer: The information contained in this document is provided as guidance only. Each business will need to make their own enquiries and decisions about the application of the Public Health requirements to operate.

General guidance for the cultural and creative industries

Each business, venue and/or organisation is unique and should develop a tailored COVID-19 Safety Plan based on the relevant information for that business, venue and/or organisation.

The below information and checklists provided are a guide only and should assist organisations and venues in creating a bespoke plan to reopen safely for staff and patrons, addressing their particular circumstances. Complying with the below does not guarantee business viability or continued operation.

If you are planning a public event, such as a live performance, after 1 December 2020, you will be subject to the *Framework for COVID-19 Safe Events and Activities in Tasmania* (the **Framework**), which, along with associated documents and templates can be accessed at www.business.tas.gov.au.

This document is prepared in advance of Directions being issued by the Director of Public Health which will enact that Framework.

If you are subject to the Events Framework, you must develop an Events COVID-19 Safety Plan (see www.business.tas.gov.au) which takes account of the relevant Public Health Directions. The Events COVID-19 Safety Plan is an additional requirement to the COVID-19 plans required for workplaces including event venues. Your Events COVID-19 Safety Plan and/or event is subject to checks by, for example, WorkSafe Tasmania, and it is your responsibility to ensure your staff, volunteers, performers, athletes and patrons are aware of their obligations under the plan.

Hosting a public event in a COVID-19 environment is at your risk, as the event organiser, and you should note that the Directions issued by the Director of Public Health may change at any time to respond to changing COVID-19 circumstances. Event organisers need to prepare for the possibility that changes to the Directions in the lead up to the event may mean that you need to restrict, modify, postpone, or cancel your event. It is therefore important that you regularly refer to the coronavirus.tas.gov.au website for the latest information.

Please contact [WorkSafe Tasmania](#) or visit the coronavirus.tas.gov.au website for the most up to date information.

Cleaning and hygiene

Cleaning and disinfecting common contact surfaces will help to slow the spread of COVID-19. General requirements and suggestions on cleaning and disinfecting procedures can be found in the Safe Work Australia guide: '[How to clean and disinfect your workplace](#)' document.

Hand hygiene

Hand washing facilities with liquid soap (not soap bars) and paper towel is essential. Alcohol-based hand rub in common areas, entry and exit points and areas where hand washing facilities are not available, is also good practice.

Frequent hand hygiene will help prevent the spread of illness, including colds, influenza, stomach bugs and COVID-19.

Routine cleaning

Simple cleaning measures will also help prevent the spread of illness.

Cleaning is an essential part of disinfection because dirt and grime can stop disinfectants working.

Cleaning reduces the amount of dirt and so allows the disinfectant to work. Removal of germs such as the virus that causes COVID-19 requires thorough cleaning followed by disinfection.

Coronaviruses can survive on surfaces for many hours but are readily inactivated by cleaning and disinfection.

Cleaning frequency

Increase frequency of cleaning for:

- frequently-touched surfaces, like desks, reception counters, key pads, benches, tables, door handles, railings, kettle and microwave handles, backs and arms of chairs
- Personal items used in the workplace such as phones should be cleaned and, ideally, disinfected frequently (e.g. by using isopropyl alcohol wipes).
- shared bathrooms/toilets and communal kitchen areas.

For staff who share equipment or 'hot-desk', instruct them to clean equipment (including shared phones, keyboards, mice) and desk surfaces after and before use.

What other personal hygiene processes should I consider implementing for workers?

It is up to venues to decide whether additional short breaks in staff schedules will be required to enable staff to practice regular hand hygiene.

Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.

A series of signage and posters have been developed by [Safe Work Australia](#) for the workplace to remind people how to stop the spread of COVID-19.

What cleaning is required for fabric chairs?

Venues should focus on frequently touched surfaces and should consider regular inspections of venue seating and undertake spot cleaning as and when required.

For fabric chairs, when cleaning is required, use a HEPA vacuum cleaner and clean the touch surfaces of the item that can be wiped with a damp cloth and detergent. Not all surfaces are amenable to frequent cleaning. For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

Physical distancing, accessibility and patron limits

Physical distancing is vital to slowing the spread of COVID-19 and creating a safe environment. Maintaining physical distancing is a demonstrated way to protect staff, volunteers, contractors and creative practitioners.

Careful consideration should be given to ensure workers and patrons of all abilities can access venues and events safely and that physical distancing measures recognise the needs of people of all abilities.

What is a gathering?

A gathering number is the total number of people present in any single undivided space. All individuals – whether they are business operators, staff, volunteers, attendees, children or babies – are considered part of the gathering number.

Why do we have maximum gathering numbers?

Advice from Public Health Services is that a staged easing of restrictions should occur to monitor the transmission risk of COVID-19. This includes a gradual increase in gathering numbers. It is important to note that where the number of people permitted according to the density limit (one person per 2 square metres) is less than the gathering limit, the lower number applies.

Read about the [current restrictions on gatherings](#) and [Management of Premises Direction](#).

It is difficult to maintain physical distancing and effective hygiene measures in large public gatherings. Restricting gathering numbers reduces the likelihood of transmission.

From 1 December 2020, the new *Framework for COVID-19 Safe Events and Activities in Tasmania (Events Framework)* will take effect (see www.coronavirus.tas.gov.au/eventsframework-and-business.tas.gov.au). The Framework enables organisers to apply to hold an event from that date, where patron attendance exceeds the current gathering restrictions. Depending on the risk profile of your Event, it will be classed as Level 1, 2 or 3, and different controls will apply depending on the level of the event.

What is the difference between indoor and outdoor gatherings?

An indoor space is any area, room or premises that is substantially enclosed by a roof and walls (this also applies to temporary structures, for example a marquee). Outdoor spaces are not enclosed by a roof or walls.

Why is staying 1.5 metres from others important?

Physical distancing helps prevent the spread of COVID-19. Keep at least 1.5 metres (two large steps) between yourself and others, where safe and practical.

COVID-19 spreads mainly among people who are in close contact (within about 1.5 metres) with each other. Spread happens when an infected person coughs, sneezes or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses (or on the hands) of people nearby.

Physical distancing is important all the time outside of the family home, even if you and people near you don't have any symptoms. People who are infected with the virus can spread the virus up to 48 hours (two days) before they know they are sick.

