

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



## Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

### Business details

Business name	The Crossing Theatre cinemas
Business location (town, suburb or postcode)	Narrabri
Completed by	scott Pollock
Email address	<a href="mailto:scottp@narrabri.nsw.gov.au">scottp@narrabri.nsw.gov.au</a>
Effective date	7 December 2020
Date completed	9 December 2020

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### Wellbeing of staff and customers

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

- anyone who presents with flu-like symptoms can be asked to leave the venue and encouraged to get tested

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

- this has been discussed with the permanent staff and will be discussed with casuals when they are rostered on

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

- this has been discussed with the permanent staff and will be discussed with casuals when they are rostered on

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

- print and display in poster box
- publish on website and Facebook
- update as required

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

If customers are sick due to having any of COVID symptoms, they will be able to transfer their ticket to another date. This is only applicable if done prior to the screening.

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

This happens in all areas of The Crossing Theatre

- Cafe
- Cinemas
- Function hire

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

We have a separate COVID Safety Plan for our Venue Hire department

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## **Physical distancing**

Capacity must not exceed 75% of seated capacity, OR one person per 2 square metres of publicly accessible space, whichever is the greater. Outdoor cinemas and theatres can have 100% of seated capacity. Children count towards the capacity limit.

Our capacity does not exceed 75% of seated capacity, or one person per 2 square metres of publicly accessible space, whichever is the greater.

Cinema 1 - maximum number is 80 patrons

Cinema 2 - maximums number is 40 patrons

children count towards the capacity limit

**Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as food and drink stations, toilets and entrance and exit points.**

all areas that involve queuing have floor markers to help people to maintain the 1.5 meter rule

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

- programming will ensure no two movies will start or end within 15 minutes of each other

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

-use floor markers to distance people while queuing in booking or candy bar areas

-use signs to mark separate entry/exit

- we are actively promoting people to book on line

**Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.**

Not applicable - we don't have intermissions

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all**

**times, including at meal breaks and in offices or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

- remind staff to maintain distance of 1.5m
- place signage in staff areas

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

- communication will occur via emails

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

- use roster to determine separate break times for staff
- encourage staff to follow roster as closely as possible

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

- we are using physical barriers to maintain distances

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

- only necessary deliveries are occurring
- staff are to wash hands after unpacking/signing off orders

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

- where reasonable, place signs around the outside of the venue reminding people to gather while adhering to social distancing rules
- use RSA rules to govern customers hanging around

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

Not applicable

**Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted**

**or included in the ticket price to support this.**

Private transport is the main mode of transport

**Up to 50 performers can sing indoors with no cap on performers outdoors. All singers should face forwards and not towards each other, have physical distancing of 1.5 metres between each other and any other performers, and be 5 metres from all other people including the audience and conductor. It is recommended that audience members and congregants older than 12 wear masks if singing or chanting.**

We don't have any singing in the cinemas

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

-wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic items

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

-soap, paper towel and hand dryers are available in all bathrooms

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

-hand sanitiser is available at sign-in stations throughout the venue

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

-frequently used areas will be sanitised consistently throughout the day

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

-remind staff of dilution rates of sanitiser, currently 1:1 ratio of disinfectant and water

**Develop strategies to address cleaning of very high-touch surfaces such as handles**

**and chair arms. Consider having disinfectant wipes available for customers to use.**

-key entry doors will be chocked open to avoid everyone touching the door handles

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

-have gloves available for staff to wear

-inform staff they must wear gloves when cleaning

**Encourage contactless payment options.**

-cinema purchases will be encouraged to be done via contactless payment

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

not applicable

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## **Record keeping**

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

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

This is adhered to

- A QR code is also available to collect contact details of patrons

- Our COVID MARSHALL monitors this

**Ensure records are used only for the purposes of COVID-19 contact tracing and are**

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

This is adhered to - we use Guest Track, suggested by the NSW COVID help line

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

-encourage staff to download the app

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

Our business is registered as a COVID safe place with NSW health

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

This is adhered to

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

Yes