



Gallery of Modern Art (GOMA)

**COVID SAFE SITE SPECIFIC PLAN**

Approved by Queensland Health, 4 August 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 GOMA COVID Safe Site Specific Plan (GOMA Covid Safe plan) to Queensland Health on 7 July 2020 with approval being granted on 4 August 2020. As such the Gallery of Modern Art (GOMA) officially re-opened to the general public on 7 August 2020 during Stage 3 restrictions.

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

The GOMA 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 building. The plan provides a framework of Guiding Principles created in anticipation of the planned re-opening of GOMA. The framework is based on and supports the timeline and staged process outlined in the Queensland Government's Roadmap to easing QLD's restrictions.

## 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 2020) and convened its Crisis Management Team (early March 2020). 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 GOMA 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**

- Planning maximum occupancy based on an area density of 4m<sup>2</sup> per person. However initially the Gallery will apply a 10m<sup>2</sup> rule using a staged approach over the preliminary weeks of the re-opening period to ensure Gallery processes for obtaining visitor personal information, cleaning/hygiene regime and capacity constraints can be effectively managed and maintained.
- Limiting entry based on capacity limits in each defined gallery space, in addition to retail spaces, library, bathroom amenities, level 2 lounge, cinemas, meeting rooms, office and work areas, lifts, escalators 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 and staff safety.
- Controlling and managing 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 using Department of Health Therapeutic Goods Administration (TGA) approved products.
- Ongoing deep cleaning of all general public and back-of-house areas

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- 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 practicable
- Rearranging or reducing the availability of furniture to ensure social distancing is observed
- Promoting cashless payment method in all retail and F&B outlets
- Encouraging staff, visitors, clients and contractors to download the COVIDSafe app.

## **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 and compliance with the Queensland Health COVID Safe Events framework ([COVID Safe Industry Framework for Events in Queensland](#))

Monitoring of the effectiveness and performance of the GOMA Plan implementation and safety measures will be ongoing.

The GOMA Plan is based on the [Industry COVID Safe Plan – Guidance for Industry](#) document issued by Queensland Government, and best practice guidelines published from **Museums and Galleries Queensland**.

As a live, iterative document, the GOMA Plan will be updated regularly in response to best practice advice, relevant legislation and directions including but not limited to:

1. [Information Privacy Act 2009 \(Qld\)](#)
2. Public Health Directions issued under section 362B of the [Public Health Act 2005 \(Qld\)](#) including:
  - a) [Movement and Gathering Direction](#)
  - b) [Restrictions on Businesses, Activities and Undertakings Direction](#)
  - c) [Trading Hours' Notice \(no. 2\)](#)

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- d) [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 3\)](#)
- e) [Self-quarantine for Persons Arriving in Queensland From Overseas Direction \(No. 3\)](#)
3. [Roadmap to easing Queensland's restrictions](#)
4. [Safe Work Australia](#)
5. [Work Health and Safety Act 2011](#)

The GOMA Plan will be publicly available at the Gallery Information Desks and [www.qagoma.qld.gov.au](http://www.qagoma.qld.gov.au).

## 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 GOMA 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, retail outlets, Cinema and Children's Art Centre, focused on the Queensland Government's mandatory compliance regulations for the hospitality and retail sectors including site specific COVID-19 protocols, processes and procedures. All staff will continue to be informed and educated on Queensland Health updates throughout the pandemic period. Staff training and attendee lists will be documented and recorded for training auditing purposes.

Before returning to work onsite, the following training will apply as relevant:

- Food and beverage staff will complete the free online "COVID Safe for Dining In" training modules offered by TAFE Queensland
- Front of house staff will refresh customer service training – including the process for refusing service/entry to anyone displaying COVID-19 symptoms (refer **Conditions of Entry**)

Additional COVID-19 information and requirements will be communicated to contractors and other essential Gallery visitors during the site induction process.

GOMA front-of-house staff including Protection & Visitor Services, Retail, Food & Beverage, Children's Art Centre and Cinémathèque staff will complete COVID-19 WH&S training, encompassing updated operational safety measures, policies and procedures and visitor management processes. This will incorporate 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&A sessions will also be incorporated.

