



QUEENSLAND ART GALLERY

# COVID-SAFE SITE SPECIFIC PLAN

Approved by Queensland Health 16 June 2020



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# EXECUTIVE SUMMARY

## Introduction

The Queensland Art Gallery | Gallery of Modern Art (QAGOMA) closed to the public on 23 March 2020. This followed Federal and State Government public health advice that art galleries should suspend their public operations in light of the COVID-19 pandemic, until such time as the authorities deemed it safe to re-open.

Consistent with the guidelines outlined in the Roadmap for easing Queensland's restrictions, the Queensland Art Gallery submitted its COVID Safe Site Specific Plan (QAG Covid Safe plan) to Queensland Health on 3 June 2020 with approval being granted on 16 June 2020. As such the Queensland Art Gallery officially re-opened to the general public on 22 June 2020 during Stage 2 restrictions.

## QAG COVID Safe Site Specific Plan (QAG Covid Safe Plan)

The QAG COVID Safe Plan includes a range of COVID-19 specific safety measures and adapted business functions utilised to safeguard the health, safety and well-being of all individuals visiting or working in its two buildings. The COVID Safe plan provides a framework of Guiding Principles were created in anticipation of the planned re-opening of the Gallery. QAGOMA's framework is based on and supports the timeline and staged process outlined in the Queensland Government's Roadmap.

## Background

QAGOMA has a well-established commitment to harm prevention, providing a safe and healthy working environment for all staff, visitors, clients and contractors, and pro-actively encouraging a culture of safety. In its initial response to COVID-19, it activated its Pandemic Management Plan (early February) and convened its Crisis Management Team (early March). The COVID Safe Plan was then built by converging key elements of the operative Business Continuity Plan, Crisis Communication Plan, Work Health & Safety and Recovery Plans, and Risk Management Framework. The plan was subsequently developed with reference to the following state and national public health and work health and safety guidelines and resources:

- Queensland Government Health COVID-19 Directives, Guidelines and Resources
- Australian Government's Department of Health
- Work Health & Safety Queensland
- Safe Work Australia
- World Health Organisation
- AS ISO 31000:2018 Risk Management – Guidelines
- Queensland Health Pandemic Influenza Plan (QHPIP) – May 2018
- Australian Health Management Plan for Pandemic Influenza 2014 (AHMPPI)

# GUIDING PRINCIPLES

## Social Distancing and Hygiene Measures

Safeguarding the health, safety and well-being of all staff, visitors, clients and contractors is QAGOMA's first priority. The requisite social distancing and increased hygiene measures have been introduced into the operating environment to protect all individuals within QAGOMA buildings and its controlled external areas, to ensure minimal risk of COVID-19 exposure and transmission between individuals. Social distancing and hygiene measures are ongoing requirements that will allow QAGOMA to reopen while keeping people safe.

### **What you can do?**

- Maintain a social distance of 1.5 metres
- Practice good hygiene – wash your hands regularly, cough and sneeze into your elbow
- Stay at home if you're sick
- Use cashless payment
- Download the Australian Government's COVIDSafe app.

### **What we will be doing (Initially, planning to re-open QAG in the context of Stage 2 of the Roadmap)**

- Planning maximum occupancy of 330 people in QAG, based on an area density of 4m<sup>2</sup> per person\*
- Initially limiting entry up to 20 people (or fewer, subject to the prescribed area) in each defined gallery space, in addition to retail spaces, library, toilets, members lounges, lecture theatre, meeting rooms, office and work areas, lifts and escalators, external courtyards and F&B outlets
- Ensuring that people remain 1.5 metres apart, especially at natural gathering points (entries etc.)
- Prominently displaying signage promoting social distancing and personal hygiene
- Establishing separate entry and exit points at building entries
- Marking building entries, café and retail areas etc. to manage ingress / egress and social distancing
- Installing plexiglass safety screens to front-of-house service counters to ensure social distancing
- Controlling access to public amenities to ensure compliance with capacity restrictions
- Increasing cleaning and hygiene regimes, with a priority on high contact areas including public amenities (toilets, parent's room), service counters, public furniture and other related equipment
- Ongoing deep cleaning of all general public and back-of-house areas
- Providing staff, visitors, clients and contractors with antibacterial wipes and hand sanitiser
- Providing staff and contractors with Personal Protective Equipment (PPE) as required
- Reducing touch points in all Gallery areas as far as possible
- Rearranging or reducing the availability of furniture to ensure social distancing is observed
- Promoting cashless payment method

- Encouraging staff, visitors, clients and contractors to download the COVIDSafe app.

\*The combined public area of QAG is 6,598m<sup>2</sup> (5,872m<sup>2</sup> indoors & 762m<sup>2</sup> outdoors). For the purposes of assessing maximum occupancy, defined gallery spaces and informal display and circulation areas (e.g. Watermall) have been conservatively assessed at 75% of their gross floor area, given the area displaced by temporary walls, floor-based plinths and exhibition furnishing, leaving 4,948m<sup>2</sup> of net space. On that basis, QAGOMA proposes the maximum building occupancy of QAG be 330 visitors, providing an area of 15m<sup>2</sup> per person, the relative density adopted recently by leading European art museums.