The 1.5 metre requirement for physical distancing is only 'where practicable'. In a venue with fixed seating, it may not be possible in all cases for all seated patrons to be 1.5 metres apart. In such cases, flexibility may be available for venues to enable them to sell tickets efficiently. However, seated venues should note that there is an expectation that patrons are evenly distributed across the venue and not concentrated in any one part of it. Venues may wish to have their proposed seating plan assessed by the Tasmanian Government to ensure that it is consistent with Public Health Directions and requirements. Please contact the Department of State Growth's Cultural and Tourism Development Division at opsctd@stategrowth.tas.gov.au for assistance.

Do the limits apply to the entire venue or individual spaces?

For mixed use venues with multiple indoor or outdoor spaces, the relevant gathering cap applies separately to each single undivided space. For example, a large hotel with multiple, separate indoor spaces (eg conference room, bar, restaurant, foyer, beer garden), is permitted to have up to 250 people for each of these spaces (the density limit applies).

For indoor venues such as theatres, the relevant space used to calculate the floor space would include the footprint of the auditorium and stage, plus any the footprint of any dress circles or mezzanines in the auditorium, but not backstage or front-of-house spaces.

For example, a theatre with an auditorium of 10 metres x 15 metres, with a stage of 10 metres x 5 metres and a balcony (dress circle) of 10 metres x 5 metres would have a total floor space of 250 square metres and could therefore not exceed 125 people under the density limits (including staff and performers in that space).

Where the number of people permitted according to the density limit is less than the relevant gathering limit, the lower number applies.

What is meant by the maximum density limit?

The maximum density limit aims to prevent the crowding of people in a space. A premises must not have more than 1 person per 2 square metres of floor space. This means an operator must not allow people to enter or stay on the premises (indoor or outdoor) if the size of the premises is insufficient to allow for 2 square metres of space for each person.

What is the 2 square metres per person rule?

The maximum number of people at a premises is limited by the floor space of the premises, as a

minimum of 2 square metres of space is required for each attendee. This is known as the 2 square metre rule.

The maximum number of people allowed at a premises is the smaller number of either:

- The maximum number of people for which there is 2 square metres per person
- The maximum gathering number specified for the type of venue/activity

In regards to the 2m/sq rule, do floating walls count as defining a room?

No. The walls must be solid structures.

How to apply the 2 square metres per person rule

To comply with the 2 square metre rule, measure the length and width of the floor space. Multiply the length by the width to calculate the area in square metres, and divide this by 2. The final number is the maximum number of people allowed in the premises (up to the maximum gathering size).

Where practicable, the operator should:

- Ensure that staff and patrons are 1.5 metres away from each other. For groups of people seated at the same table, for staff at times, or for fixed theatre seating, this will not always be practicable.
- Arrange the premises in such a way so that the 1.5 metre rule can be adhered to between patrons from different tables.
- Coordinate arrivals and seating of patrons so that crowding does not occur in arrival/waiting areas.
- Ensure that there is appropriate space between dine-in patrons and takeaway food pickup areas within the premises.

Registering under the Events Framework

From 1 December 2020 the new **Framework for COVID-19 Safe Events and Activities in Tasmania** takes effect.

This framework (www.coronavirus.tas.gov.au/eventsframework; www.business.tas.gov.au) is designed to assist cultural event organisers and venue operators to begin planning for events post 1 December 2020 and may result in the approval of higher attendance limits than would ordinarily be the case.

The increased attendee limits that may be approved are designed to reflect the relevant risk levels of different event types. For example, indoor events with large numbers of attendees that involve free movement of people are associated with the highest level of risk, and where an attendee is later confirmed to have COVID-19, the potential consequences could be severe. Depending on the risk profile of the event, it will be classed as Level 1, 2 or 3, and different controls will apply depending on the level of the event.

The maximum number of people permitted on a premises includes staff, volunteers, participants, performers, spectators, staff, officials, athletes, children and babies.

As a pre-requisite, all events must prepare and implement an Events COVID-19 Safety Plan, using the WorkSafe Tasmania template, available at www.business.tas.gov.au.

Further, all events under the Events Framework must record contact details for attendees to ensure they can be contacted if a person who attended the event later tests positive for COVID-19. If the event is not ticketed/booked, then event organisers will need to implement an alternative mechanism to record the contact details of patrons in attendance.

Assessment or approval

All level 2 and level 3 events **must** submit their Events COVID-19 Safety Plan to Business Tasmania at the portal available through www.business.tas.gov.au, which will coordinate oversight to ensure that organisers have identified the risks and will implement measures to address the risks. Registration will also be useful if Public Health officials need to contact event organisers quickly, and can be completed on the Business Tasmania portal.

The COVID-19 Safety Plan for level 2 and level 3 events **must be assessed and provided with approval before the event can take place:**

- Level 2 – the Events COVID-19 Safety Plan will be assessed by the Department of State Growth or the Department of Communities, depending on the event, and
- Level 3 – the Events COVID-19 Safety Plan will be assessed by the Director of Public Health.

Level 1 events must prepare and implement an Events COVID-19 Safety Plan, but do not need to submit it for assessment.

Applications may be made for a 'series of events' operating under the same parameters. For example, a season of different theatre productions at the same venue with the same seating plan, or a season of concerts at the same arena.

The online registration portal will step you through the process for level 2 or 3 events. You will need to upload your Events COVID-19 Safety Plan for assessment, and you may also upload any additional information that may be useful for the assessment, such as site maps.

The assessment will be undertaken within 21 days, unless further information is required. Event organisers should factor the assessment and approval timeframe into their planning, and apply well before their event is due to occur.

Decisions

Assessment decisions for Level 2 and 3 events are final. However, applicants can re-apply should the event or its COVID-19 Safety Plan change substantially.

Event organisers must be aware that the Director of Public Health may effect changes to the Public Health Directions at any time, to reflect the current COVID-19 risk profile.

Throughout the planning process and in the lead up to the event, organisers should be mindful of any potential changes to Directions, which may require them to modify, postpone or cancel the event. Event organisers can keep up to date by regularly visiting the Tasmanian Government Coronavirus website at <https://coronavirus.tas.gov.au/>.

