

COVIDSAFE BUSINESS EVENTS INFORMATION

MACKAY ENTERTAINMENT AND CONVENTION CENTRE

MACKAY
ENTERTAINMENT
CONVENTION
CENTRE

MECC

A BUSINESS UNIT OF
MACKAY REGIONAL COUNCIL

[THEMECC.COM.AU/VENUE/COVIDSAFE_BUSINESS_EVENTS_INFORMATION](https://themecc.com.au/venue/covidsafe_business_events_information)



• REIMAGINE • REFRESH • REOPEN

The Mackay Entertainment and Convention Centre (MECC) has collated this information in response to the COVID-19 pandemic and subsequent public health direction - *Restrictions on Businesses, Activities and Undertakings Direction (No.2) June 2020*. This information aligns with [Queensland Live Performance, Venues/Theatres - Approved COVID Safe Industry Plan](#).

The MECC will re-open with COVIDSafe principles and procedures, implemented in an endeavour to ensure a safe and welcoming environment for our guests, clients, community and staff.



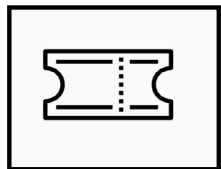
Reimagine

The MECC has re-imagined each stage and touch point of the guest experience as guests and clients move through the venue safely.



Refresh

The MECC has refreshed its spaces to ensure guests attending the venue can experience a safe and comfortable event with the confidence that COVIDSafe measures have been considered and put into practice.



Reopen

The MECC will re-open with enhanced health and hygiene, physical distancing, training and compliance to provide the highest confidence in a safe return to the venue for our community.

COVIDSAFE INFORMATION

With the measures outlined in the [Queensland Live Performance, Venues/Theatres - Approved COVID Safe Industry Plan](#) following Stage 3 exemptions have been approved and will be implemented at the MECC:

1. Members of the same social group may sit together in a defined area distanced from other social groups by 1.5m.
2. A venue can provide service up to 50% of seated capacity or to the maximum number of patrons as determined by the one person per 4 square metre rule (whichever is greater) and the 1.5m physical distancing rule in each defined indoor or outdoor area.
3. Venues may operate multiple separate defined areas simultaneously, in line with the maximum occupancy calculations detailed above.

Venue Access

- Restricted access to the centre – no access to the public (event attendees or registered guests only)
- Maximum capacity monitored and controlled through venue spaces

Signage

- External venue entrances and internal event space doors will be signed to allow for managed ingress and egress
- Physical signage, digital screens and decals will be in place to:
 - Outline minimum physical distancing in queues, entrances and common areas
 - Encourage COVIDSafe hygiene practices, physical distancing and download of the COVIDSafe App

Back of House

- Maximum capacity based on the current physical distancing restrictions in all back of house spaces
- Installation of signage in all back of house spaces to communicate maximum capacities in each
- Proactive security and enforcement of physical distancing



COVIDSAFE INFORMATION

Food and Beverage

- The MECC meets the [COVIDSafe Checklist: Seated dining and drinking in venues](#)
- Reconfiguration of floor plans to ensure minimum distancing
- An updated catering compendium has been created to align with the industry checklist
- Contactless payment only - no cash will be accepted in the venue
- Disposable crockery, glassware, cutlery used wherever possible. Any non-disposable items used to be washed in commercial grade washers
- All staff handling food have completed the *TAFE QLD – COVIDSafe Dine-In Training*

Hygiene and Enhanced Cleaning

Each touch point our clients and visitors move through as part of their planning and attending an event has been considered when developing a COVID safe environment. The MECC hygiene protocols, combined with government guidelines, have been implemented throughout the venue to protect the safety of guests, clients and staff. Hand sanitiser is provided at multiple stations throughout the venue.

To minimise risk within the venue, the following items will be removed from rotation:

- Pens and pads on tables for business events
- Water jugs on tables – individual bottles provided
- Mints – will be individually allocated for business event

Increased cleaning of all areas controlled and recorded on cleaning & disinfection registers at the following stations and listed in standard operating procedures for corresponding areas. High touch points and surfaces within the venue will be systematically cleaned and disinfected. All cleaning will be guided by the [Safe Work Australia – Cleaning Checklist](#).



COMPLIANCE

MECC has consistently operated within the safety protocols of Safe Work Australia's Codes of Practice. In accordance with the National Cabinet's [National COVID-19 Safe Workplace Principles](#), Safe Work Australia has developed nationally consistent work health and safety guidance.

Event organisers are responsible for collecting the following attendee data to assist with contact tracing if required, whilst adhering to overarching government regulations:

1. A list of attendees with contact information in advance and a register of attendees at the time of the event
2. A list of back of house personell, this includes event staff, performers, contractors or any other persons on site

Records are used only for the purposes of tracing COVID-19 infections. Data is captured and stored confidentially and securely. It will not be shared with any third party other than the relevant health authority and will not be used for promotional purposes. This information will be safely stored for 56 days.

As part of the normal event contract process, event organisers must supply a risk assessment specifically for their scheduled event. This risk assessment will need to address the management of current COVIDSafe restrictions and the industry approved COVIDSafe Plan. Our Venue Supervisor, Duty Manager and Production Checklists will assist in ensuring the venue is meeting COVIDSafe requirements throughout the event management process.

A rapid response cleaning and disinfection capability will be available if a person who is either suspected or confirmed to have COVID-19 has been on the premises. This response will be outlined in a dedicated Incident Management Procedure which includes strict response times and processes to decontaminate a subject area.

You can view the State by State WHS Incident Notification – COVID19 [here](#).

For more information visit ▪ <https://www.covid19.qld.gov.au/> ▪ <https://www.australia.gov.au/> ▪ <https://www.health.gov.au/>