General office staff will undertake online general and site specific COVID Safe training before returning to the GOMA building and will continue to receive weekly training updates on social distancing, hygiene, managing health & well-being, outbreak management process and procedures, using public transport and promotion of the COVID app.

First Aid Officers have been trained in applying the updated first aid response procedures and safety protocols in accordance with the GOMA plan, St Johns First Aid COVID-19 training updates and WH&S Queensland First Aid Codes of Practice.

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## OPERATIONAL PLAN - GOMA

GOAL: Establish a process for re-opening and maintaining the GOMA building 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 3 restrictions outlined in the Roadmap to Easing Queensland's Restrictions, and those of other Stages that might follow.

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

*Queensland's Roadmap to a COVID-safe Recovery* permitted museums and galleries to reopen during Stage 2, effective 12 noon Monday 1 June 2020.

QAGOMA sites public re-opening schedule is as follows:

- **Queensland Art Gallery** corner Grey and Melbourne Streets, South Brisbane: 10:00am, 22 June 2020. (Opened)
- **Gallery of Modern Art** Stanley Place, South Brisbane: 10:00am 7 August 2020

### Occupancy and ticketing

Public galleries and gathering spaces at GOMA has been analysed to determine the maximum amount of visitors allowed in each defined space, as defined by the [Movement and Gathering Direction](#) and [Restrictions on Businesses, Activities and Undertakings Direction](#).

During stage three, GOMA will permit the lesser of one person per 10m<sup>2</sup> in a defined space and progress to 4m<sup>2</sup> per person in a defined space using a staged approach over the first several weeks of the public re-opening. This will assist the Gallery in ensuring COVID Safe processes are effectively being applied and maintained with increased patronage.

Gallery staff will monitor visitor numbers and restrict access when the pre-defined capacity has been reached. Visitors will be required to queue outside the entry until other visitors have left the Gallery.

The Gallery (including GOMA Bistro and Restaurant) will collect, record and retain contact details (name, email address, mobile number, date and visit duration) of all customers / visitors. 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.

Visitor entry will be via timed ticketing or the Gallery's internal QR Code visitor management system. Visitors will be required to book for a specific session. Walk-up visitors will be permitted entry only if there is space available. These visitors will be asked to book their tickets online via their mobile phone device in the first instance otherwise their contact information (name, email address, mobile number, date and visit duration) will be collected by the main entry Gallery & Visitor Services officers and/or Information desk officer who will assist visitors input this information into the Gallery's internal QR Code visitor management system. In terms of visitor's personal information collection

and storage, both the QTIX booking and QAGOMA QR Code visitor management process is managed in accordance with the *Information Privacy Act 2009* (Qld).

Groups of 10 or more (including schools) will be managed by the Learning / Public Programs teams. Groups must adhere to the social distance requirements (i.e. large groups may be split into smaller groups that rotate throughout the designated spaces).

All approved functions and events will be managed in accordance with the GOMA Plan and COVID Safe Events Framework.

Visitors and Contractors entering the Gallery outside of opening hours or accessing back of house areas must complete the *COVID-19 Contractor and Visitor Protocols Checklist*.

The GOMA bistro and Restaurant will operate as separate food and beverage outlet and permit the lesser of one person per 4m<sup>2</sup> per space during stage three.

Visitors will be permitted to dine-in at the GOMA Bistro without visiting the Gallery.

Functions, programs and events will continue to be assessed on a case-by-case basis. Those that proceed will be subject to rigorous risk assessments to ensure all COVID-19 safety measures are adhered to including the application of the COVID Safe Events check list for events up to 500 people or a Queensland Health approved COVID Safe Events Plan for events between 500 and 10,000 people.

Use of lifts, bathrooms and parent rooms will be restricted to small numbers and capacity managed by FOH staff. Visitors with needs will be given priority.

## **Hygiene and social distancing**

A cleaning and hygiene strategy has been developed for front and back-of-house areas.

High-touch surfaces such as lift buttons, escalator handrails, furniture, amenities, parent's rooms and staff lunch areas will be cleaned in accordance with the Safe Work Australia (SWA) Guide - *How to Clean and Disinfect Your Workplace* and the *QAGOMA Cleaning and Hygiene Plan*.

