



# HOTA COVID Safe Site Plan 2022

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MARCH 30 2022 (v3)

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HOTA, Home of the Arts

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ARTS **HOTA**

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# HOTA COVID Safe Site Plan 2020

Returning to Post COVID Operations

The following plan recommendations have been put together using a best practice methodology taking into account the myriad of information available from multiple sources but concentrating on advice from Safe Work Australia, Queensland Health, Work Health and Safety Queensland and Live Performance Australia (LPA).

HOTA has a duty under the Work Health and Safety Act 2011 to respond to COVID-19.

***You must take action to protect workers and others at the workplace from the risk of exposure to COVID-19 so far as is reasonably practicable***

The plan has been formulated with input from a cross section of HOTA staff from WHS, Executive to a range of representatives from operational touch points of the business and uses the best information currently available and responds to identified risks that opening the building and its venues to public and staff in the present climate may present. The plan will be continually reviewed as further information and advice is made available and in line with Government Health directions at all times

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# HOTA COVID Safe Site Plan

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## Introduction

It is widely believed that COVID-19 will be with us for some time. For this reason, HOTA understands the importance of ensuring the highest health and safety standards to keep the workplace healthy, safe and virus-free. Referencing the National COVID-19 Safe Work Principles, HOTA has developed a COVID safe Site plan to guide and ensure that our workplace remains healthy and safe.

Getting our community confidently returning to HOTA's cinema, live performances & events and engaged with our business operations is a key priority and restarting programs in stages will ensure we keep everyone safe and supported in the process. Additionally, this considered approach allows for constant review and adjustment based on the practical execution and feedback following consultation with the Staff directly involved. This staged approach is in line with the Queensland's Roadmap to easing restrictions (updated 03/07/20).

The plan sets out key considerations that will be implemented by HOTA as restrictions start to lift, including Checklists to assist in this process. Activities not covered by industry specific plans are covered by this site specific plan.

As the end of each stage approaches, HOTA will review the situation and health advice to ensure it is safe to move to the next stage. This Plan will continue to be updated to reflect the current situation and as the sector, employees, stakeholders and audiences provide feedback.

HOTA's COVID Safe Plan considerations are required to follow the advice from the Chief Health Officer and ensure that all the steps we take reinforce hygiene practices and physical distancing, and introduce strict processes to be followed if any of our client groups show symptoms of COVID-19.

These directions are subject to change however provide clear information on activities and any exceptions that may apply.

The proposed restrictions and dates for Stage 3 and any further easing are not guaranteed and subject to further consideration by the Queensland Government based on managing the spread of COVID-19.

For details on current restrictions, visit Queensland's Roadmap to Easing Restrictions:  
[www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions](http://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions)

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## Risk Management Framework

Duties under the Work Health and Safety Act 2011 (Queensland)

Employers have a duty to provide employees with a safe and healthy work environment. Under the Work Health and Safety Act 2011 (WHS Act), Employer must assess risks and implement and review control measures to prevent or minimise exposure to these risks. All businesses in Queensland should have a work health and safety plan that outlines how they are managing COVID-19, as well as responding to any relevant directives issued by Queensland Health.

To properly manage exposure to risks related to COVID-19, employers must:

- identify workplace hazards (such as potential for transmission on the worksite or hazards resulting from a worker who tests positive for COVID-19 infection)
- determine who might be harmed, and how (including workers and any other individuals in the workplace)
- • decide on control measures (including ways to prevent the spread of infection)
- put controls in place
- review the controls regularly.

Employers must consult with workers. Consultation involves sharing of information, including about possible sources of exposure to COVID-19 and associated health risks, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters. A safe workplace is achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about health and safety concerns and works together to find solutions.

Workers must be consulted on health and safety matters relating to COVID-19 in the workplace, including (but not limited to):

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

Workers have a duty to take reasonable care for their own health and safety and the health and safety of others in the workplace. Workers must co-operate with any reasonable policy or procedure that relates to health or safety at the workplace, including in relation to COVID19. The actions taken by both employers and workers to discharge their duties under the WHS Act are an important part of the community response to COVID-19. Workplace Health and Safety Queensland (WHSQ) within OIR is working on an ongoing basis to ensure businesses are complying with their duties to prevent exposure to unacceptable health and safety risks.

Detailed below is the Framework identified by HOTA as practical and effective means of controlling risks associated with COVID-19 and has additionally be identified as best practice.

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## Managing the risk of exposure of COVID-19

### General considerations

Prior to re-opening, HOTA has had to consider the risks associated with the outbreak of COVID19 and how the organisation will eliminate or mitigate these risks.

This is being done through extensive consultation amongst all operational areas of the organisation, using the Safe Work Australia online hub and Workplace Health and Safety Queensland resource material to guide the process. HOTA will continually talk to our workers to understand their concerns, evolve the plan and work together to ensure the workplace is COVID Safe. The identified COVID19 related risks include:

- Staff, Patrons and Visitors not social distancing
- Staff, Patrons and Visitors not following personal hygiene recommendations
- The lack of appropriate cleaning and sanitizing routines
- The lack of a defined process following a positive COVID19 test result
- Failure for the business to adequately implement and manage the risk of COVID-19

### Venue Re-activation

Following an extensive period of inactivity HOTA has been opened back for habitation. The process to establish a safe environment centered around a physical inspection of all areas by Facilities and then a deep clean by the House-keeping team starting with common Administration areas and then moving to Public facing zones and finally back of house spaces.

Kitchens are being reactivated in a staged approach in line with the first scheduled F&B event following the strict requirements of food safety guidelines. A deep clean and stock take of this area will occur in the week preceding the first event.

While most staff have not been present in the premises through the lock down period, all essential service and maintenance contracts have continued to be fulfilled and have ensured the buildings are suitable for rehabilitation as we bring the team back on board.

### Physical Distancing

Physical distancing is a vital tool in reducing the spread of viruses by decreasing the exposure from other people.

HOTA will do everything reasonably practicable to maintain a safe physical distance of at least 1.5mtrs between people to minimize the spread of COVID-19 and where possible, provide each person (workers and patrons) with 4 square metres of space in enclosed areas in accordance with general health advice or where capacities are greater, reference the 50% of the total capacity ruling.

A carefully curated scheduling of onsite activity will inform the when and how people are onsite. This will assist addressing the safe physical distance measures.

To ensure stipulated levels are achieved, HOTA will:

- measure and confirm capacity of venue spaces to ensure limits are not exceeded

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- limit the number of tickets sold for each cinema showing or theatre show or function & events to meet room capacity and Government restriction requirements.
  - review the number of movie sessions and scheduling of venue activities, and allow suitable time between to minimise interactions between patrons arriving and leaving
  - implement separate entrances and exits for patrons where possible, as well as separate walkways (with one-way flow) in lobby areas where possible
  - provide advice to patrons to arrive well before session start times
  - stagger workers' shifts to reduce the number of staff in administration and common areas at any given time and schedule time between shifts so that there is limited overlap of staff arriving at and leaving the workplace or overuse or excess numbers of staff utilising common areas at a given time – e.g. by staggering meal breaks and start times.
  - ensure all persons maintain 1.5 metres distance when travelling in lifts. Due to the size of HOTA lifts signage will be in place to advise people to practice physical distancing measures.