## **Communication – Stakeholders, Visitors and Staff**

The Gallery will continue to ensure effective, reliable and informative communication is disseminated to all stakeholders during the COVID-19 Pandemic. Communication messaging will be guided by Queensland and Australian Government directives and information, industry guidelines and Gallery policies and procedures. As such, the Gallery will continue to keep visitors and staff updated through the following channels:

- QAGOMA website
- QAGOMA social media platforms
- Local on-site signage
- Email and internal Staff Alert page
- Media outlets

## **Governance, Reporting and Monitoring**

The Gallery will ensure processes are in place for reporting and monitoring of COVID-19 response measures, and outcomes are implemented and administered through a range of internal Gallery policies, procedures and protocols. This includes the application of mandatory Government compliance regulations including the completion and public display of the COVID Safe checklist in high risk areas such as Food & Beverage dining areas. Monitoring of the effectiveness and performance of the COVID Safe Plan's implementation and safety measures will be ongoing.

## **Training and Education**

The Gallery's Protection & Visitor Services staff are already purpose trained in visitor services management, including safety and security and are well placed to adjust to COVID Safe protocols. Gallery staff will undertake specialist training designed to increase awareness, understanding and application of safety measures and processes, as outlined in the COVID Safe plan in accordance with the Roadmap through its currently prescribed (or any future) Stages. Additional training will be undertaken by staff working in high risk areas such as F&B and retail outlets, focused on the Queensland Government's mandatory compliance regulations for the hospitality and retail sectors. This includes staff participation in TAFE Queensland's mandatory COVID Safe for Dining In online course. All staff will continue to be informed and educated on Queensland Health updates throughout the pandemic period.

## **Risk Management**

The Work Health and Safety Act 2011 (Qld) requires safety risks to be eliminated wherever possible. If safety risks cannot be eliminated, they are to be controlled so far as reasonably practicable.

The QAGOMA Risk Management Framework outlines the processes in place to manage work health and safety risks at the Gallery.

All Gallery employees, contractors and volunteers are required to follow work within the parameters of the Risk Management Framework.

A COVID-19 Specific Risk Assessment Template has been developed to address the safety risks arising from COVID-19.

COVID-19 Specific Risk Assessments have been completed for all activities impacted by COVID-19 in consultation with Department Managers and employees operationally responsible for the identified area/activity with consultation and approval from:

- Assistant Director – Operations and Governance
- Head of Protection and Visitor Services
- Work Health and Safety Coordinator
- QAGOMA Conservation / Registration (only if the risk assessment is related to the Collection)

By approving the risk assessment, the employees acknowledging that they:

- have been fully briefed on the risk assessment
- understand all identified hazards
- agree to carry out all instructions and operational procedures as identified.

Risks will be managed in accordance with these templates for the duration of the pandemic. Workplace health, safety and risk management processes will be reviewed by the employees involved to identify and manage any new or changed hazards that arise as a result of the COVID-Safe Plan.

# OPERATIONAL PLAN

Establish a process for re-opening and maintaining QAGOMA buildings for the general public under pandemic operating conditions. The safety and well-being of all Staff, Contractors, Visitors and Clients is enhanced and managed in accordance with Work Health & Safety Standards, Codes of Practice and Queensland State Government COVID-19 Pandemic Safety Guidelines and Directives. This includes implementing stages of re-opening and developing additional safety protocols to support the recovery objectives to minimise the spread of COVID-19 infection.

This plan will be reviewed as required, particularly as restrictions and conditions change in line with the Stage 2 and Stage 3 restrictions outlined in the Roadmap to Easing Queensland's Restrictions, and those of other Stages that might follow.

- Stage 1 commencing 15 May 2020
- Stage 2 commencing 1 June 2020 (previously 12 June 2020)
- Stage 3 commencing 10 July 2020

Sub-COVID-19 Safety Plans are being prepared for key Gallery sections where public engagement is employed as normal business operations.

# STATEMENT OF COMPLIANCE

<b>BUSINESS NAME</b>	Queensland Art Gallery / Gallery of Modern Art (QAGOMA) South Brisbane
<b>DATE COMPLETED</b>	26 May 2020
<b>DATE OF REVIEW</b>	Ongoing
<b>AUTHORISING REPRESENTATIVE</b>	Chris Saines CNZM Director QAGOMA
<b>SIGNATURE</b>	
<b>DATE</b>	16 June 2020