Why do I need to register my event?

The Director of Public Health requires that Level 2 and Level 3 events and activities are assessed or approved, following submission of the Events COVID-19 Safety Plan to Business Tasmania. This process also means that:

- organisers can be contacted immediately if circumstances change; and
- police, emergency and health services are aware of the number and size of upcoming events and can allocate resources accordingly.

Do I need to record patron details under the Events Framework?

All events must record patrons' contact details. Keeping an accurate record of attendees and their contact details will assist Public Health to undertake contact tracing, if required after the event. As Level 1 events are not required to be registered, the Events COVID-19 Safety Plan must identify a Responsible Person for the event, who will be responsible for providing patron contact details to Public Health Services in the event that contact tracing is required after a Level 1 event.

If I complete an Events COVID-19 Safety Plan, do I also need to register my event?

Yes. Level 2 and Level 3 events need to submit an Events COVID-19 Safety Plan for assessment or approval, and will be registered as part of that process. Registration is not required for Level 1 events.

The application portal at www.business.tas.gov.au will step you through the registration and application process.

What if my application is not accepted?

Your Events COVID-19 Safety Plan needs to demonstrate how you will implement the appropriate risk

mitigation strategies at the event to ensure it is delivered in a COVID-19 safe manner. If the Events COVID-19 Safety Plan does not show how the risks will be adequately addressed, the event will not be permitted to proceed. If your Events COVID-19 Safety Plan is not accepted, you may provide additional information to address the issues identified, and resubmit it for assessment or approval. This will trigger a new 21 day timeframe for assessment or approval.

What if there is a change in the Public Health Directions that affects my event?

You should be aware that changes to directions can occur at any time as required to respond to the changing COVID-19 circumstances. Throughout the planning process and in the lead up to the event, organisers should be aware of any potential changes to Directions, which may require them to modify, postpone or cancel the event. Event organisers can keep up to date by regularly visiting the Tasmanian Government Coronavirus website at www.coronavirus.tas.gov.au

Table One – Framework Capacity Limits

All limits are subject to density limits of 2 square metres of space per person.

Event Type	Number limits (Subject to density limits)	Event Examples	Assessment of Event
Level One	<ol style="list-style-type: none"> Free moving and mixing events: <ul style="list-style-type: none"> Indoor: max. 250 people Outdoor: max. 1,000 people Seated spectator events – seated patrons can occupy up to 50 per cent of venue’s seated capacity <ul style="list-style-type: none"> Indoor: max. 500 people Outdoor: max. 2,000 people Combination events: <ul style="list-style-type: none"> Event with multiple separate areas or sites, max. of 2,000 people in total. 	<ul style="list-style-type: none"> An indoor market of up to 250 people or an outdoor market or running event of up to 1,000 people. A seated indoor musical or theatre performance of up to 500 people, or an outdoor seated concert of 2,000 people, subject to density limits. A film festival held across multiple separate sites, including an indoor theatre with 250 people and two separate outdoor premises, one with 1,000 people and the other with 750 people, meeting the maximum total of 2,000 people. 	<ul style="list-style-type: none"> Develop and implement an Events COVID-19 Safety Plan and ensure it is available for inspection upon request. Identify a Responsible Person within the Events COVID-19 Safety Plan for the event, who is responsible for providing patron contact details to Public Health Services in the event that contact tracing is required after the event.
Level Two	<ul style="list-style-type: none"> Free moving and mixing events: <ul style="list-style-type: none"> Indoor: max. 500 people Outdoor: max. 2,000 people Seated spectator events – seated patrons can occupy up to 50 per cent of venue’s seated capacity <ul style="list-style-type: none"> Indoor: max. 1,000 people Outdoor: max. 5,000 people Combination events: <ul style="list-style-type: none"> Event with multiple separate areas or sites: max. total of 5,000 people 	<ol style="list-style-type: none"> An indoor market of up to 500 people or an outdoor concert or running event of up to 2,000 people. A seated indoor musical or theatre performance of up to 1,000 people, or an outdoor seated spectator sport of 5,000 people. A large film festival held on one site with two separate indoor theatres of 1,000 people and one outdoor seated theatre with 3,000 people, which reaches the maximum of 5,000 people total on one site. 	<ul style="list-style-type: none"> Register the event through Business Tasmania and receive an assessment before the event can take place; Submit an Events COVID-19 Safety Plan to Business Tasmania for assessment, which identifies a Responsible Person for the event; and Ensure the Events COVID-19 Safety Plan is available for inspection upon request.
Level Three	<ol style="list-style-type: none"> Free moving and mixing events: <ul style="list-style-type: none"> Indoor: max. 1,000 people Outdoor: max. 5,000 people Seated spectator events – seated patrons can occupy up to 50 per cent of venue’s seated capacity <ul style="list-style-type: none"> Indoor : max. 2,000 people Outdoor: max. 10,000 people Combination events: <ul style="list-style-type: none"> Event with multiple separate areas or sites: max. of 10,000 people 	<ol style="list-style-type: none"> An indoor trade exhibition of 1,000 people or an outdoor concert or mass participation running event of 5,000 people. A seated ticketed outdoor event, with up to 50 per cent of seated capacity for example 10,000 people at a cricket match. A large agricultural show with four separate outdoor areas of 2,500 people, which reaches the maximum of 10,000 people in total. 	<ul style="list-style-type: none"> Register the event through Business Tasmania and receive an assessment before the event can take place; Submit an Events COVID-19 Safety Plan, which identifies a Responsible Person for the event. Business Tasmania will coordinate approval from the Director of Public Health; and Ensure the Events COVID-19 Safety Plan is available for inspection upon request.