To manage physical distancing compliance in the venue HOTA will:

- provide visual signage in the venues reminding all persons of the importance of playing their part, queuing awareness and the provisions being made by HOTA
- allocate seating in venues in line with Queensland Roadmap to easing restrictions such as only allocating every third seat and staggering that between rows. Other seats may be clearly marked (e.g. with signage or tape) that they are not to be used.
- Set up function rooms to a pre-defined plan ensuring we meet room capacity based on Government guidelines
- limit physical interactions between staff and customers where possible ( e.g. using barriers such as sneeze guards to provide additional risk mitigation)
- where available, promote the use of pre-purchased and electronic ticketing to reduce face to face worker interactions with patrons, and
- require workers to use other methods such as mobile phone or radio to communicate rather than face to face interaction
- Provide additional time between sessions/ seatings/ events, for cleaning of all hard surfaces.

Where it is practical and safe to do so and in consultation with the Team involved, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff. Where not possible, reduce the amount of time workers spend in close contact and provide appropriate PPE (and training on its use)

For more information on physical distancing, visit 'Protect yourself and others': coronavirus (COVID-19) – [www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/social-distancing](http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/social-distancing).

## Hygiene

Everyone can slow the spread of COVID-19 by washing their hands frequently and maintaining good personal hygiene practices.

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To enhance good hygiene outcomes HOTA will:

- develop and communicate infection control procedures in consultation with staff. These policies will outline measures in place to prevent the spread of infectious diseases at the workplace
- ensure that personal and hand hygiene for staff will be conducted in accordance with the Work Health and Safety During COVID-19 guide.
- place posters near handwashing facilities showing how to correctly wash and dry hands/ clean hands with sanitiser
- inform staff of workplace hygiene standards that are expected when utilising common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones down on common surfaces, etc.)
- encourage contactless payment where possible
- provide alcohol-based hand sanitiser in appropriate locations for patrons to use, such as at the entry and exit points of all venues/rooms, by the ATM, at the Hello and ticketing counters etc.
- ensure that the selection, provision use, and disposal of PPE will be undertaken in accordance with the Work Health and Safety During Covid-19 guide.
- minimising the number of items staff bring onsite and times they touch their phone and other personal items as they could unintentionally transfer germs to the workplace
- staying at home if they feel unwell and going home if they become unwell while at work.

HOTA will have processes in place to regularly monitor and review the implementation of hygiene measures to ensure they are being followed and remain effective, such as cleaning schedules and signoffs for all public toilets.

12 step guide to hand washing: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/support-and-resources/resources/handwashing-12-step-guide>

Hygiene resources: <https://www.business.qld.gov.au/running-business/whs/resources-covid-19>

## Office Accommodation

HOTA will redesign the layout of the workplace and workflows to enable workers to work within the Government guidelines to continue performing their duties. This will be achieved by, where possible:

- restricting staff and others to certain entrances or areas, and
- using bollards, wall dividers and/or spreading out furniture, such as seats in foyer to increase distancing
- place markings on the floors/walls and signage to identify 1.5 metres distancing requirements.
- ensuring desks that face each other use physical barriers that act as sneeze guards.
- placing room capacity signs upon entry to spaces.

In changing the physical layout of the workplace, the layout must allow for staff to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.

All instruction to new and returning employees regarding emergency evacuation procedures to include reference to maintaining the 1.5m social distancing requirement where practicable and safe to do so both while exiting the premises and when arriving at the designated Assembly Areas (Assembly Areas have been reviewed



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and deemed appropriate to accommodate the potential number of occupants, inclusive of Staff and Patrons, while maintaining this distancing requirement).

## Workforce & Training

The workforce will be informed about conditions of restarting operations and will complete the required return to work induction and job specific training which will cover:

- what is COVID 19 and how does it present
- any changes to work tasks and practices
- appropriate cleaning and disinfection practices
- Proper use and care of PPE
- Updated requirements around first aid and its provision
- Direction for additional training as required for nature of work undertaken (TAFE micro course)

All records of staff COVID-19 training will be recorded and maintained (refer appendix 1 and 2 for workforce return flow Induction completion sign off).

Working from home arrangements will continue if possible, however, if needed and if physical distancing can be maintained, transitioning back to work can be rolled out as business activities return to normal in line with the Governments Roadmap to easing restrictions. Anyone continuing to work from home is required to ensure they have completed the HOTA work from Home Self-Assessment which will require their Supervisors review and sign-off. Communication with their Supervisor will continue daily and if issues arise or circumstances change, staff are advised to notify their Supervisor immediately.

HOTA will ensure being up to date with Queensland Health directions relevant to the workplace and that their workforce is informed of COVID-19 safe practices.

HOTA has indefinitely postponed or cancelled non-essential gatherings, meetings & training.

Where gatherings, meetings or training are essential:

- use of non-face-to-face options are encouraged – e.g. video conferencing
- when a non-face-to-face option is not possible, face-to-face time is limited and does not go for longer than necessary
- spaces used enable workers to keep at least 1.5 metres apart and with 4 square metres of space per persons
- number of attendees in a single gathering will not breach the capacities set out for the space
- adequate ventilation will be maintained and monitored for all indoor spaces.

## Crowd Management

The management of the ebb and flow of Staff, Patrons and Visitors through our buildings are an integral part of ensuring social distancing requirements are met. To assist in this HOTA staff will ensure that:

- floor markers/ decals are in place and used.
- signage requesting the observance of social distancing requirements
- doors to venues are opened early to allow easy access
- seat management processes are in place and monitored by ushers

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- crowd control staff, internal or externally provided as required for the specific event/ venue numbers
  - use of bollards, rope lines or crowd control barriers (ccb) in high-volume pass-through areas
  - intermissions removed where possible and managed by ushers through separate doors and timings
  - scheduling of events, screening and performances to avoid any comingling of audiences

HOTA has the right to deny entry and signs stating this will be posted at the entrances to venues and on our website. The conditions of entry will reference the capturing of personal details for contact tracing purposes and the right to refuse service or entry to Patrons or Visitors exhibiting COVID-19 symptoms. No documented health screening will be undertaken however staff and security will monitor guests for COVID symptoms and anyone exhibiting COVID like symptoms will be requested to leave. Visitor details captured include Name, contact number, email/address details, date and time on site. These records will be kept securely for 56 days.

## Cleaning of Venue

The length of time the virus that causes COVID-19 can survive on inanimate surfaces varies depending on factors such as the amount of contaminated body fluid or soiling present, and environmental temperatures and humidity. CV19 can survive on surfaces for many hours or more but is effectively inactivated by cleaning and disinfection. Chemicals used are in line with SWA recommendations and SDS and PPE is available.

HOTA will complete enhanced cleaning of all workspaces, venues and equipment, particularly hard surfaces such as hand rails, door knobs, bench tops and set back and arms as per the Work health and safety during COVID-19 - Guide to keeping your workplace safe, clean and healthy. Refer Appendix 14 for example of cleaning log (note the example space is only used 4 times a day). Daily cleaning routines of premise include checks and replenishment of sanitiser, soap and paper towel.

## Cinema

Cinema session times will be planned and staggered to ensure ingress and egress times do not overlap to ensure maximum venue space capacity is not exceeded. Designated seating will be facilitated by the Box Office & Cinema team and notated on a session booking sheet. These are managed by and updated as any request for a reassignment is received due to patron physical requirements (hearing/ eyesight) or seating preference, where possible. These confirmation maps are then used by the cleaning team to ensure that full sanitisation of the area used is undertaken between sessions. Appropriate intervals are built into screening times to allow for a thorough clean between sessions. Seating maps will be saved for 56 days in the event of local health authorities requiring access to them for contact tracing purposes.

## Food and beverage

Moving into events that include a F&B offering, HOTA will ensure that full consideration of this higher level of patron interaction is considered. Events will be planned, monitored, and reviewed to ensure all potential opportunities for exposure have been identified and minimised. Staff will be required to complete all reintroduction requirements as has already been identified, with the addition of the TAFE Queensland Micro-credential course – COVID Safe Work Training for Dining-in.