Interactive screens, hands-on activities and items identified as high risk have been significantly reduced in GOMA.

The GOMA Children's Art Centre (CAC) will employ a drawing activity which will include single use of crayons and pencils. A depositary container will be set up for participants to deposit their drawing materials into immediately after usage. The depositary container will be collected at the end of each day so all drawing items can be sanitised using a TGA approved product. Staff will wear the appropriate PP&E when managing the cleaning of these items to minimise cross contamination exposure.

Cleaning contractors will maintain quantities of soap, paper towels (in toilets, kitchens and lunchrooms) and alcohol-based hand sanitiser.

Increased cleaning regime of Gallery public areas and amenities by contract cleaning services every 30 minutes and by Gallery staff as required.

Disinfectant wipes and spray are available for GOMA staff to regularly clean surfaces in back of house areas.

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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, Research Library and other common areas.

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 COVID-19 virus.

Designated entry and exit points will be established at GOMA. These points will be monitored by front of house staff to ensure occupancies are not exceeded.

Once inside the Gallery, one-way direction of foot traffic will be encouraged through defined walkways. Use of lifts, bathrooms and parent rooms will be controlled and restricted to small numbers. Visitors with special needs will be given priority.

Signage (digital, printed and floor decals) will be installed advising visitors of:

- Conditions of entry
- Queuing requirements
- Occupancy restrictions for relevant spaces, lifts, bathrooms and parent's rooms
- Entry and exit instructions

Where practical, bench seating will be replaced with single, socially distanced seats. Furniture – including that in the GOMA bistro and Restaurant areas will be placed 1.5m apart and also to allow good visibility of spaces. Signage encouraging social distancing (i.e. sit on every alternate seat) will be placed on fixed furniture. Drinking fountains will be signed to prohibit use.

Installation of Plexiglass safety screens has been installed at Information Desks, Cloak Rooms, Cashier stations in Gallery stores, F&B outlets, Library and ticketing desks.

Mobility devices (wheelchairs, electric scooter) loaned to visitors will be cleaned and disinfected after use by Gallery & Visitor Services Officers (GVSOs). Contact details are taken as part of the booking process

## Conditions of Entry

QAGOMA standard Conditions of Entry have been updated to include a *COVID-19 Addendum*, as follows:

- Visitor numbers and entry to the Gallery are based on the most current federal and state government guidelines.
- All visitors must supply contact information (name, address and phone number) as per the Direction from the Chief Health Officer in accordance with emergency powers arising from the declared public health emergency. Contact information will be retained for 56 days, in accordance with the *Information Privacy Act 2009* (Qld) for contact tracing purposes.
- Hygiene and safety signage will be on display.
- Visitors who are feeling unwell are asked not to visit the Gallery and those with visible symptoms will be refused entry.

- Cloaking and storage of personal belongings, including prams, backpacks and bags, has been restricted. Visitors who require items to be cloaked for security and safety reasons will be provided assistance.
- Most high-touch areas will remain closed. This includes drinking fountains, some interactive screens and hands-on activities.
- Use of lifts, bathrooms and parent rooms will be restricted to small numbers. Visitors with needs will be given priority.
- Government health directives, police or relevant authority directions supersede any QAGOMA policies including these Conditions of Entry.
- Visitors who do not abide by these Conditions of Entry will be asked to leave the Gallery.
- These Conditions of Entry, including COVID-19 Health and Safety conditions, are displayed on our venue entrances and are available online at [www.qagoma.qld.gov.au](http://www.qagoma.qld.gov.au).
- We reserve the right to change our Conditions of Entry at any time.
- By entering the Gallery, you agree to these Conditions of Entry.

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

Visitors will be required to acknowledge the *COVID-19 Addendum* when booking their session. A shortened version of the *COVID-19 Addendum* will be displayed at each public entry point and the full Conditions of Entry policy will be available online at [www.qagoma.qld.gov.au](http://www.qagoma.qld.gov.au).

A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms will be developed and disseminated to all front of house staff prior to re-opening.

Cultural Centre Security employed to supervise and monitor after hours contractor work to ensure adherence to social distancing and hygiene etiquette.

The COVID Safe App will be advertised via main entry signage encouraging all visitors to download and register.