Detailed frequently asked questions, templates and other useful resources are available at www.business.tas.gov.au. For assistance, please contact Business Tasmania

Please note: The venue owner/operator is also required to have a COVID-19 Safety Plan in place for their venue, as are all workplaces and sporting organisations

Hints and tips – cleaning and physical distancing

Employers and organisations should consider to:

- Undertake a risk assessment of their spaces to understand the flow of patrons and staff and potential areas where physical distancing might be compromised.
- Calculate the limit of people you can have in your space(s), using the density quotient and noting the Government's restrictions on the total number of people.
- Implement procedures to optimise physical distancing in a space and minimise direct contact between patrons by:
 - Marking standing areas in queues to encourage patrons to remain 1.5 metres apart.
 - Taking measures or modifying venues to ensure staff and patrons can enter, exit, and move around the venue safely, e.g. through one-way flow, separate entry and exit points.
 - Developing procedures to manage dwell times, access to equipment and area capacities.
 - Placing signage to demonstrate physical distancing on the floor and physical barriers, such as roping, to manage high traffic areas e.g. queuing areas.
 - Ensuring that accessibility requirements are accounted for when reconfiguring spaces and patron flow.
 - Managing access to and from amenities, such as toilets, food and beverage areas and gift shops.
 - Encouraging online and phone bookings and, where possible, limiting the number of walk-in patrons.
 - Removing, or preventing access to, any unnecessary communal touch points and facilities, or making hand sanitiser available nearby.
- Consider strategies to provide separation between activities, patrons and staff by:
 - Taking measures to manage group visits including limiting group size and dwell time.
 - Considering opportunities to facilitate access by vulnerable visitors e.g. special opening times or access to exclusive areas.
 - Placing tables, computers and/or seating in a way that ensures patrons are at least 1.5 metres.
 - Staggering entry times, if possible, and managing dwell times to control the flow of patrons.
 - Where situations arise that require staff to be within 1.5 metres of patrons, avoiding direct contact, minimise face to face time and encourage hand and respiratory hygiene.
- Updating emergency evacuation procedures for your venue/spaces where practicable, noting that physical distancing between people becomes a secondary requirement if there is clear and imminent danger requiring an emergency evacuation.

Staff and performers

Are security staff, ushers, stagehands, staff, performers etc. included in person limits?

Yes. In each undivided space on the premises, the **total number of persons** present in that space must not exceed, where practicable, the number of persons equal to maximum gathering size and density calculated for that space (applying the 2 sq m rule).

What is the safe distance between a stage or performer and audience?

Audience members should be at least 1.5 metres from performers and from other patrons (who are not part of their household) at all times.

What is the safe distance between performers?

Performers should maintain 1.5 metres distance between themselves and other performers and from staff who work backstage. Where this is not possible, they should limit the duration of close contact.

Are guided tours allowed?

Yes. Guided tours can continue subject to the density rule and patrons being able to remain 1.5 metres apart. Where this is not possible, consider cancelling guided tours, or restricting them by limiting group sizes.

What about drive-in venues? Are drive-in venues exempt from physical distancing and/or density quotient requirements?

As patrons stay mostly in their cars, there are no restrictions on numbers attending drive-in cinemas or drive-in gigs, other than the maximum gathering limit.

However, cars are an enclosed space which may heighten the risk of transmission of COVID-19. The organisation should encourage patrons to avoid having passengers in their car unless they are from the same household.

Hints and tips – back of house safety

Back of house includes behind-the-scenes activities that ensure the smooth and safe operation of a venue or organisation. Staff, contractor, volunteer and artist safety and wellbeing is paramount. Hand and respiratory hygiene measures and safe work practices are a priority in creating a safe environment and slowing the spread of COVID-19.

Venues and organisations should also ensure that adequate processes are in place to monitor and protect workers, and staff zoning to discrete venue areas to reduce intermixing where possible.

Venues and organisations should:

- Undertake a risk assessment of back of house activities and spaces to identify those activities where the risk of transmission of COVID-19 could be heightened.
- Ensure safety and compliance by staff, contractors, volunteers and creative practitioners by:
 - Displaying information about the symptoms of COVID-19.
 - Directing them to stay at home if they have *any* symptoms of COVID-19 or go home immediately if they develop symptoms. Symptoms to be alert to are: sore throat, fever (or signs of fever eg chills, night sweats), cough, runny nose, shortness of breath or loss of taste and smell.
 - Encouraging workers to report whether they may have been potentially exposed to a person diagnosed with, or suspected to have, COVID-19.
 - Consulting and communicating with workers on safety and hygiene practices to ensure they understand their duties and responsibilities.
 - Ensuring workers are aware of, and understand, the resources and support services available to them.
- Implement activities to minimise direct contact between staff, volunteers and contractors:
 - Reconfiguring work areas to maintain physical distancing between staff, volunteers and contractors and, where relevant, patrons.
 - Managing staff rosters to provide different “shifts” and staggering start and finish times including breaks.
 - Ensuring, to the extent possible, that workers do not share equipment.
- Manage the flow of items and contractors through the venue by:

- Considering procedures to receive contactless deliveries and e-invoicing.
 - Maintaining a register of staff, contractors and volunteers on site and the dates and times they are in the venue, to facilitate contact tracing if required (ie if there is a case associated with the setting). This must be kept for 21 days. This enables contact tracers to quickly contact those who were potentially exposed in the event that a positive case of COVID-19 is detected and linked to the venue.
 - Maintaining records of any work rosters to enable identification of those who have been in close proximity in the event that a worker becomes unwell.
- Providing back of house staff with resources and training to ensure their mental health and wellbeing. Some guidance can on [mentally healthy workplaces](#) be found at WorkSafe Tasmania.

Hints and tips – front of house safety

Front of house activities include managing patrons inside venues and in outdoor public places. Patron awareness and compliance is essential to ensuring a safe environment and slowing the spread of COVID-19.

Venues and organisations should consider:

- Place prominent signage for patrons that outlines:
 - The restrictions in place and information on cleaning, hygiene and physical distancing measures being employed to protect patron health.
 - Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior, if necessary. Use of floor/wall markings indicating 1.5 metres distancing should be considered.
 - The symptoms of COVID-19 and the importance of staying home when unwell.
 - That patrons who ignore rules and instructions may be contravening public health legal directions for which penalties may apply.
- Consider implementing procedures to minimise direct contact between staff, volunteers and patrons and their belongings, such as:
 - Encouraging patrons to use pre-purchase, pay wave and credit cards in preference to cash.
 - Considering using physical barriers where practical, such as sneeze guards at points with high volume interactions with customers.
 - Using markers on floors to indicate where patrons can queue.
 - Using signs encouraging people to stay 1.5m apart.
 - Creating one-way flows of people within a facility, including dedicated entries and exits.
 - Reviewing customer services such as cloak rooms, merchandise or communal self-serve stations. If these services are essential, practice good hand hygiene.
 - Considering how to manage and monitor the number of patrons in each separate space to ensure the density rule is applied.
 - Implementing technology solutions to reduce the need for face-to-face contact, including advance bookings, on-line ticket or merchandise sales, cashless transactions, contactless entry and replacing physical collateral with digital versions so patrons can use on their own device.
 - Suspend the provision of headphones and audio devices
- Provide front of house staff with additional resources and training to ensure high quality customer experiences that protect health and wellbeing by:

- Supporting staff to effectively manage challenging conversations or patron behaviour, including privacy issues.
- Providing additional resources and support for staff mental health and wellbeing.