HOTA will additionally complete the COVID Safe Checklist for seated dining and drinking in venues, implement the applicable controls and have copies of the document available if requested by a Patron or Inspector. If

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health screening is introduced as part of the process, health checks will be undertaken of the required staff and these details will be kept securely for the required period, currently 56 days.

## Functions and Events

As with Food and Bev offerings, all F&E will receive careful and considered preplanning. Room/ venue limits will be stipulated and adhered to. HOTA will work with Venue hirers to ensure both parties meet the relevant Government requirements that are in force at the time of the event. Consultation with the Team and inclusion of the booking party are essential to ensure all facets of the process are understood and there is little room for variation from acceptable practices. Larger events will include a requirement for hirer to supply HOTA with a copy of their own COVID-Safe plan or checklist to ensure there is consistency between the expectations.

## Artists, Hirers & Contractors

As with all workplaces, the technical, production, performance and back of house areas of the venue must also comply with the current physical distancing regulations. Furthermore, the health of our Artists, staff and crew are important to us and we ask everyone to follow the controls put in place as listed below:

Do not remain in the venue if you are unwell, even with seemingly mild symptoms.

Keep your activities to the back of house areas and limit movement in foyers open to the public. Also avoid gatherings in dressing rooms and green rooms that exceed the capacity limits shown within the room. Unless pre-approved, we are unable to allow guests backstage before/during/after shows.

Where crew and staff must work in close proximity, minimise where possible the time you are in close contact. Where it is not practical and safe to do so, review tasks and processes that require close interaction and identify ways to modify these to increase physical distancing. E.g.

- Modify or implement additional controls to minimise the number of person-to-person interactions that need to be completed within 1.5 metres
- Modify or implement additional controls to minimise the number of individuals involved in activities that need to occur within 1.5 metres of each other. e.g. Essential work in bio-box, wings, grid, box office
- Utilize PPE (e.g. gloves, masks, glasses).

Where there is the requirement for shared equipment implement a step to sanitise between users/uses e.g. follow spots, paging mic, battery packs, microphones, consoles etc. Contact your HOTA rep to access appropriate cleaning resources and procedures to ensure equipment and staff hygiene is maintained.

Keep excess gear clear of wing space, loading docks etc. to maximize the space available to maintain appropriate distancing.

Limit the sharing of tools or equipment. If this is unavoidable, ensure the equipment is thoroughly cleaned with alcohol-based cleaner between users.

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Follow the advice from our induction and embrace effective, frequent hand washing with soap or use of sanitiser.

Be mindful of your cough and sneezing etiquette. (Cover your cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.)

## Deliveries, contractors and visitors attending the workplace

- Non-essential visits to the workplace will be cancelled or postponed
- minimise the number of workers attending to deliveries and contractors as much as possible
- delivery drivers and other contractors will be given clear instructions of HOTA requirements while they are on site. E.g. Site Social distancing and sanitation requirements discussed with trades people prior to work commencing
- alcohol-based hand sanitiser is readily available for workers after physically handling deliveries
- where practicable, visiting delivery drivers and contractors will be asked to remain in vehicles and use contactless methods such as mobile phones to communicate with staff
- direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered
- contactless delivery – no signing for packages. Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures
- deliveries to be facilitated at HOTA F&E Loading Dock wherever possible, however sensitive/ secure items may still be taken to the hello desk providing similar measure to the above are incorporated
- all trades people attending site to complete Contractor COVID-Safe Induction sign-off and be collected from Security Office once signed in/ inducted by maintenance and escorted to work area.

## Sunday Markets

Your Local Markets (YLM) operate a Sunday fresh food market each weekend within the HOTA precinct. The organisers have confirmed they are working to the social distancing requirements, hygiene expectations and food safety guidelines as advised through their own direct communication with the Gold Coast Public Health Unit.

## Consultation

Consultation with workers is an important part of the process for looking after our staff and patrons. Extensive consultation has already occurred in the creation of this document and will continue through feedback requested from staff as the plan is tested and rolled out. Staff are encouraged to provide feedback at any time either directly or through their HSR. Dress rehearsals of the anticipated activities involved in opening the business to patrons are planned to identify any short coming of the plan and allow the opportunity for those directly involved in its implementation to help the business fine tune the process. The Plan will be on display for staff on all WHS Noticeboards.

## Managing psychosocial risks

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A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged and/or severe can cause both psychological and physical injury. Stress itself does not constitute an injury. To manage stress resulting from the COVID-19 pandemic HOTA will:

- ask staff how they are going and if there are any work-related stressors that need to be addressed
- be well informed with information from official sources, regularly communicate with workers and share relevant information as it comes to hand
- consult with staff on any risks to their psychological health and how these can be managed
- provide staff with a point of contact to discuss their concerns and to find workplace information in a central place
- inform staff about their entitlements if they become unfit for work or have caring responsibilities
- proactively support staff who we identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home)
- refer workers to appropriate channels to support mental health and wellbeing, such as our employee assistance program provider Converge International, on staff Mental Health First aiders or their GP's .

## Notification

### General

Any confirmed case of infection is required to be reported to Queensland Health on 13 432 584 so that contact tracing may be undertaken. This process is managed entirely by Queensland Health. Upon confirmation of a positive result, HOTA will close the identified area of the premises to allow a full sanitisation to be undertaken before reopening to the Public. HOTA will follow the guidance from Safe Work Australia with regard to this process, these include:

1. Seek Advice - Call your state or territory helpline. Follow advice of public health officials.
2. Identify & Inform - Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.
3. Clean - Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.
4. Review - Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

### Workers

Staff are advised during their COVID Safe Induction to not attend work if they are unwell and to immediately go home if they become unwell while at work. Should they be displaying symptoms of acute respiratory illness (cough, sore throat, shortness of breath, fatigue) or develop a fever, they must be tested for COVID-19 and remain at home in isolation until they receive a negative result. If result is positive the GP will advise Queensland Health.

If staff develop symptoms while at work, they will be separated from other staff and taken to the First aid room (Stage Door Office) until such time as they can either make their way home or be collected. Tissues, hand sanitiser and a face mask will be provided. If medical assistance is required, please call for a first aider and notify the Supervisor. A quick quiz should be conducted and noted regarding areas that they may have had contact with while in the building so that these areas can be isolated and cleaning and sanitising commenced.

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Queensland Health will contact staff if they have a positive test for COVID-19. They must self-isolate and follow the instructions of health authorities. They should also inform their supervisor of the diagnosis and they must not attend work. Queensland Health will contact HOTA, if required, for the purpose of contact tracing and will advise on what actions are required to protect other workers who may have had close contact with the infected worker.

A health care provider will advise an infected staff member when they are no longer infectious and can return to work.

Queensland Health will undertake contact tracing. This involves identifying people who have had close contact with someone with confirmed COVID-19 infection. If a staff member is considered a close contact, they will be directed to self-quarantine and will be provided with information to prevent the further spread of infection. People who are not close contacts do not have to go into quarantine but should be alert to the signs and symptoms of COVID-19, monitor their health and continue to practice recommended social distancing and hygiene measures. Anyone who develops symptoms of COVID-19 should not attend work and seek immediate advice from their doctor.

If a staff member has self-quarantined for 14 days without any symptoms, they can return to work. A medical certificate should be obtained from their GP. If a staff member has tested negative for COVID-19 during the period of self-quarantine, they must still remain in quarantine for the full 14 days.