## **Customer interaction**

Visitor entry will be subject to standard Conditions of Entry and the *COVID-19 Addendum* described in **Conditions of Entry**.

Designated entry and exit points will be established at each Gallery. These points will be monitored by front of house staff to ensure occupancies are not exceeded.

Designated entry and exit doors to increase distance between visitors and enable Gallery staff to monitor visitor numbers.

One-way direction of foot traffic has been implemented through all Gallery, retail and F&B spaces.

Visitor entry to the GOMA cinema will be via pre-booked ticketing. Visitors will be required to pre-book online. School group bookings will be managed by the Learning Department (from Stage 3).

Interactive exhibits and equipment (headphones, craft equipment, interactive exhibits etc.) have been reviewed and any items identified as high risk for virus transmission have been removed.

Information desk brochures, maps and other paper-based items will be removed from public floors and made available by request only. Visitors are not permitted to return printed materials, e.g. marketing collateral. Front of house staff will inform visitors on this process as required. Paper-based materials (except for those sold in the shop) will be single use and disposed of.

Online activities (QAGOMA Kids and #HomewithQAGOMA) will be developed and promoted to complement onsite activities and engage those unable to physically visit.

New procedures will be communicated via onsite signage, social media and dedicated stakeholder correspondence. They Gallery Visitor Service Officers may trigger public announcements to remind Visitors should issues arise around social distancing – As needs basis.

Staff will 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.

## **Completing service and payment**

No cash sales will be accepted at retail or F&B outlets. Contactless payment has been implemented and signage displayed to communicate the 'no cash' policy.

Remaining risks will be controlled by:

- Limiting visitor numbers to public sites/defined spaces (refer **Occupancy and ticketing**).
- Public display of hygiene, safety and social distancing safety signage (refer **Hygiene and social distancing**).
- Providing hand sanitiser.
- Cleaning with appropriate sanitisers as recommended by Safe Work Australia guidelines.
- Installing protective screens at information desks, shop cashiers and cafés.
- Providing personal protective equipment as recommended by Safe Work Australia guidelines.

## **Communal facilities and spaces**

Public galleries and gathering spaces have been analysed to determine the maximum number of visitors in each defined space.

Front of house staff will be rostered to monitor entry and exit to each site, as well as each defined space, to ensure occupancy restrictions are not exceeded/visitors are maintaining social distancing.

Visitors will be required to book for a specific cinema session (or other future public programs). Walk-up visitors will be permitted entry only if there are spaces available. Staggered seating arrangements in Cinemas and Lecture Theatres in line with capacity limits – Cinema usher and/or GVSO to manage capacity controls.

A queuing system instructing visitors to queue 1.5m apart will be installed at the Gallery entry when the need arises. Queues will be managed by a dedicated staff concierge who will encourage social

distancing, communicate capacity restrictions and provide general directions. Entrance queues will be indicated at building exit points and other public egress areas via signage.

QAGOMA has actively consulted with the following stakeholders and onsite neighbours in the preparation of this Plan:

- Queensland Museum,
- Queensland Performing Arts Centre,
- State Library of Queensland.

All contractors, delivery drivers and other visitors must report to the dedicated public entry point or loading dock at each site. Contact details will be collected using a manual sign in system

All contractors, delivery drivers and other Gallery visitors must report to the GOMA Visitor Receiving / Loading Dock. Contact details will be collected using the electronic sign in/out Visitor Management system (Sinepro) and retained for 56 days, in accordance with the *Information Privacy Act 2009* (Qld), for contact tracing purposes. Contact free delivery will be mandatory across all QAGOMA sites. Deliveries will be placed in designated drop-off points in the loading dock area.

Additional COVID-19 information and requirements will be communicated to contractors and suppliers during the induction process. COVID-19 Contractor & Visitor protocols check list to be used to screen visitors/clients before arriving on site.

In all public facilities, closure of alternating toilet cubicles, urinals and basins to increase distance. A limit of 1 family at a time in the parent's room has been implemented. Managed by GVSO control point.

Drinking fountains have been closed off from service.

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.

Cleaning staff will maintain quantities of soap, paper towels (in toilets, kitchens and lunchrooms) and alcohol-based hand sanitiser.