Patrons

How can I encourage safe patron behaviour?

Place signs at entry points stating that:

- Patrons must not enter if they are unwell
- Only a specific number of patrons are allowed according to the patron limit or density quotient of the space
- Patrons not adhering to the guidelines may be refused entry or asked to leave.

What do I do if a patron does not comply with my organisation's control measures?

If a patron at the venue is not cooperating, an organisation or venue has the right to refuse entry to customers or ask them to leave.

Food and Beverage

Many venues and organisations have cafes, restaurants or other food and beverage facilities that add value to the customer experience and support operational sustainability.

Venues that offer food and beverage services should also familiarise themselves with the [Directions](#), guidance and restrictions on gatherings numbers and allowed activities that apply to their business. You can access these guidelines via [WorkSafe Tasmania](#).

Patrons must be seated in premises where alcohol is sold, meaning activities that are not seated (eg dancing) are not permitted.

Communication

The marketing and communications around reopening are vital to the successful long-term operation of venues and events. Building trust and ensuring patron safety will ensure a positive experience and encourage repeat visitation.

To assist in building this trust, venues and operators could consider:

- Developing communication and marketing plans to ensure the successful reopening of the venue and minimise patron dissatisfaction.
- Communicating honestly and transparently to patrons, via your website, social media, e-communications etc, about:
 - The cleaning and hygiene measures in place to ensure patron safety.
 - Physical distancing measures and processes that patrons will face when they arrive.
 - Health and safety expectations, such as not to come if unwell.
 - Refund options in the event that a patron becomes unwell between booking and the date of attendance.
- Considering how partnering with members and other loyal patrons might provide value through a sense of community.

Commercial considerations

Consideration of the many commercial implications of reopening is imperative in preparing any plan. The risks associated with exposure to COVID-19 may not be the same for all venues and organisations and will depend on a range of factors.

- Undertake a site/event-specific risk assessment and review of all relevant policies and procedures ensure they are current and adequate:
 - Update emergency management plans and procedures.
 - Develop a COVID-19 Safety Plan.
 - Review all venue and access modifications to ensure they comply with accessibility requirements.
 - Review all insurance policies to understand coverage in light of COVID-19.
- Consider if you have sufficient human resources in the appropriate areas:
 - Review your workforce plan to determine if you have the right number of staff in the appropriate areas to deliver any new procedures and protocols.
 - Additional staff training in key areas such as COVID safety measure, infection prevention measure, and emergency procedures may be appropriate.
- Review current legal obligations and directions of the Director of Public Health to protect staff and patrons:
 - Review and, if required, amend any consumer refund policy.
 - Review and consider impacts on contracts with suppliers, talent/artists.
 - Update the terms and conditions of entry to reflect health and safety measures.
 - Develop any disclaimers or declarations that may be required.
- Consider how physical distancing can be commercially viable:
 - Develop plans with short, medium and long-term reopening actions for different activities including, but not limited to, workshops, programs and special events.
 - Consider alternative ways to deliver and commercialise content.
 - Establish baselines and key performance indicators to measure the success of reopening.
- Consider updating contract forms to include any appropriate COVID19 protocols and/or cancellation or reschedule clauses.
- Consider how you will monitoring compliance with COVID safety measures and hygiene / cleaning measures.

Additional guidance for performance venues

The following provides guidance that may be useful for the performance sector in considering reopening. Please note that changes to legal directions are subject to decisions of the Director of Public Health and State Controller.

Cleaning and hygiene

- Consider additional cleaning schedules for dressing rooms, green rooms, rehearsal rooms, stage door etc.
- Consider cleaning and sanitising protocols for specialist theatre items including props, sets, production equipment, fly systems etc.
- Consider regular inspections of venue seating and undertake spot cleaning as and when required.

Back of house

Cast/performers

- Require cast to perform own set checks and to dress themselves, where possible.
- Require cast to handle hand-held props out of a bag and return them to the same bag when finished, if possible.
- Encourage staff to adhere to physical distancing requirements during rehearsals where possible.
- Where cast cannot adhere to physical distancing requirements, try to limit the duration of close contact and ensure good cough/sneeze etiquette and handwashing.
- Limit block-throughs and rehearsals to essential personnel only.
- Limit direct person-to-person contact.

Rehearsals

- Minimise attendances at on-site rehearsals to essential personnel only and seek opportunities to rehearse separately or via electronic means.
- Rehearse in large, well-ventilated areas or even outdoors if practicable.
- Promote hand hygiene throughout and between rehearsals.
- Ensure rehearsal spaces are set up to facilitate physical distancing and avoid direct contact where possible.

Hair and makeup

Guidelines are available for the beauty and personal care sector, at [WorkSafe Tasmania](#).

- Ensure all practices are in compliance with requirements under the COVID Safe Workplace Guidelines set out by WorkSafe Tasmania regarding infection prevention and control.
- Provide cast and performers with the option to do their own hair and makeup (including touch-ups and removal), including through virtual tutorials with hair and makeup personnel.
- Wash hands prior to beginning any work on a cast member or performer, during as needed, and immediately after.
- Sanitise and bag hair and makeup kits (tagging kits as such).
- Ensure makeup applicators and removal supplies are single use and disposed of.
- Purchase separate makeup kits for each cast member.
- Require cast and performers to touch up and remove their own makeup.
- Prevent makeup supplies from being handled by anyone outside of the makeup department.
- Require wigs and hair extensions to be deep cleaned before being applied.
- Maintain at least 1.5m distance between hair and makeup stations.
- Wipe down makeup chairs with disinfectant wipes between uses by different performers/cast members.
- Provide hygiene station near the entrance of the makeup area.