## Contract Tracing

Tickets for events at HOTA will be sold online and via phone bookings in the first instance and Patron details will be captured in line with Government requirements and following Privacy law dictates. Additional attendee details will be captured through:

- Staff details captured via daily roster
- Visitors screening questionnaire saved to secure folder
- Hirers and their entourages and guests submit a guest list or complete the Artist Induction which is saved to secure folder
- Contractor inductions captured at Security and saved in secure folder

All contact tracing data will be stored for 56 days and disposed securely in line with government advice and will be made available to public health officers as required. Details collected include: Name, phone number, email or home address, date and time of visit/attendance.

## Communication Strategy

**Website** – publicly available HOTA COVID Safe Site Specific Plan 7 FAQ's for visiting Patrons answered.

**Ticket Purchase** – Additional prompts built into the online, hone and walk-up process to gather Patron details for the purpose of contract tracing as required by Government.

**Pre- Arrival Email** – HOTA emails all online ticket purchasers with a few facts of “what to expect” before arriving at the precinct.

**Once Onsite** – HOTA has implemented a series of COVID Safe measures to ensure the safety & well-being of both Staff and Visitors. They are both visible (signage, sneeze screens, etc.) and measures implemented “behind the scenes” (staff induction, training, and checklists).

**After your visit** – Patrons who have provided their detail as contact tracing requirements will have their details deleted in accordance with the privacy policy guidelines in the HOTA COVID Safe Site specific Plan.

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In addition to the above HOTA will deploy signage throughout the Precinct that covers Conditions of Entry, Hand Hygiene, Social distancing, Room Capacity limits, availability and use of PPE, preference for contactless payments, and Stop the Spread suggestions. Messages will also be displayed as holding slides at the start and end of Cinema sessions (refer Appendix 14-16).

## On-going Review and Monitoring

Any new health and safety risks that physical distancing, hygiene requirements, or other COVID-19 safety measures and mitigations of the HOTA COVID Safe site specific Plan introduce, HOTA will manage by implementing processes to regularly monitor and review the implementation to ensure that processes are being followed and remain effective and safe. These include:

- Daily checklist by Cinema Supervisor and overseen by the WHS Advisor
- Director/Manager/Supervisor checklist by conducted regularly and overseen by People & Culture
- Communication provided through the “have your say” process

HOTA, through its COVID Safety Team, will monitor, review, and update the Plan as public health information changes based on the advice provided by the Australian Government Department of Health and Queensland Health and the Chief Medical Officer. Changes to the Plan will be communicated to the HOTA team through meetings, training, email, and via the updates to the WHS Noticeboard.

Any request for further information regarding this Plan or for the reporting of suspected or confirmed cases of CV19 infection please contact our COVID Safety Coordinator on (07)-5588 4000 or email [safety@hota.com.au](mailto:safety@hota.com.au).

Once approved a Statement of Compliance, confirming this site specific COVID Safe Plan meets Queensland Health’s requirements, will be displayed.

HOTA operates various activities on its premises including Cinemas, Theatre & Performance and Function & Events spaces and operates under the guidance of the following Industry Plans & Checklists:

Cinema Industry COVID-19 Safe Plan

[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0016/130615/cinema-industry-covid-19-safe-plan.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0016/130615/cinema-industry-covid-19-safe-plan.pdf)

COVID Safe Checklist for Dining and Drinking

[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0019/132292/COVID-Safe-Checklist-RestCafes.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0019/132292/COVID-Safe-Checklist-RestCafes.pdf)

COVID Safe Plan for Live Performance Venues/ Theatres

[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0015/132414/covid-safe-industry-plan-live-performance-venues-theatres.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0015/132414/covid-safe-industry-plan-live-performance-venues-theatres.pdf)

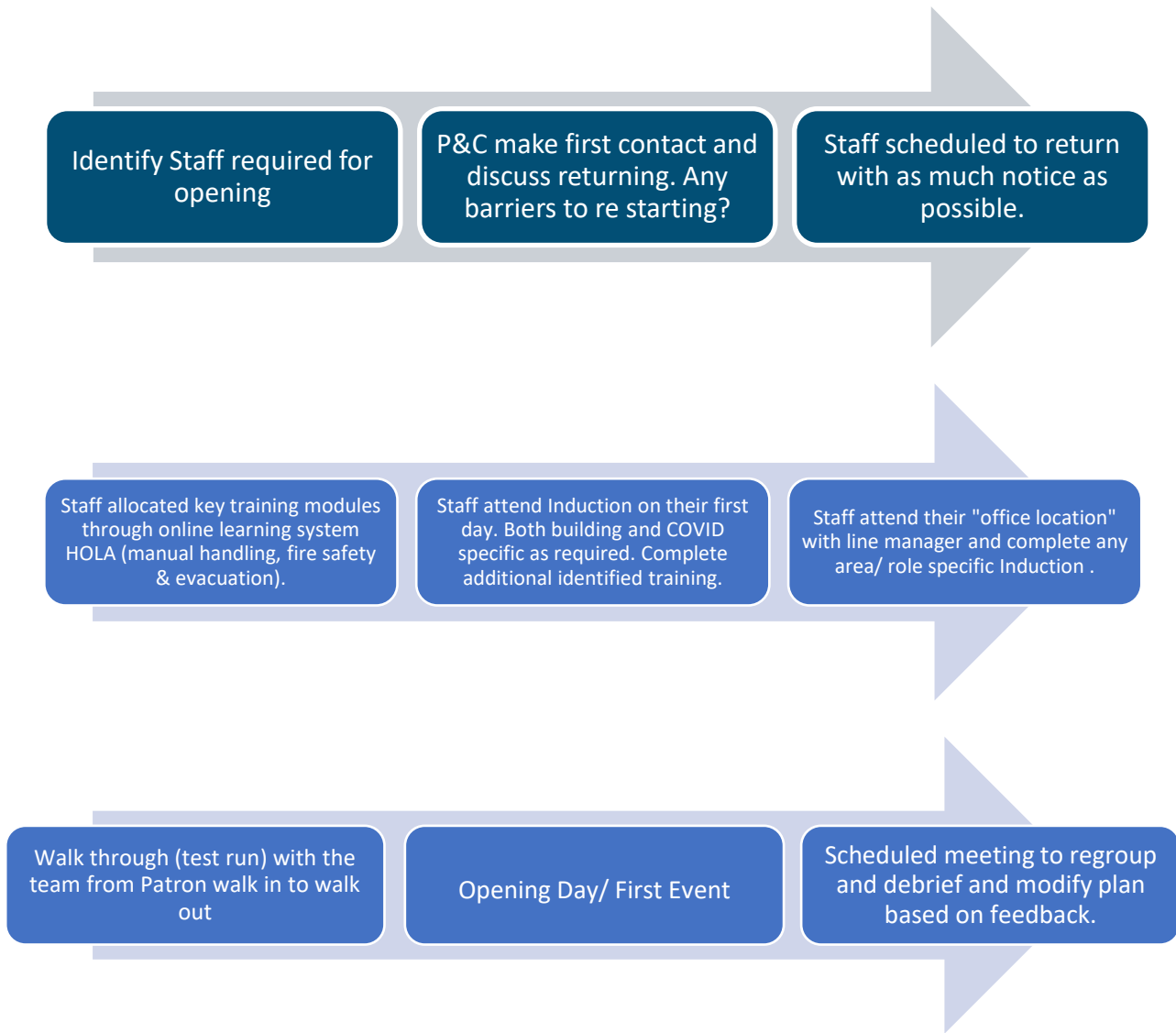
COVID Safe Event Checklist

[https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0014/132701/covid-safe-event-checklist.pdf](https://www.covid19.qld.gov.au/_data/assets/pdf_file/0014/132701/covid-safe-event-checklist.pdf)

Feedback or concerns regard all matters can be directed to our existing Feedback link on the HOTA website reach via the Contact Us page. <https://hota.com.au/contact-us/>

# Appendix 1

## HOTA Staff Returning & Training Process – COVID-Safe Plan 2020





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## Appendix 2

### HOTA COVID-Safe Induction

Returning and new staff to be made aware of the following:

HOTA is doing everything it can to provide a safe workplace free from any health and safety risk including COVID-19. We ask you to play your part to keep everyone safe.