Disinfectant wipes and spray are available to regularly clean surfaces in the Gallery and back of house areas.

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.

The condition of equipment and facilities has been checked. All maintenance activities have continued as normal during the public closure.

## **Outbreak management**

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.

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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.

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 worker must submit a medical certificate indicating they are no longer infectious.

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.

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 \(No. 3\)](#).

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.

## **Managing egress and emergency evacuation**

QAGOMA has a dedicated Emergency Evacuation Plan and Evacuation Procedures for QAG and GOMA 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 this Plan.

Staff rosters will ensure that the requisite number of Fire Wardens and First Aid Officers are onsite during public opening hours.

Fire Wardens will encourage staff and visitors to maintain social distancing when exiting the building and mustering.

Desktop incident management scenarios will be conducted in consultation with Arts Queensland, Queensland Fire and Rescue Service, Queensland Police and/or the QAGOMA Executive Management Team (as necessary) at each site to review egress, emergency evacuation and outbreak management response prior to re-opening.

The QAGOMA Evacuation Plan including emergency egress pathways and evacuation procedures has been assessed as fit for purpose in the changed conditions and will remain unchanged.

## **Staff practices**

Vulnerable and non-essential staff will continue to telecommute during Stage 3 in accordance with the QAGOMA *Telecommuting Policy and Procedure*.

Staff that have been identified as high risk or have carer responsibilities (children or elderly family members) can continue working from home till further notice.

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.

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.

Management staff have separated their departmental staff working onsite into separate groups/teams to ensure social distancing practices.

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.

Meetings and other non-essential face-to-face gatherings will be scheduled using the MS Teams video conferencing platform where practical. The Gallery will continue to limit the number of meeting attendees and issue minutes for review.

Staff training is being completed using ELMO Learning Management System with supplementary training being undertaken for all front of house staff using on site PowerPoint presentations and on-line TAFE QLD COVID Safe training modules. The Gallery is encouraging staff to participate in online webinars rather than face to face conferences and seminars.

Staff working onsite, in the workplace, will be required to:

- Sign-in and out of the site each day using the Sinepro App. Records will be retained for 56 days, in accordance with the *Information Privacy Act 2009* (Qld) for contact tracing purposes.
- Maintain appropriate social distancing on public floors, workstations, meeting rooms, lunchrooms and toilets.
- Use separate entry/exit points and toilets to visitors.
- Stay home when sick and seek medical treatment and/or COVID-19 testing as necessary.
- Stagger break times to comply with occupancy restrictions.

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- Have lunch at their desks or offsite while maintaining social distancing.
- Bring their own cutlery and plates or use single use disposable options.

Personal protective equipment (PPE) including gloves, respiratory masks and eye protection are available, but not mandatory, for front of house staff.

Personal protective equipment (PPE) including gloves, respiratory masks and eye protection is available for staff to use if they are:

- unable to maintain 1.5m distance from other workers or visitors;
- preparing food;
- working in a front of house role (clearing tables);
- providing first aid treatment;
- cleaning and disinfecting.

Front of House staff including Protection of Visitors Services, retail and F&B staff will wear lanyards with a public reminder about the importance of 1.5m social distancing.

Cleaning materials have made available to sanitise / disinfect surfaces, tools and equipment after each shift.

Staff will be advised to use separate toilets to Gallery visitors after reopening.

Internal back-of-house doors will remain in an open position to reduce touch points.

All business travel has been cancelled until further notice.

First aid procedures have been updated in terms of reducing virus exposure to first aid officers when dealing with visitor and staff incidences including increased use of PPE.

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 a work site sanitisation process for suspect COVID cases or flu like illness.

Free, confidential counselling services are available for staff, volunteers and their immediate family via [Benestar](#).

In April 2020, staff took part in the influenza vaccination program completed (included volunteers and selected cleaning contractors). 241 staff inoculated.

Regular communication is disseminated to all staff via all staff emails, newsletters and weekly video messages from the Director. A summary of strategies in place across QAGOMA in response to COVID-19 are updated regularly.

Twice weekly COVID-19 Safety “All staff” communication updates encompassing social distancing, hygiene messaging, promoting COVIDSafe 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.