Costume

- Provide additional time after casting to allow online purchases, delivery and separate individual fittings.
- Conduct costume fittings remotely or virtually where possible or with only one stylist/designer.
- Clean and sanitise high-touch surfaces between fittings.
- Ensure costume fitters and cast members wash hands before/after fitting or dressing cast.
- Equip each individual with their own supply of an alcohol-based disinfectant and hand sanitiser.
- Prevent costume pieces from being shared.
- Colour code costume pieces (with tape/stickers) to identify when a costume/piece has been used and needs to be cleaned before next use.

Sound/orchestra

- Consider sneeze screens or mute shields between musicians and maintain physical distancing.

- Colour code equipment (with tape/stickers) to identify when equipment has been used and needs to be cleaned before next use.
- Prevent swapping of radio microphone belts and pouches between cast members.
- Require radio microphone transmitters be cleaned with disinfectant wipes.
- Require cast and performers to apply and remove their own lapel microphones, where their use is unavoidable.
- Require individuals to supply their own headphones.
- Provide additional time at the end of the day to ensure cleaning and sanitisation of equipment used.
- Consider reduced numbers of musicians and/or staggered arrival and departure.

Art department

- Minimise number of crew who will work in groups or pairs to install or move items (where safe to do so).
- Implement permanent separate teams to minimise cross-contamination.
- Plan purchases to minimise trips needed to brick and mortar stores and facilitate use of credit cards and online payment.
- Minimise the use of shared props and wipe down shared props between rehearsals.
- Colour code props/equipment (with tape / stickers) to identify when equipment has been used and needs to be cleaned before next use.
- Wipe down and disinfect goods in the prop store.
- Maintain an inventory trail of props for the purposes of contact tracing if there is a confirmed case.

Theatre/performance spaces

- Limit the number of tickets sold for each cinema screening or theatre performance to allow for requisite physical distancing and density limits and limit or refuse walk-in or door sales.
- Consider airline-type loading and unloading by row numbers.
- Consider allocated seating for all events and performances.
- Consider utilising timed ticketing to stagger arrivals if practicable.
- Encourage ticket purchases in household/family blocks and seat accordingly.

- People who are not from the same household should be seated at least 1.5 metres from other people in the venue.
- Apply the one patron per two square metre rule and adhere to the maximum number of patrons in each separate area.
- Consider allocating spaced seating and staggering that between rows. Other seats could be clearly marked that they are not to be used.
- Utilise a seating system where individual seat numbers are called up to minimise people needing to pass each other within the row.
- If there is an intermission, require the entire audience to leave their rows to reduce need for people to pass other seats with patrons who would normally remain seated.
- If there is an intermission, extend its length to reduce the need for people to feel the need to hurry and impose on physical distancing requirements.
- Reduce the number of sessions and allow time between sessions to minimise interactions between patrons arriving and leaving and allow for additional cleaning/sanitisation.
- Implement separate entrances and exits for patrons where possible, as well as separate walkways (with one-way flow) in lobby areas, including consideration of seat removal to facilitate additional pathways.
- Livestreaming a performance, without a live audience, can continue, however, ensure the performers and technicians involved maintain physical distancing whenever possible.

Hirers and Touring Companies

- Ensure all hirers, contractors and touring companies are aware of and comply with these guidelines.

Front of house

Common areas, toilet facilities, foyer spaces etc

- Put signs around areas where patrons normally gather such as lobbies, bar areas, service counters and queues. Place signs at entry points stating that:
 - Customers must not enter if they are unwell
 - Only a specific number of patrons are allowed to be seated according to the patron limit or density quotient of the venue
 - Patrons not adhering to the guidelines may be refused entry or asked to leave.
- Encourage contactless ticket checking.
- Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior if necessary. Consider using floor/wall markings indicating 1.5 metres distancing.

Commercial

- Develop refund policy and protocols to handle groups where one member is denied entry.
- Consider the value of intermissions including how to let some people out of a row while others remain seated or staggering departures, or it may be simpler to have shorter shows with no intermission.
- Items for sale can be posted on a website or event app that allows for mobile ordering and on-site pickup.
- Merchandise should not be tried on or handled by patrons.
- Consider final sale policies.
- Develop a plan that clearly articulates and allocates responsibility for areas, tasks and behaviours where there are multiple operators or companies involved.

FAQs

Are exemptions from physical distancing needed/desirable for actors, makeup artists, costume fitters?

No. Specific exemptions are not needed. For work processes where it is not possible to maintain physical distancing or create physical barriers between workstations, try to limit the duration of close contact, and ensure good hygiene practices, including cough/sneeze etiquette and hand hygiene.

How should performance space, including on stage and in orchestra pits, be set up for safe physical distancing?

The performance space, including on stage and in orchestra pits, should be arranged to maximise physical distancing.

When rehearsals and performances are conducted, performers should maintain a 1.5 metres distance from each other wherever possible, hand hygiene practices should be strictly followed, and avoid sharing microphones or instruments that are played with a mouthpiece.

Transmission risk for singers and wind instrument musicians

The most important preventive measure is for singers and musicians to not attend rehearsals or performances if they are unwell or have any symptoms of COVID-19, and to get tested.

When rehearsals and performances are conducted, performers should maintain a 1.5 metres (or more) distance from each other, hand hygiene practices should be strictly followed, and sharing microphones or instruments that are played with a mouthpiece should be avoided. Rehearsal and performance areas should also be cleaned with increased frequency.

Venue density quotients and gathering size limits also apply.

Does capacity in the auditorium include performers on stage or in an orchestra pit?

Yes.

What about backstage personnel (e.g. stage management)?

Yes.

What is the safe distance between a stage or performer and audience?

Audience members should be at least 1.5 metres (or more) from performers and from other patrons (who are not part of their household) at all times.

What is the safe distance between performers?

Performers should maintain 1.5 metres (or more) distance between themselves and other performers and from staff who work backstage. Where this is not possible, they should limit the duration of close contact.

How can we support patrons getting safely to and from their seats in narrow aisles?