- Do not come to work if unwell and go home immediately if you become unwell at work. If you develop symptoms of acute respiratory illness (cough, sore throat, shortness of breath) or develop a fever you must be tested for COVID-19 and remain at home in isolation until you receive a negative result. If result is positive your GP will advise Queensland Health, but we ask you to advise HOTA so that contact tracing can be undertaken. Your Supervisor will conduct regular check-ins with you and may conduct a symptom check. If you have any health concerns or are feeling unwell, please advise them and act on direction you are given.
- We are asking our patrons that might attend HOTA to not come if they are feeling unwell. However, if you have any concerns about someone you are or have been dealing with due to them displaying symptoms of respiratory illness (cough, sore throat, shortness of breath, fever), please advise your Supervisor immediately. HOTA has posted Conditions of Entry signs both on its website and at the entry to the venue that advise Management have the right to refuse entry if you are displaying CV19 symptoms.
- Avoid physical contact such as handshakes, hugs, high fives or hand holding.
- Please keep all personal items coming onto the premises such as phones, sunglasses, keys or bags to a minimum.
- You may be asked to start and finish and take breaks at different times to previous, to allow us to manage the flow of people into and around common areas of the building. Please be understanding.
- Social distancing requirements of 1.5 meters between people to be observed. If you are asked to perform a task that would normally require two people working in proximity, please advise your Supervisor so an alternative arrangement can be facilitated.
- Avoid congregating in high risk communal areas such as kitchenettes and lunchrooms.
- Ensure frequent washing of hands or use of sanitiser. Cough or sneeze into your elbow. Use your PPE as required.
- If you are required to evacuate the premises to an Assembly Area, please maintain the 1.5m distance requirement within that area.
- For the health and safety of all, if you notice a sign has fallen or a sanitiser station is empty please advise maintenance immediately.

Your Name: \_\_\_\_\_

Your Signature: \_\_\_\_\_

Your Position: \_\_\_\_\_

Date: \_\_\_\_\_

# Appendix 3

## Room Capacity calculations



### VENUE CAPACITIES & MODES

CURRENT as at June 2020

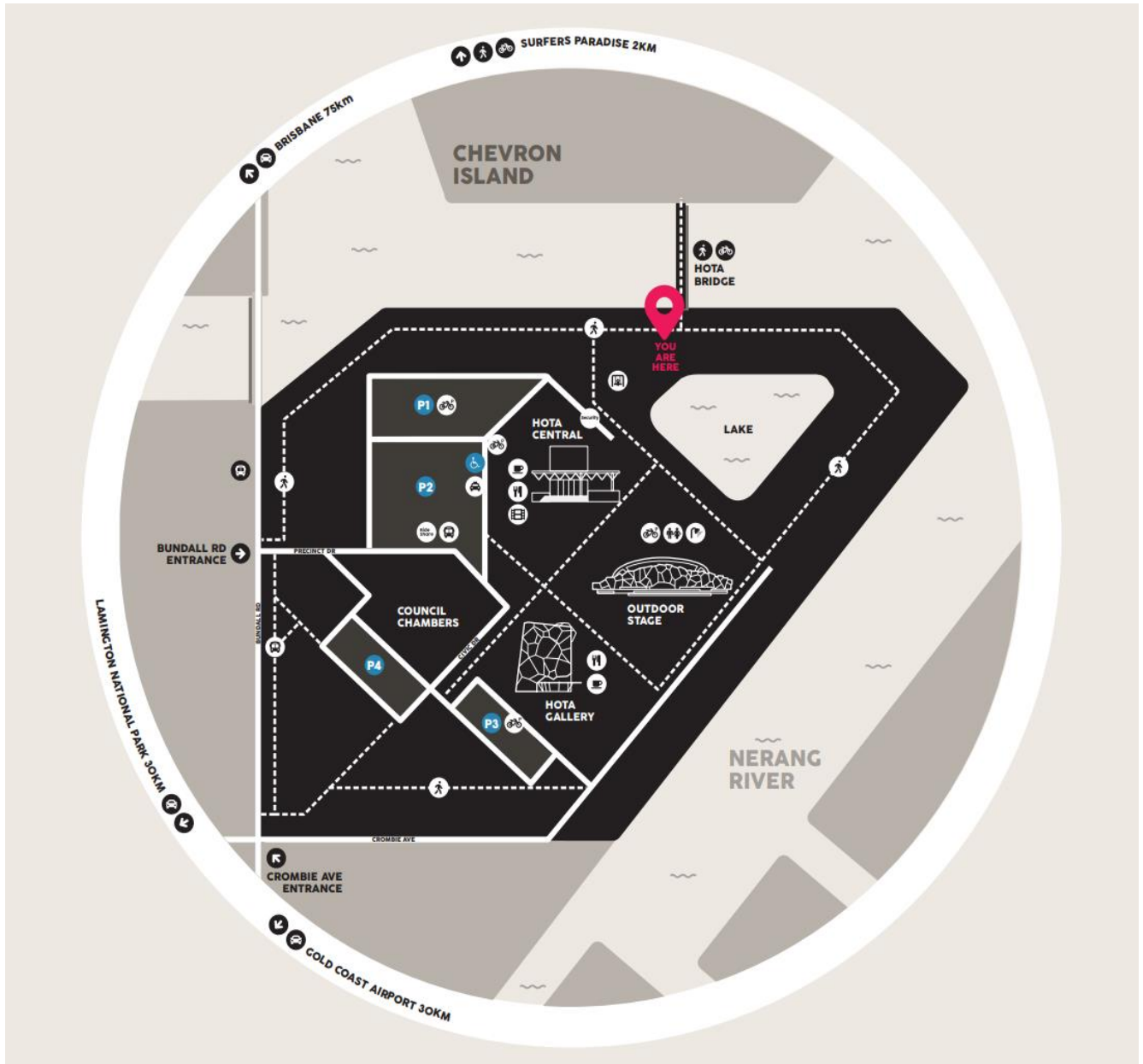
Includes COVIDSafe limits 4sq mtr rule

All Venue Capacities are based on the following:  
 - Area ratio of persons per m<sup>2</sup> (2.5 & persons per m<sup>2</sup>)  
 - Values are approx only & based on usable space  
 - Fire and Evac response and Egress  
 - Furniture that is able to fit in the room  
 - Patron & guest comfort (air air con limits)