# PLANNING ACTIONS

## 1. What checks and preparation have we done to ensure QAGOMA can re-open?

STRATEGY	RESPONSIBLE	COMPLETE
1.1. The <i>Roadmap to Easing Queensland's Restrictions</i> , issued on 08 May 2020, has been reviewed to confirm at what Stage the Gallery is able to re-open and in what capacity. Museums and Art Galleries are included in Stage 2.	<ul style="list-style-type: none"> <li>• EMT</li> </ul>	✓
1.2. The condition of equipment and facilities has been checked. All maintenance activities have continued as normal during the public closure.	<ul style="list-style-type: none"> <li>• Facilities</li> </ul>	✓
1.3. Perishable food and beverages have been monitored, with the GOMA Bistro operating as a take-away outlet since 27 March 2020.	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
1.4. Food and Beverage (F&B) completion and public display of the mandatory COVID Safe checklist.	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
1.5. F&B staff will complete the mandatory TAFE Queensland <i>COVID Safe for Dining In</i> online course module, prior to re-opening.	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
1.6. Front-of-house Gallery staff including Protection & Visitor Services, Retail and Food & Beveridge staff will complete QAGOMA COVID WH&S training, encompassing updated operational safety measures, policies and procedures and visitor management prior to re-opening the Queensland Art Gallery during Stage 2.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• Facilities</li> <li>• F&amp;B</li> </ul>	✓
1.7. Cleaning and hygiene strategy has been developed for front and back-of-house areas.	<ul style="list-style-type: none"> <li>• Facilities</li> </ul>	✓
1.8. Capacity and social distancing plans have been drafted for all public areas and staff office areas with capacity management procedures in place.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• F&amp;B</li> <li>• Retail</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
1.9. Capacity management of public spaces will be managed by Gallery & Visitor Services Officers, Food & Beverage and Retail staff in café/bistro and shop locations.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• F&amp;B</li> <li>• Retail</li> </ul>	✓
1.10. Communication plans have been developed to ensure both public and staff messaging is up to date and informative on changes to the Gallery's operating environment and Queensland Government health updates.	<ul style="list-style-type: none"> <li>• Director</li> <li>• Marketing</li> <li>• P&amp;VS</li> </ul>	✓

## 2. How will QAGOMA comply with social distancing requirements?

STRATEGY	RESPONSIBLE	COMPLETE
<p>2.1. Signage will be installed at gallery entry points, food &amp; beverage and retail outlets, cinema's and public amenities (toilets, parent's room) advising visitors of entry requirements, including:</p> <ul style="list-style-type: none"> <li>• Hygiene requirements (handwashing, cough/sneeze etiquette, tissue disposal)</li> <li>• Social distancing (1.5m distance and room density of 4m<sup>2</sup> per person)</li> <li>• Gallery capacity restrictions of 330, at Stage 2, have been calculated as follows: <ul style="list-style-type: none"> <li>○ Total combined internal / external spaces of QAG = 6,598m<sup>2</sup></li> <li>○ 75% of that space (allowing for temporary walls, exhibition furniture, etc.) = 4,948m<sup>2</sup></li> <li>○ Allowing 15m<sup>2</sup> * per person (cf. the 4m<sup>2</sup> per person under COVID Safe guidelines) = a total building capacity at QAG of 330 is reached</li> </ul> </li> </ul> <p>* Based on the current European art museum's methodology of 15m<sup>2</sup> per person.</p> <ul style="list-style-type: none"> <li>• Controlled one-way flow movement of foot traffic</li> <li>• Lift restrictions (maximum 2 persons for all passenger lifts) – Note public lift no. 2 will be closed for the duration of stage 2. Lift access will be reviewed for stage 3 pending level of</li> </ul>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
<p>COVID-19 community transmission &amp; infection rates and Government advice and guidelines.</p> <ul style="list-style-type: none"> <li>• Entry and exit instructions</li> <li>• Gallery staff will continue to manually count visitors as per normal procedure on arrival and when exiting the building. Numbers will be tallied every hour and documented in the Gallery’s public attendance register. Main entry staff will alert the Duty Team Leader of current occupancy limit every 30 minutes to ensure maximum capacity is not breached.</li> <li>• Queue requirements (floor markings and bollards to identify 1.5 metres distance between people).</li> </ul>		
<p>2.2. Protection &amp; Visitor Services staff will be rostered to monitor Main entries, Gallery spaces and public amenities to ensure visitors are maintaining social distancing and capacity restrictions are not exceeded.</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
<p>2.3. Front of House staff including Protection of Visitors Services, retail and F&amp;B staff will wear lanyards with a public reminder about the importance of 1.5m social distancing.</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
<p>2.4. In all public facilities, closure of alternating toilet cubicles, urinals and basins to increase distance.</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
<p>2.5. Limit of 1 family at a time in the parent’s room. Managed by GVS0 control point.</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
<p>2.6. Staggered seating arrangements in Cinemas and Lecture Theatres in line with capacity limits – Cinema usher and/or GVS0 to manage capacity controls</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
<p>2.7. Designated entry and exit doors to increase distance between visitors and enable Gallery staff to monitor visitor numbers.</p>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
2.8. One-way direction of foot traffic has been implemented through all Gallery, retail and F&B spaces.	<ul style="list-style-type: none"> <li>P&amp;VS</li> </ul>	✓
2.9. Cultural Centre Security employed to supervise and monitor after hours contractor work to ensure adherence to social distancing and hygiene etiquette.	<ul style="list-style-type: none"> <li>P&amp;VS</li> </ul>	✓
2.10. May trigger public announcements to remind Visitors should issues arise around social distancing – As needs basis.	<ul style="list-style-type: none"> <li>P&amp;VS</li> </ul>	✓
2.11. GOMA Library to introduce a bookings system for public access, in line with capacity limits, and sanitise all equipment and work surfaces used by the public immediately on their departure.	<ul style="list-style-type: none"> <li>I&amp;P</li> </ul>	✓