Venues will need to put in place measures that limit interaction between patrons and ensure 1.5 metres between groups that are not from the same household when seated. In performing arts venues or cinemas, this may mean having every second row blocked off, and strict seat allocations which allow for space between groups.

Consider allocating centre seats or seats at the far end of row first to limit the number of people needing to pass other seated patrons. Provide hand sanitiser immediately prior to entrance to seated areas.

Access to amenities during performances and intermissions

Venues should anticipate times when there will be increased use of amenities and put in place measures to ensure physical distancing is maintained even during busy periods:

- Limit queues for toilets and have adequately spaced markers on the floor to promote physical distancing.
- Ensure toilets are in working condition with warm running water for the hand basin and soap and paper towel are provided.
- Increase cleaning frequency of toilets.

Physical distancing will also need to occur where food and beverages are served during intermission. Extend duration of intermissions/breaks so there is less of a rush and less crowding. Ensure sufficient numbers of staff are on hand to manage crowds safely.

Is cleaning required between shows/sessions?

Cleaning between shows remains important, but deep cleaning may not be feasible depending on the layout and surfaces that require cleaning (e.g. fabric furnishings).

Touch surfaces should be wiped between sessions. Allow sufficient time between performances/sessions to ensure that the two square metre rule and 1.5 metre distancing can be applied in all spaces as people enter and leave venues.

Breaks between sessions may need to be extended and schedules adjusted to allow for appropriate cleaning in between sessions.

What cleaning is required for fabric chairs?

Venues should focus on frequently touched surfaces and should consider regular inspections of venue seating and undertake spot cleaning as and when required.

For fabric chairs, when cleaning is required, use a HEPA vacuum cleaner and clean the touch surfaces of the item that can be wiped with a damp cloth and detergent. Not all surfaces are amenable to frequent cleaning.

For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which products can be safely used.

If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.

Additional guidance for galleries and museums

The following provides some specific additional guidance that may be useful for galleries and museums. This could be supplemented by published guidance from sector peak bodies.

Cleaning and hygiene:

- Review and update, if required, collection care protocols and consider preparation of targeted training and procedures for conservators and other collection professionals to ensure the integrity of the collections.
- Restrict access to areas that cannot be cleaned or disinfected completely after each use.
- If heating or HVAC has been turned off, or has been working at a lower level, resume gradually to give heritage items time to adjust. Ensure filters are cleaned before turning on again.

Back and front of house processes

Limit handling of collections, if possible.

To avoid transport and handling, consider extending your loans as long as the works are safe.

Consider whether the presentation of the permanent collections should be given priority over temporary exhibitions until the health situation returns to normal.

Quarantine, rather than disinfection, is the safest process for collection items feared to have been contaminated as well as items recently acquired (including travelling exhibitions or incoming loans).

Consider a quarantine area for objects, where objects from the main collection can be placed with a minimum of touching/handling. Consider a marking system indicating dates, why and by whom objects have been put in quarantine.

Limit or remove merchandise, programmes, and other moveable items. Provide digital visitor guides to be used on patrons' personal devices instead of loaned devices provided by the museum/gallery.

Consider closing, redesigning, or removing hands-on exhibits and interactives.

Consider adapting the number of front of house and security staff.

Exhibition installation

Prepare an installation plan and schedule works where possible to allow for travel in off peak periods.

Require all employees and contractors to undertake a site safety induction regarding COVID-19 working conditions, including appropriate hand hygiene practices such as hand washing before and after touching exhibition items.

Require all employees and contractors to sign in and off site daily, including a health screening questionnaire and provision of contact details to allow individual tracing if required.

PPE should continue to be used in venues and workplaces where there were pre-existing recommendations for its use. In venues where there were no pre-existing recommendations for routine use of PPE, it is not recommended.

Anyone with symptoms must stay home except to get tested. Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and tools, and physical distancing and barriers are the most effective methods for maintaining worker health and reducing the risk of transmission.

Work areas are cleaned and disinfected before and after works.

Plan schedules to spread timings of site work to reduce typical overlap and increase potential to achieve physical distancing.

Attendance on site should only be when essential and limited to the time required to complete a task and contractors, hirers and staff should be briefed not to deviate from the agreed plan without approval.

Maintain designated points of entry.

Schedules/records of work must be updated by site supervisor for contact tracing purposes.

Facility operators should recommend a passenger limit for lifts allowing people in lift remaining 1.5m apart. Display an advisory passenger limit for each lift to help facilitate physical distancing.

Where physical distancing cannot be achieved, keep duration of works to absolute minimum, minimise staff to essential only.

Consider appointing a COVID-19 Response Officer to assist in maintaining physical distancing.

Stagger shifts and meal breaks.

Accessibility, distancing

Ensure physical distancing measures include travel paths between venues or within a public space (including parking and other forms of transport to the venue).

Consider processes to manage patron numbers and dwell times in exhibitions, including booking times, staggering entry times, filtering entry etc.

Avoid installing art works or exhibitions in spaces that do not cater for 1.5m distancing by staff or patrons.

Review safe handling/storage of items that the public will interact with (collections, souvenirs, maps, books, interactive devices or exhibits) and consider removing where controls cannot provide safety.

Commercial

Continue online programming and education offerings while restrictions remain and plan for education and public programs returning at later stages.

Consider designated hours for people at risk of severe illness (including older people)

Sustain digital audiences that have been built and grown in recent months.

Maximise on the opportunity to broaden audiences by making your collection available online.

Consider developing phased activities for children, part one to be completed at home, part two to be completed in the venue to reduce dwell times.

Consider the contracts in place for objects on loan and implications arising from the pandemic and closure.

Additional guidance for screen production

For screen production in Tasmania, we recommend the guidance of Screen Australia's [Production Industry COVID-Safe Guidelines](#).

Screen Australia outlines that the COVID-Safe Guidelines have been developed by an Australian Screen Sector Task Force and are intended to provide support and assistance to all practitioners (from screen producers to individual workers) in the Australian screen production industry as they consider returning and recommencing productions.

The Guidelines provide advice on how to eliminate and minimise the risks associated with exposure of personnel to COVID-19 while working on a production. This is a live document which offers up-to-date practical advice, drawing on a range of resources and consultation with the federal Chief Medical Officer's team, and will continue to evolve alongside the advice of governments and sector best practice.