	BASEMENT	ART LAB	LOUNGE	LAWGIST ROOM	LAWGIST STAGE	LAWGIST TERRACE		THEATRE 1 STALLS	THEATRE 1 Foyer	THEATRE 1 DRESSING ROOMS 1 - 4	THEATRE 1 DRESSING ROOMS 5 - 6	THEATRE 1 ON STAGE
<b>HOTA BASEMENT LEVEL</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	41	18	22	113	14	55		100	143	2	6	78
Dressing Room <small>When Used as a Standard Dressing Room</small>	2			4					2	6		
	THEATRE 1 GREEN ROOM	THEATRE 1 DRESSING ROOM MALE ENG	THEATRE 1 DRESSING ROOM FEMALE ENG	GALLERY 1	CINEMA 1	CINEMA 2		THEATRE 1 BALCONY	THEATRE 1 BALCONY Foyer	THEATRE 2	PANORAMA	PANORAMA BALCONY
<b>HOTA LEVEL 1</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	13	14	12	n/a	49	27		58	35	36	25	21
Dressing Room <small>When Used as a Standard Dressing Room</small>		14	12						3			
	STAGE AREA	BACK OF HOUSE	FORECOURT	CONCERT LAWN	TOTAL CON LAWN		CAFE	CAFE FRONT TERRACE	CAFE DECK	LAWN BAR		
<b>HOTA OUTDOOR STAGE</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	65	16	102	661	783		29	47	40			
<b>HOTA CAFE &amp; LAWN BAR</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>												
	CEO OFFICE	COO OFFICE	PA&C OFFICE	MARKETING	DEVELOPMENT	FA&E OFFICE	DIS & ENG OFFICE	PROGRAMMING	PRESENTERS SERVICES	VENUE BOOKING	GALLERY OFFICE #1	
<b>HOTA OFFICES &amp; ADMIN AREAS</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	4	2	9	11	3	5	3	7	19	10	10	
	GALLERY #2	DIS OFFICE	OLD FINANCE FLOOR	HUB OFFICE	ROOMS OFFICE	DM/LOBBY OFFICE	PA&C LIVES OFFICE	ICGF OFFICE	BOX OFFICE	HELLO	CREW ROOM	
<b>HOTA OFFICES &amp; ADMIN AREAS</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	14	2		8	2	6	2	8	2	1	4	
	KITCHEN	PO & BARS	TOILETS	STAFF KITCHENS	CAFE KITCHEN OR BOH	CAFE TIL OR BARISTA				LOADING DOCK - THEATRE 1	LOADING DOCK - CA BARING	
<b>HOTA KITCHEN, CAFE &amp; BAR AREAS</b>												
Overall General Maximum Capacity <small>The maximum number of persons permitted with no furniture</small>	40	<2	<6	<4	1	1				16	15	

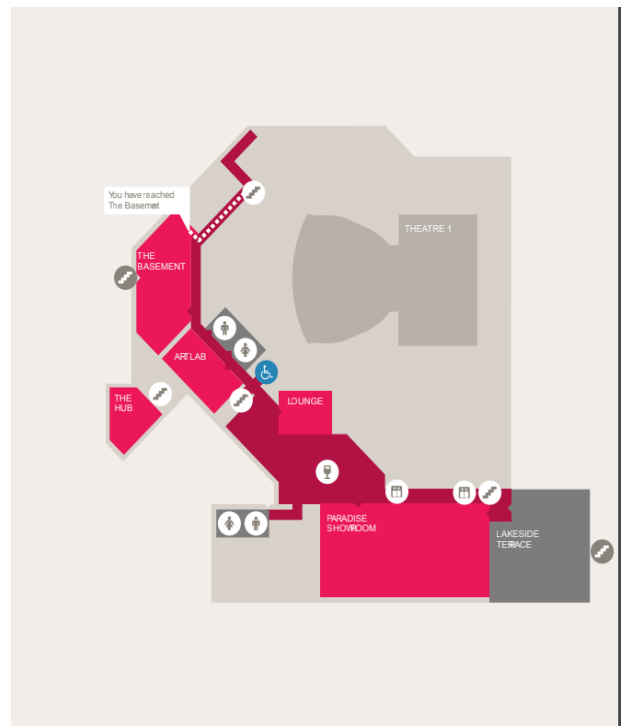
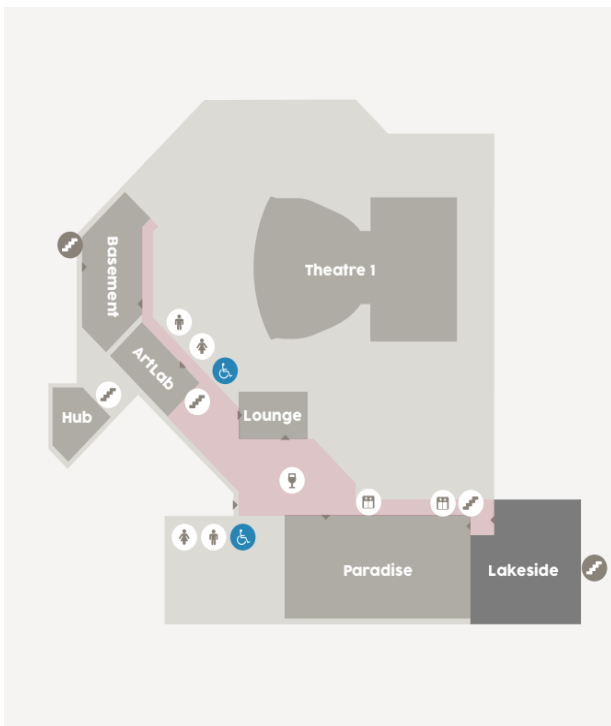
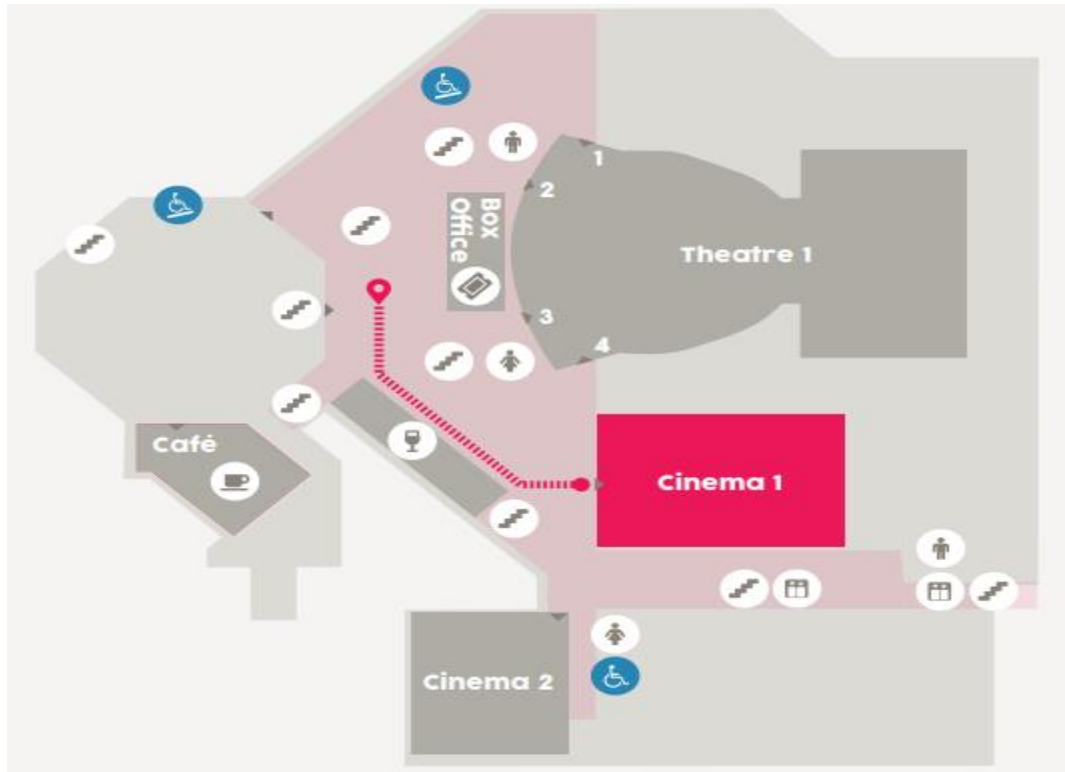
# Appendix 4