### 3. What extra measures is QAGOMA implementing to keep customers and clients safe?

STRATEGY	RESPONSIBLE	COMPLETE
3.1. The GOMA Bistro and QAG Café Supervisor to record and retain contact details (name, address, mobile number) of all customers that dine in. A copy of the staff roster will be filed to record staff shifts for contact tracing in the event of a reported COVID-19 case. All records will be kept for 56 days.	<ul style="list-style-type: none"> <li>F&amp;B Supervisor</li> </ul>	✓
3.2. COVID Safe App to be advertised via main entry signage.	<ul style="list-style-type: none"> <li>WH&amp;S Coord.</li> </ul>	✓
3.3. Visitor entry will be via timed ticketing. Visitors will be required to book for a specific session. Walk-up visitors will be permitted entry only if there are space available. These visitors will be asked to book their tickets online via their mobile phone device otherwise their contact information (name, address and mobile number) will be collected by the Information desk officer who will input this information into the QTIX system on behalf of the visitor if they do not have a mobile phone. The QTIX booking process is managed in accordance with Information Privacy Act 2009 (Qld).	<ul style="list-style-type: none"> <li>Marketing</li> <li>H/P&amp;VS</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
3.4. No functions or events until further notice.	<ul style="list-style-type: none"> <li>• Events</li> </ul>	✓
3.5. No volunteer guided tours until further notice.	<ul style="list-style-type: none"> <li>• Learning</li> </ul>	✓
3.6. No school or community group visits. (Groups may be able to split into smaller groups to ensure compliance with public gathering guidelines, and capacity restrictions as set by the Gallery.)	<ul style="list-style-type: none"> <li>• Learning</li> </ul>	✓
3.7. Promote access to online collection and viewing.	<ul style="list-style-type: none"> <li>• Marketing</li> </ul>	✓
3.8. Signage will be prominently displayed advising visitors that have COVID-19 symptoms (or other respiratory illness) to not enter the Gallery. Gallery staff are aware of their right to refuse service and insist anyone with these symptoms leaves the premises	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
3.9. Sanitisation stations set up at entry points to Gallery buildings, Retail and F&B outlets, Library, Escalators and Children’s Art Centre.	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• F&amp;B</li> <li>• P&amp;VS</li> <li>• Retail</li> </ul>	✓
3.10. Increased cleaning regime of Gallery public areas and amenities by contract cleaning services every 30 minutes and by Gallery staff as required.	<ul style="list-style-type: none"> <li>• Facilities</li> </ul>	✓
3.11. GOMA Library to include book and print material quarantine process to reduce cross-contamination risks.	<ul style="list-style-type: none"> <li>• I&amp;P</li> </ul>	✓
3.12. Public communication updates on QAGOMA COVID-19 safety measures via QAGOMA Web site, social media platforms and media outlets.	<ul style="list-style-type: none"> <li>• Marketing and Media</li> </ul>	✓
3.13. Staff to apply the QAGOMA complaints policy and escalation process to visitor complaints. All escalated complaints will be directed to the Duty Team Leader and QAGOMA visitor feedback channels. Staff scripting being developed to deal and respond to complaints.	<ul style="list-style-type: none"> <li>• Marketing and Media</li> </ul>	✓