These Guidelines are to be used by screen productions as a framework to develop their own COVID-Safe risk mitigation plan prior to recommencing work.

Quick reference - Checklists

What you need to do to safely re-open your organisation/venue

- Protect staff wellbeing by ensuring safety and hygiene measures are in place as well as ensuring workers are complying with health advice and are well. Summary of this information is available from <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers>
- Implement additional hygiene and cleaning measures and practices.
- Ensure your organisation/venue is set up to adhere to physical distancing requirements.
- Ensure visitor awareness of, and compliance with, requirements (including collection of contact information, if required).
- Consider displaying COVID-19 signage, posters and checklists.
- Have provisions in place to record and retain visitor contact details on booking or entry, with first name and a contact number / email address, if required.
- Be ready to work with WorkSafe and Public Health in the event of a case of COVID-19 or an outbreak affecting your business.

*Including employees, contractors, volunteers, presenters, collaborators and others who work on these sites.

Relevant templates and downloadable signage for organisations are available at [WorkSafe Tasmania](#) and the [Business Tasmania website](#).

Before you open

Checklist for employers / venue owners / managers

What you need to do to safely reopen your arts or cultural venue.

The following measures should be in place before reopening:

- Cleaning of premises
- Venue set up for appropriate number of people and physical distancing, including floor markers and venue layout
- Staff and management policies, practices and training
- Signage and record keeping, if required.

Cleaning of venue

For more information and advice on cleaning to slow the spread of illness, please see the [coronavirus](#) website.

- Undertake venue or event risk assessment to identify focus areas for cleaning and environmental controls.
- Establish new processes and schedules for regular cleaning and disinfecting.
- Ensure appropriate detergents and disinfecting products are available to effectively clean and sanitise all surfaces.
- Conduct regular cleaning of all high contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, switches and lift buttons, tills, phones, vending machines, terminals.
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

Venue set up for appropriate number of people and physical distancing

- Assess your venue and each separate space to calculate the maximum patron capacity in each area.
- Ensure venue is set up to adhere to physical distancing requirements and consider queuing issues.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.
- Implement procedures to support physical distancing, including placing floor or wall markings or signs to identify 1.5 metres distance between people, using physical barriers if required.
- Ensure all modification to entry, egress and flow within a space allows appropriate access for people of all abilities and do not affect emergency egress pathways.
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.

Display signs to encourage physical distancing (especially around an attraction/ display or waiting area) and good hand and respiratory hygiene.

Organise staffing of entrances to ensure appropriate patron numbers are not exceeded.

Place hand sanitiser at entry and exit points so staff and patrons can use it when arriving and leaving.

Carefully consider what additional accessibility requirements should be implemented to ensure workers and patrons of all abilities can access venues and events safely and that physical distancing measures recognise the needs of people of all abilities.

Consider reducing the number of touch points for staff and patrons. For example, leave internal access doors open where appropriate.

Remove, or prevent access to, any self-service drink stations.

Signage and record keeping

Display signage for staff and patrons and install in appropriate, high visibility locations.

a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time

information about the symptoms of COVID-19 and the need to stay home when unwell

hand hygiene and physical distancing practices.

Promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers if required.

Consider installation of sneeze guards.

If required, set up a system for recording patron contact details (first name and a contact phone number and/or email address) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface. Retain patron contact details securely for at least 21 days after the patron has visited your venue.

Staff and management policies, practices and training

Distribute these guidelines to staff and ensure that they are familiar with the guidance information and your organisation's own tailored plan.

Ensure you as the employer, operator or manager understand your obligations under the Public Health Direction and have reviewed the COVID-19 guidance from WorkSafe Tasmania and the Director of Public Health.

Consult with staff on measures you have put in place and provide them with the information and education necessary for them to perform their work in a safe manner including on changes to work practices such as cleaning and sanitising.

Consider appointing a staff member to be your Coronavirus Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are trained, and records are being kept appropriately.

Once you are open

Checklist for employers / venue owners / managers

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete a COVID-19 questionnaire before their first shift.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms of COVID-19. For a full list of symptoms, please see the [coronavirus](#) website.
- Encourage staff who are unwell to be tested for COVID-19. Staff must remain in isolation at home until they get the result and it is negative for COVID-19.
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of COVID-19.
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Arrange for your venue to minimise the number of staff who come into contact with patrons and other staff members.
- Consider installing physical barriers that can minimise the spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards.
- Encourage online and phone bookings and limit the number of walk-in patrons to your venue, where appropriate.
- If required, record patron contact details on arrival, with name and a telephone contact number. Remember to securely store patron contact details for at least 21 days.
- Securely destroy patron contact details after 21 days.
- Ensure cleaning and sanitising procedures are thoroughly implemented. Suggest using cleaning schedules and monitor completion of these.
- Consider whether your staff may be in a [higher risk group](#) for contracting COVID-19 and if you may need to implement additional hygiene measures.

Checklist for staff and volunteers

Wash your hands thoroughly with soap and water for at least 20 seconds, or use an alcohol based sanitiser, at minimum:

- On arrival at work
- Before handling food and at the start and end of each meal break
- Before and after touching a customer or their belongings
- After handling money or bank cards
- Before leaving work
- After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- After touching hair, scalp, mouth, nose or ear canal
- After handling rubbish and other waste
- Before and after cleaning
- Before and after removing gloves (if used).

Stay at home if you have a fever (a temperature of 37.5°C or greater), or any symptoms of COVID-19. For a full list of symptoms, please see the [coronavirus](#) website.

If you have symptoms, get tested for COVID-19. Stay in isolation at home until you get the result and it is negative for COVID-19. Follow any other instruction provided by the public health service at the time.

Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by staff and patrons).

Notify your employer if you believe you are in a [higher risk group](#) for contracting COVID-19.

COVID-19 Health Questionnaire for Staff

Employers, consider asking staff the below questions or to fill in the details before they start their shift to keep as a record.

Staff name:

Date:

Time of shift:

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)? Yes or No

Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)? Yes or No

If you answered **YES** to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered **NO** to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms? (check yes if applicable)

- Fever or signs of fever, such as chills or night sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of taste or sense of smell

If you answered YES to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for COVID-19.

If you answered NO to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from your general practitioner.