## Venue Map – Precinct



# Appendix 5

## Venue Map – HOTA Central internal



## Appendix 6

Example of seating allocations

# Cinema 1

COVID19 - STEP 2

Every 2nd & 3rd row removed (Grey)

24 x Single seats (Green)

*(Family members need to be identified to add additional grouping)*

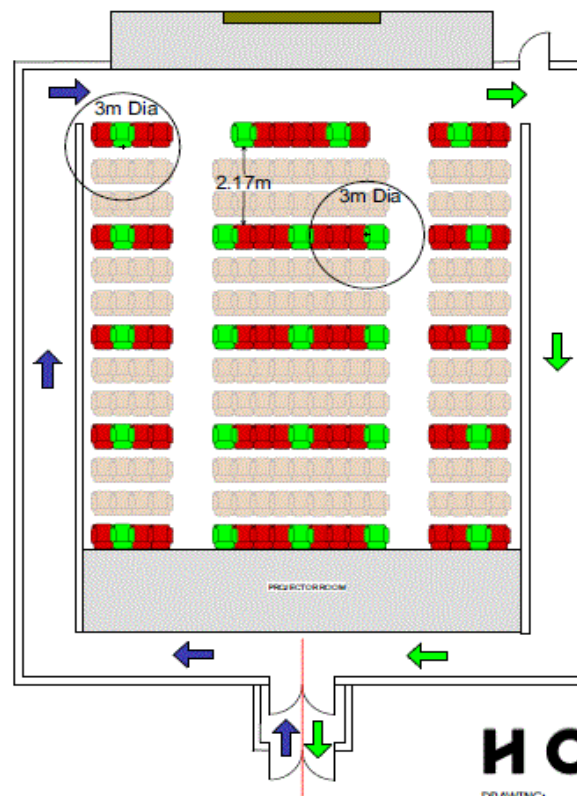
Based on 2m average front/behind

Three chair spacing @ 1.5m distance: armrest - armrest centre

One way access IN/OUT - partitioned (Temporary)

Using Wheelchair area will cancel 1 x seat

Room dimensions 14.7 x 13.4m



**HOTA** HOME OF THE ARTS

DRAWING:  
SHOW DATE:  
DATE DRAWN: 04/2020  
DRAWN BY: RB

SHOW:  
VENUE: Cinema 1  
SCALE: 1:1  
DESIGNED: NOT

## Appendix 7

# Cinema 1

COVID19 - STEP 3

Every 2nd row removed (Grey)

49 x Single seats (Green)

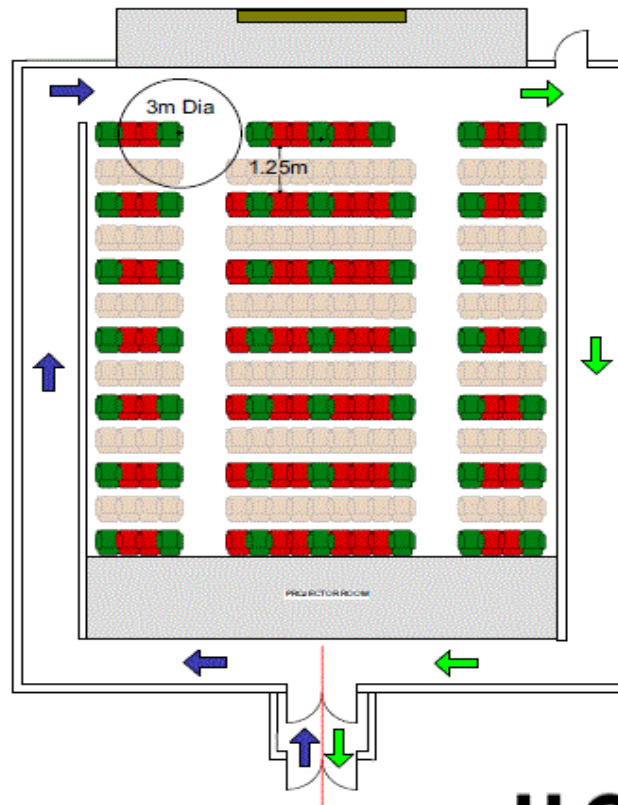
*(Family members need to be identified to add additional grouping)*

Based on 1.25m front/behind & two chair spacing @ 1m total

One way access IN/OUT - partitioned (Temporary)

Wheelchair voids will cancel 1 x seat

Room dimensions 14.7 x 13.4



**HOTA** HOME OF THE ARTS

DRAWING: SHOW: Cinema 1  
SHOW DATE: VENUE: Cinema 1  
DATE DRAWN: 14/02/20 SCALE: 1:1  
DRAWN BY: NSI CHECKED: NSI

## Appendix 8

### Cinema 2

COVID19 - STEP 2

Every 2nd row removed (Grey)

Seat kills alongside entry/exit aisle

20 x Single seats (Green)

*(Family members need to be identified to add additional grouping)*

Based on min-1.6m front/behind.  
Three chair spacing @ 1.7m armrest - armrest centre

One way access IN/OUT - partitioned (Temporary)

Using Wheelchair are will cancel 1 x single seat

10m x 5m Screen

Room 13.8m x 18.7m

DRAWING: SHOW DATE: DATE DRAWN: 18/09/20 DRAWN BY: RCB

SHOW: VENUE: Cinema 2 SCALE: 1:1 CHECKED:

## Appendix 9

### Cinema 2

COVID19 - STEP 3

Every 2nd row removed (Grey)

29 x Single seats (Green)

*(Family members need to be identified to add additional grouping)*

Based on min-1.6m front/behind & two chair spacing @ 1m total

One way access IN/OUT - partitioned (Temporary)

Wheelchair voids in use will cancel 1 x single seat

10m x 5m Screen

Room 13.8m x 18.7m

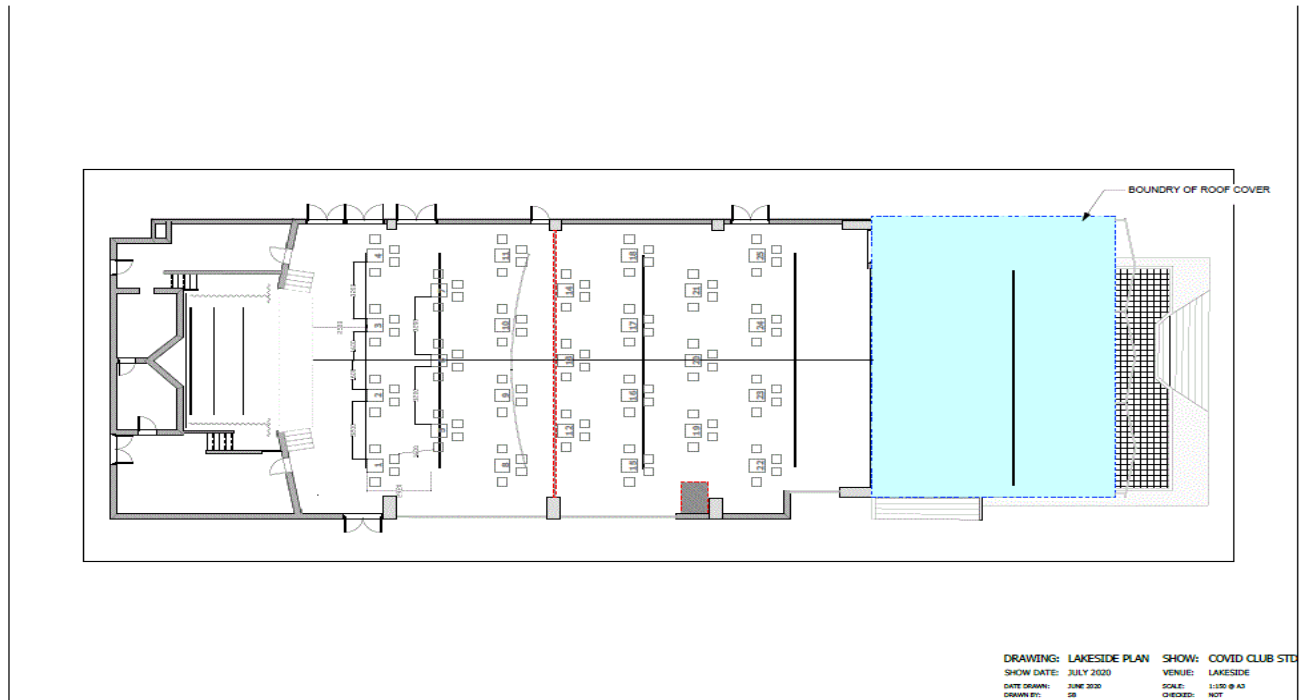
DRAWING: SHOW DATE: DATE DRAWN: 18/09/20 DRAWN BY: RCB