#### 4. What measures has QAGOMA implemented to keep staff safe?

STRATEGY	RESPONSIBLE	COMPLETE
4.1. Social distancing guidelines (1.5m distance, 4m <sup>2</sup> per person) have been applied to back-of-house offices, open plan work areas, meeting rooms and lunch / break room facilities. Stagger staff shift commencement times to keep within change room capacity limits.	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• P&amp;VS</li> </ul>	✓
4.2. Capacity signage to be displayed on each office door.	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• P&amp;VS</li> </ul>	✓
4.3. Advisory seating stickers to be applied identifying distancing requirements.	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• P&amp;VS</li> </ul>	✓
4.4. Where possible, non-essential staff (i.e. those not required to physically perform duties onsite) will continue working from home, except as required for essential onsite activities.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.5. Where feasible and non-essential, departments have implemented 2-week rotations (working at home / working at the Gallery) to minimise the number of staff in office spaces.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.6. Management staff have separated their departmental staff working onsite into separate groups/teams to ensure social distancing practices.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.7. Staff that have been identified as high risk or have carer responsibilities (children or elderly family members) can continue working from home.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.8. Where possible, work has been planned to allow staff to work in isolation onsite within their substantive workgroup, with access to departments restricted by appointment only.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.9. Meetings can be scheduled and attended online using the MS Teams platform.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.10. Non-essential face to face gatherings have been cancelled or moved to MS Teams or other similar ICT platforms.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
4.11. Limit number of meeting attendees and issue minutes for review.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.12. Encourage staff to participate in online webinars rather than face to face conferences and seminars.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.13. All staff to sign in/out daily via the Gallery's Sine Visitor Management System which records details of staff members' name, time of arrival/departure and department where the staff member is working.	<ul style="list-style-type: none"> <li>• SLT</li> </ul>	✓
4.14. Procedures for cloaking of bags has been semi-relaxed for Stage 2 to reduce staff contact with visitor's belongings. Visitors who require items to be cloaked for security and safety reasons will be reviewed on an individual need's basis. To be reviewed for Stage 3.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
4.15. Closure of QAG Lift 2 to reduce close interaction with visitors. (Due to security reasons, this lift is usually operated by Gallery personnel.) Signage installed at car park level for visitors requiring assistance to contact Duty Team Leader.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
4.16. Staff training is completed using ELMO Learning Management System.	<ul style="list-style-type: none"> <li>• G&amp;R</li> <li>• SLT</li> </ul>	✓
4.17. Installation of Plexiglass safety screens at Information Desks, Cloak Rooms, Cashier stations in Gallery stores, F&B outlets, Library and ticketing desks when in use.	<ul style="list-style-type: none"> <li>• Workshop</li> </ul>	✓
4.18. Cleaning materials made available to sanitise / disinfect surfaces, tools and equipment after each shift.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• Workshop</li> <li>• CAC</li> </ul>	✓
4.19. Personal protective equipment (PPE) including gloves, respiratory masks and eye protection is available for staff to use if they are: <ul style="list-style-type: none"> <li>• unable to maintain 1.5m distance from other workers or visitors;</li> </ul>	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
<ul style="list-style-type: none"> <li>• preparing food;</li> <li>• working in a front of house role (clearing tables);</li> <li>• providing first aid treatment;</li> <li>• cleaning and disinfecting.</li> </ul>		
4.20. 2020 staff influenza vaccination program completed (included volunteers and selected cleaning contractors). 241 staff inoculated.	<ul style="list-style-type: none"> <li>• WH&amp;S Coord.</li> </ul>	✓
4.21. An illness reporting procedure has been developed and communicated to Gallery staff in order for the WH&S Coordinator to investigate potential COVID-19 related infections and tracing. Includes work site sanitisation process for suspect COVID cases or flu like illness.	<ul style="list-style-type: none"> <li>• WH&amp;S Coord.</li> </ul>	✓
4.22. Staff will be advised to use separate toilets to Gallery visitors after reopening.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
4.23. First aid procedures will be updated in terms of reducing virus exposure to first aid officers when dealing with visitor and staff incidences including increased use of PPE.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
4.24. Internal back-of-house doors will remain in an open position to reduce touch points.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
4.25. All business travel cancelled until further notice.	<ul style="list-style-type: none"> <li>• EMT</li> </ul>	✓
4.26. Twice weekly COVID-19 Safety “All staff” communication updates encompassing social distancing, hygiene messaging, promoting COVID Safe app, Government health advisory messages and directives, Gallery policies and procedures and general business updates etc. Information disseminated via email and Staff Alert page channels.	<ul style="list-style-type: none"> <li>• WHS Coord.</li> <li>• H/P&amp;VS</li> <li>• Director</li> </ul>	✓
4.27. Gallery staff have been consulted in undertaking risk assessments of their respective work areas in order to identify COVID-19 related risks and provide guidance and advice in enhancing control measures. Risk Assessments are stored in the Gallery’s document management system CM9.	<ul style="list-style-type: none"> <li>• WHS Coord.</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
	<ul style="list-style-type: none"> <li>H/P&amp;VS</li> </ul>	
4.28. COVID-19 was been included on the Workplace Health and Safety Committee meeting agenda 5th February 2020 and 1st April 2020. COVID-19 related risks and control measures were included in discussion with Health and Safety Representatives (HSR) from the Workshop, Installation and Conservation Framing Departments. Other WHS Committee members and staff were given the opportunity to contribute to the Gallery’s COVID Safe Plans. There have been regular meetings with staff from Conservation, Exhibition Design, Children’s Art Centre, F&B and Public Programs.	<ul style="list-style-type: none"> <li>WHS Coord.</li> <li>H/P&amp;VS</li> </ul>	✓
4.29. The Gallery has consulted with the Together Union to provide an overview of the Gallery’s COVID-19 Pandemic planning arrangements and confirm the consultation process between Gallery management and staff has been effectively undertaken during the development of the QAG COVID Safe Plan	<ul style="list-style-type: none"> <li>A/Director</li> <li>Ops &amp; Gov</li> </ul>	✓
4.30. The Team Leaders will monitor Gallery Visitor Service Officers (GVSOs) and other front of house staff for exposure to any work-related stressors, such as patron aggression as a result of visitor dissatisfaction. GVSO staff can communicate directly with Team Leader via radio or OS1 Security. Team Leaders run daily pre-start meetings to discuss any issues and provide regular updates. The “Benestar” Employee Assistance Program is available to all Gallery staff.	<ul style="list-style-type: none"> <li>WHS Coord.</li> <li>H/P&amp;VS</li> </ul>	✓