SHOW: VENUE: Cinema 2 SCALE: 1:1 CHECKED:

Appendix 4 to 7 illustrate differing formats of COVID SAFE, socially distanced seating. NB: Actual seating of patrons will be based on ticket purchasing profiles and attendance by groups of people who can be safely seated together (social groups). Box office and cinema staff will be briefed on correct allocation of tickets.

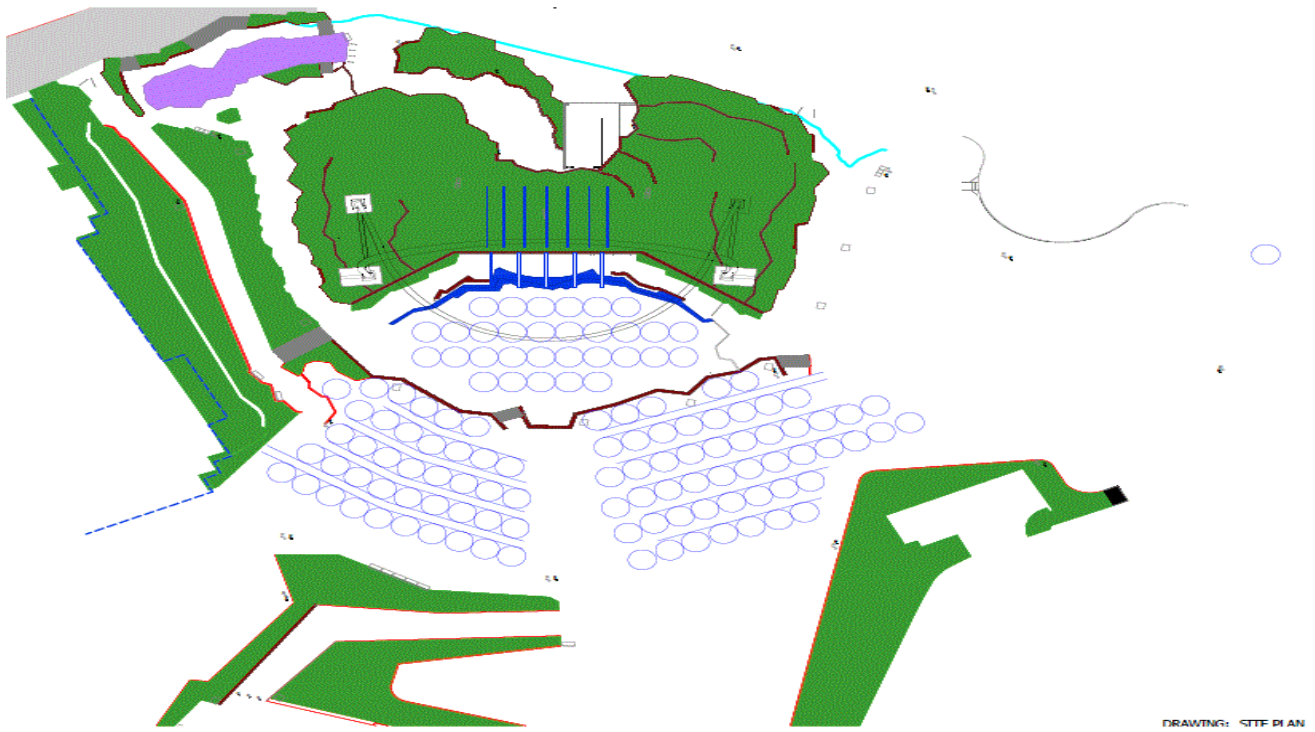
## Appendix 10

Example of social distancing measures employed in larger event space (Lakeside Function Room).



## Appendix 11

Example of social distancing measure employed in outdoor space.






## Appendix 12

Example of social distancing measure employed in outdoor space.




## Appendix 13

Example of Cleaning Logs

 <b>CINEMA CLEANING MONITORING LOG</b>				
DATE: <u>JULY 9-12, 2020</u> LOCATION: <u>Theatre 1</u>				
DATE	TIME	STAFF NAME	STAFF SIGNATURE	COMMENTS
9-7-20	11 AM	Crangelni	<i>[Signature]</i>	
	13:45	Rose	<i>[Signature]</i>	
	16:40	Shibabau	<i>[Signature]</i>	
	16:40	Ms Rose	<i>[Signature]</i>	
10-7-20	19:15	Shibabau	<i>[Signature]</i>	
	19:15	Rose	<i>[Signature]</i>	
	11:00	Sandy	<i>[Signature]</i>	
	1-45	Sandy	<i>[Signature]</i>	
11/7/20	16:40	Shibabau	<i>[Signature]</i>	
	16:40	Van	<i>[Signature]</i>	
	16:40	Van	<i>[Signature]</i>	
	11:00	Shibabau	<i>[Signature]</i>	
12-7-20	11:00	Ms Rose	<i>[Signature]</i>	
	11:00	Sandy	<i>[Signature]</i>	
	13:45	Shibabau	<i>[Signature]</i>	
	13:45	Sandy	<i>[Signature]</i>	
	13:45	Rose	<i>[Signature]</i>	
	16:40	Sandy	<i>[Signature]</i>	
	16:40	Van	<i>[Signature]</i>	
	19:15	Van A	<i>[Signature]</i>	
	19:15	Van	<i>[Signature]</i>	
	13-7-20	17:30	Van	<i>[Signature]</i>
19:30		Rose	<i>[Signature]</i>	
16:30		Van	<i>[Signature]</i>	
16:30		Rose	<i>[Signature]</i>	
19:30		Rose	<i>[Signature]</i>	
19:30	Van			


## Appendix 14

Examples of signage to be found throughout the premises.




Australian Government


We are making some simple steps to **help stop the spread.**




PHYSICAL DISTANCING




SAFE HYGIENE




INDUSTRY CLEAN



CONTACTLESS PAY





CAPACITY LIMITS



COVIDSAFE APP

**BE COVIDSAFE**

For more information about Coronavirus (COVID-19), please visit [health.gov.au](https://www.health.gov.au)



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## Appendix 15

Examples of signage to be found throughout the premises.



Australian Government

To help stop the spread,  
**we support good  
hygiene practices.**

Please wash your hands with soap and water regularly for at least 20 seconds to prevent passing on germs.



**BE COVIDSAFE**

For more information about Coronavirus (COVID-19),  
please visit [health.gov.au](https://www.health.gov.au)



## Appendix 16

Examples of signage to be found throughout the premises.