### 5. How is QAGOMA complying with hygiene and cleaning requirements?

STRATEGY	RESPONSIBLE	COMPLETE
5.1. Alcohol-based hand sanitiser stations have been installed at FOH & BOH locations across the Gallery including entry points, cloak rooms, near lifts and escalators, Children’s Art Centre foyer, Retail and F&B outlets and other common areas.	<ul style="list-style-type: none"> <li>Facilities</li> <li>P&amp;VS</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
5.2. COVID-19 information, hygiene and hand washing posters have been displayed in all Back of house and public amenities to educate staff and visitors about the importance of preventing the spread of the virus.	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• P&amp;VS</li> </ul>	✓
5.3. Interactive exhibits and equipment (headphones, drawing pencils and clipboards, craft equipment, books, brochures, newspapers, etc.) have been removed from the gallery spaces.	<ul style="list-style-type: none"> <li>• Exhibition Design</li> <li>• Public Programs</li> </ul>	✓
5.4. Information desk brochures and maps will be available by request only. Visitors not permitted to return printed materials, e.g. marketing collateral. Front of house staff will inform visitors on this process as required.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
5.5. Mobility devices (wheelchairs, electric scooter) loaned to visitors will be cleaned and disinfected after use. Contact details are taken as part of the booking process	<ul style="list-style-type: none"> <li>• P&amp;VS</li> </ul>	✓
5.6. Drinking fountains have been removed from service.	<ul style="list-style-type: none"> <li>• Facilities</li> </ul>	✓
5.7. Self-service water, cutlery and condiment stations have been removed from the Bistro and Café (table service only).	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
5.8. Bistro / café tables and chairs will be sanitised between customers.	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
5.9. Hard copy menus have been removed from service. Menu choices are displayed on large format chalk boards and bollard signs.	<ul style="list-style-type: none"> <li>• F&amp;B</li> </ul>	✓
5.10. No cash sales will be accepted at retail or cafe outlets. Contactless payment implemented and signage displayed to communicate the 'no cash' policy.	<ul style="list-style-type: none"> <li>• F&amp;B</li> <li>• Retail</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
5.11. Cleaning staff have increased frequency of sanitisation of high touch surfaces such as lift buttons, escalator handrails, furniture, amenities, public amenities, parent's rooms, staff lunch areas. Frequency to occur every 30 minutes on a rotational basis	<ul style="list-style-type: none"> <li>Facilities</li> <li>Cleaning Staff</li> </ul>	✓
5.12. Cleaning staff will maintain quantities of soap, paper towels (in toilets, kitchens and lunch rooms) and alcohol-based hand sanitiser.	<ul style="list-style-type: none"> <li>Facilities</li> <li>Cleaning Staff</li> </ul>	✓
5.13. Disinfectant wipes and spray are available to regularly clean surfaces in the Gallery and back of house areas.	<ul style="list-style-type: none"> <li>Facilities</li> </ul>	✓
5.14. QAGOMA COVID-19 Cleaning and Hygiene Plan has been developed to outline cleaning and sanitisation processes for all public areas, staff areas, Gallery vehicles, workstations and equipment.	<ul style="list-style-type: none"> <li>WHS Coord.</li> </ul>	✓
5.15. Staff break times will be staggered to comply with capacity restrictions.	<ul style="list-style-type: none"> <li>SLT</li> </ul>	✓
5.16. Staff will be required to bring their own cutlery and plates or use single use disposable options.	<ul style="list-style-type: none"> <li>SLT</li> </ul>	✓
5.17. Staff will be encouraged to have lunch at their desks or offsite while maintaining social distancing.	<ul style="list-style-type: none"> <li>WHS Coord.</li> </ul>	✓

## 6. How is QAGOMA managing deliveries, contractors and visitors attending the workplace?

STRATEGY	RESPONSIBLE	COMPLETE
6.1. All contractors, delivery drivers and other Gallery visitors must report to the Visitor Receiving / Loading Dock at QAG or GOMA. Contact details will be collected using the electronic sign in/out Visitor Management system (Sinepro).	<ul style="list-style-type: none"> <li>P&amp;VS</li> <li>F&amp;B</li> </ul>	✓

6.2. All deliveries will be contact free. Deliveries to be placed in designated drop-off points in loading dock area.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• F&amp;B</li> </ul>	✓
6.3. Additional COVID-19 information and requirements will be communicated to contractors and suppliers during the induction process.	<ul style="list-style-type: none"> <li>• All staff</li> </ul>	✓
6.4. Where possible, non-essential external visits have been postponed.	<ul style="list-style-type: none"> <li>• All staff</li> <li>• WHS Coord.</li> </ul>	✓
6.5. COVID-19 Contractor & Visitor protocols check list to be used to screen visitors/clients before arriving on site.	<ul style="list-style-type: none"> <li>• All staff</li> <li>• WHS Coord.</li> </ul>	✓

### 7. How is QAGOMA reviewing and monitoring work health and safety compliance?

STRATEGY	RESPONSIBLE	COMPLETE
7.1. Risk assessments and COVID Safe sub-plans have been created in line with Work Safe Australia guidelines, Standards Australia risk management best practice and WH&S legislation and Codes of Practice. Consultation has been undertaken with Departments Heads and staff working in all locations across the Gallery.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓
7.2. Plans have been saved in CM9 (EDRMS) with risk assessments being monitored and reviewed for effectiveness on a weekly basis through an ongoing consultation process between staff and the WH&S Coordinator who is managing the risk plans.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓

STRATEGY	RESPONSIBLE	COMPLETE
7.3. Daily COVID-19 online meetings with the Executive Management Team / CMT to review business continuity, communications, recovery and COVID-19 safety management processes.	<ul style="list-style-type: none"> <li>• EMT / CMT</li> </ul>	✓
7.4. Regular communication updates and consultation with Senior Leadership Team.	<ul style="list-style-type: none"> <li>• EMT / CMT</li> </ul>	✓
7.5. Increased reporting – staff advised to report any illness, especially flu-like symptoms. Monitor staff wellbeing and sick leave applications. Request medical certification clearance prior to returning to work.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓
7.6. The Gallery WHS Coordinator will notify WHSQ of a confirmed or probable case of COVID-19 as diagnosed by a medical practitioner and arising out of the conduct of the Gallery. The Gallery employee will be sent for COVID-19 testing by a medical professional and Queensland Health will be notified of any positive test results immediately. The Gallery will keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the Regulator.	<ul style="list-style-type: none"> <li>• WHS Coord.</li> </ul>	✓
7.7. An Outbreak Management Plan has been developed to outline the processes and procedures for managing Gallery/work areas if/when a staff member or visitor has tested positive for COVID-19 infection. Access to the plan will be provided to all staff and volunteers via all staff email and WH&S reminder updates and form part of COVID-19 training sessions.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓
7.8. The Plan will be reviewed prior to the commencement of future stages of <i>Queensland Government Roadmap to Easing Restrictions</i> .	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓
7.9. Pandemic planning is included in the “QAGOMA Strategic Risk Register” and “Business Continuity Plan”.	<ul style="list-style-type: none"> <li>• P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓

## 8. Evacuation Plan

STRATEGY	RESPONSIBLE	COMPLETE
<p>8.1. The Queensland Art Gallery has a dedicated Emergency Evacuation Plan and Evacuation Procedures that comply with the Work Health and Safety Act 2011. Emergency exits and evacuation points described in the Emergency Evacuation Plan and Evacuation Procedures are not impacted by the COVID-Safe Plan: Queensland Art Gallery. Staff rosters will ensure that the requisite number of Fire Wardens and First Aid Officers are on-site during public opening hours. Fire Wardens will encourage staff and visitors to maintain social distancing when exiting the building and mustering at assembly points. Desktop incident management scenario training will be conducted with QAG Fire Wardens and First Aid Officers to review egress, emergency evacuation and outbreak management response prior to re-opening. The QAG Evacuation Plan including emergency egress pathways and evacuation procedures has been assessed as fit for purpose in the changed conditions and will remain unchanged.</p>	<ul style="list-style-type: none"> <li>• H/P&amp;VS</li> <li>• WHS Coord.</li> </ul>	<p style="text-align: center;">✓</p>

## 9. Staff training

STRATEGY	RESPONSIBLE	COMPLETE
<p>9.1. All Front of House staff in sections including Protection &amp; Visitor Services, Retail and F&amp;B will undergo COVID-19 specific training sessions focussing on updated safety policies, procedures and processes, visitor management including conflict resolution in dealing with disgruntled visitors, Conditions of entry updates, managing physical distancing and hygiene, how to respond and manage visitors and or staff who display flu like symptoms and escalation processes. Q&amp;A sessions included.</p>	<ul style="list-style-type: none"> <li>• H/P&amp;VS</li> <li>• WHS Coord.</li> </ul>	<p style="text-align: center;">✓</p>
<p>9.2. General staff training updates sent weekly on social distancing, hygiene, managing health &amp; well-being, outbreak management process and procedures, using public transport, promoting the COVID app.</p>	<ul style="list-style-type: none"> <li>• H/P&amp;VS</li> <li>• WHS Coord.</li> </ul>	<p style="text-align: center;">✓</p>

STRATEGY	RESPONSIBLE	COMPLETE
9.3. First Aid Officers have been trained in applying the updated first aid response procedures and safety protocols in accordance with the COVID Safe Plan and St Johns First Aid COVID-19 training updates.	<ul style="list-style-type: none"> <li>• H/P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓

### 10. Additional measures / comments

STRATEGY	RESPONSIBLE	COMPLETE
10.1. Staff recommended to walk, cycle or utilise Gallery car parking to avoid COVID-19 exposure on public transport via weekly WHS all staff updates and monthly newsletter.	<ul style="list-style-type: none"> <li>• WHS Coord.</li> </ul>	✓
10.2. Monitoring of the COVID Safe Plan response safety measures will be ongoing to test their effectiveness and performance.	<ul style="list-style-type: none"> <li>• H/P&amp;VS</li> <li>• WHS Coord.</li> </ul>	✓

This plan has been created using the Workplace Health and Safety Queensland “Work health and safety plan for COVID-19” template.

Source: [https://www.worksafe.qld.gov.au/\\_data/assets/pdf\\_file/0008/192689/WHS-plan-for-COVID19.pdf](https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0008/192689/WHS-plan-for-COVID19.pdf)

## Outbreak Management

All QAGOMA staff are required to report illness with flu-like symptoms to their line manager and Workplace Health and Safety Coordinator. This information is reported to Arts Queensland daily. Illnesses can be reported to the Workplace Health and Safety Coordinator as per the QAGOMA Incident Reporting procedure using the online report form. This form can be found on the QAGOMA Intranet.

Staff are required to stay home when sick and seek medical treatment and/or COVID-19 testing as necessary (refer **Staff Practices**). Staff who have travelled overseas will be required to self-quarantine in accordance with [Self-quarantine for Persons Arriving in Queensland From Overseas Direction \(No. 3\)](#).

Any worker that has tested positive for COVID-19 must self-isolate according to the requirements of health authorities and not attend work. A worker must not return to the Gallery until a health care provider has advised the infected worker when they are no longer infectious and can return to work.

The Gallery WHS Coordinator will notify WHSQ of a confirmed or probable case of COVID-19 as diagnosed by a medical practitioner and arising out of the conduct of the Gallery. The Gallery employee will be sent for COVID-19 testing by a medical professional and Queensland Health will be notified of any positive test results immediately. The Gallery will keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the Regulator.

Visitors who are feeling ill are discouraged from visiting public sites including the Gallery. Visitors displaying visible symptoms will be refused entry/asked to leave (refer **Conditions of Entry**).

There is a chance that a QAGOMA:

- employee will present at work with COVID-19 symptoms
- employee will be in direct contact with person instructed to take a COVID-19 test
- employee will be in direct contact with person who has tested positive for COVID-19
- employee will test positive for COVID-19
- A Gallery visitor will test positive for COVID-19

Outbreak management processes and controls for each scenario have been developed in accordance with Queensland Health guidelines and [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 3\)](#).

Desktop incident management scenarios will be conducted by the Emergency Planning Committee to review outbreak management response prior to re-opening.

The QAGOMA response to a suspected or confirmed COVID-19 case will be based on Safe Work Australia guidelines. [https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/Infographic-Suspected-or-Confirmed-Cases-COVID\\_19.pdf](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/Infographic-Suspected-or-Confirmed-Cases-COVID_19.pdf)

## Department Sub-Plans

### COVID Safe Plan - Department Specific Sub-Plan

#### LOCATION: F&B Bistro / Café

#### PLANNING

All our decision making will be guided by Government directives and information, industry guidelines and Council procedures.

We will be following the timeline and phasing outlined in Queensland State Government's Roadmap to Easing Restrictions, released on Friday, 8 May 2020.

The stepped approach has three key stages:

STAGE 1 16 May 2020 - gatherings of up to 10 people

STAGE 2 1 June 2020 (previously 13 June 2020) - gatherings of up to 20 people

STAGE 3 11 July 2020- gatherings of up to 100 people

For each stage we will develop a QAGOMA COVID Safe Plan that will be available at the Information Desk.

#### COMMUNICATIONS

We will keep our customers updated through the following channels:

- QAGOMA website
- Gallery Social Media
- Displayed signage
- Gallery Information Desk

#### SOCIAL DISTANCING AND HYGIENE MEASURES

Social distancing and hygiene are continuing conditions that will allow us to reopen and help keep everyone safe.

##### What you can do

- Maintain a social distance of 1.5 metres / 1 person per 4 square metres
- Practice good hygiene - wash your hands regularly, cough and sneeze into your elbow
- Stay at home if you're sick
- Use cashless payment (where applicable)

##### What we will be doing

- Displaying signage promoting social distancing and hygiene

- Marking the floors to manage social distancing
- Increasing cleaning, with priority on high contact areas such as counters, equipment and furniture
- Deep cleaning of all spaces
- Provide customers and staff antibacterial wipes and/or hand sanitiser
- Installing screens where social distancing measures are less effective
- Rearranging furniture to increase distance between visitors
- Setting up separate entry and exit points
- Only accepting cashless payment (where applicable)
- Temporarily removing magazines, newspapers and interactive equipment
- Providing access to Gallery brochures and maps by request only (see the Information Desk staff)

## **GALLERY DINING**

To support social distancing, hygiene conditions and to provide fair access, we will be introducing restrictions at the Bistro and Café including:

- Limiting walk-in appointments for sit down dining (all customers must supply contact details including name, address and phone number in case of future contact tracing)
- Limiting access to 10 customers at a time
- Removing menus – food options will be available on large format boards
- Increasing distances between seating and larger tables for non-family groups
- Limiting time spent in the Bistro and Cafe to 60 minutes (during busy periods)
- Removing self-service access to cutlery, water, and condiments
- Minimising customer movement around the premises where possible
- Restricting capacity / access to amenities
- Separating take away from dining areas
- Separating order and collection areas

At times, Bistro and Café staff may be required to wear protective gloves and masks for the protection of customers and workers.

For further information, please refer to the completed Queensland Government COVID Safe Checklist for Dining.

## **DEPARTMENT SUB-PLANS SUMMARY**

Sub-plans will be displayed near specific areas that are accessible by the public. Individual sub-plans have been completed for the following exhibition spaces and public areas:

- Children's Art Centre
- Cinema
- GOMA Library
- Public Programs
- Retail Outlets
- Bistro / Café

## **COVID-SAFE Site Specific Plan Amendments**

Amended Plans have been submitted to Queensland Health and approved in line with the Queensland's Roadmap to Easing COVID-19 restrictions.

Variations to the original Plan include:

1. Increased capacity limits based on Stage 3 guidelines.
2. Changes to QAG Upper and Lower Sculpture Courtyard area to improve access for visitors and increase seating availability.
3. Commencement of functions, events, school group tours and public programs.

The amended Plans are available on request