All issues impacting staff have and will continue to be managed in consultation with Together Union. 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 GOMA COVID Safe Plan.

Staff are recommended to walk, cycle or utilise Gallery car parking to avoid COVID-19 exposure on public transport. This type of information has been communicated via weekly WHS all staff updates and monthly newsletter.

## **Department Specific Measures**

To support social distancing, hygiene conditions and to provide fair access, we will be introducing varying restrictions at galleries and outlets.

### **FOOD & BEVERAGE – GOMA RESTAURANT AND BISTRO**

Perishable food and beverages have been monitored, with the GOMA Bistro operating as a take-away outlet since 27 March 2020.

The mandatory COVID Safe checklist has been completed, signed and displayed.

All rostered F&B staff have completed the mandatory TAFE Queensland *COVID Safe for Dining In* online course module. Remaining staff will complete the training prior to re-opening. The training certificates have been stored on CM9 and are available for viewing on request.

The following restrictions have been introduced at the Bistro and Café:

- Limiting walk-in appointments for sit down dining (all customers at each table must supply contact details including name, email address and phone number in case of future contact tracing)
- Maximum number of customers will be determined by the 4 square metre rule (as per Stage 3 of the Queensland Roadmap)
- 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 to 60 minutes (during busy periods)
- Removing self-service access to cutlery, water, and condiments (table service only)
- Minimising customer movement around the premises where possible
- Restricting capacity / access to amenities
- Separating take away from dining areas
- Separating order and collection areas
- No cash sales will be accepted.

Bistro tables and chairs will be sanitised between customers.

## **RETAIL**

The following restrictions have been introduced to the GOMA retail outlet:

- Limiting access to a maximum number of customers at a time as per capacity limits
- Increasing distances between displays
- Signage requesting customers to minimise touching products as much as possible
- No cash sales will be accepted at retail or cafe outlets. Contactless payment implemented and signage displayed to communicate the 'no cash' policy.

## **GOMA RESEARCH LIBRARY**

The following restrictions have been introduced at the Gallery Library:

- Restricting library access by appointment only
- Limiting access to 10 visitors at a time
- Limiting time spent in the Library to 30 minutes
- Browsing will be restricted and access to materials by request only (due to sanitisation processes)
- Implementing a computer booking system, limiting use to 30 minutes per person per day.
- Visitors can call ahead to discuss their requirements to allow staff time to source requested resources
- Meeting rooms and group access will not be available during Stage 3
- Expanded online services
- Additional restrictions for handling books and print materials
- Book quarantining up to 72 hrs combined with surface sanitisation to reduce cross-contamination risks.

Along with scheduled cleaning by contract cleaning services, GOMA Library staff will sanitise all equipment and work surfaces used by the public immediately on their departure.

## **CINEMA**

The QAGOMA venue risk management process extends to the Gallery cinemas. The [Cinema Industry COVID-19 Safe Plan](#) has been reviewed as part of developing measures for the GOMA Cinemas.

The following restrictions have been introduced at the GOMA Cinemas:

- Bookings and pre-purchased ticketing via QTIX with designated seat allocation
- Limiting capacity to a maximum number of customers per cinema session (up to 58 in Cinema A and 32 in Cinema B)
- Increasing distances between seating / staggered seating (not applicable to family / household groups). Every second seating row will be closed. 3 seat distance between customers.
- Cinema usher/s will direct customers to designated seating and monitor social distancing
- Seats that are not to be used will be signed "unavailable"
- Minimising customer movement around the premises where possible
- Restricting capacity / access to amenities

GOMA COVID SAFE SITE SPECIFIC PLAN

- Designated entry and exit from the cinema auditorium
- Cleaning touch points after each cinema session
- Screening times to be at least 45 minutes apart to allow for staggered entering/seating and egress and additional cleaning regime.
- Additional measures to be implemented if food and drink sales are offered (no cash payments, floor markings indicating social distancing while standing in the queue, sanitise surfaces between customers)
- Cinema staff will be required to complete the QLD TAFE COVID training.
- QAGOMA Cinema team will complete the Cinema Industry COVID Safe Plan checklist for each Cinema program to ensure COVID Safe protocols are adhered to.

### **CHILDREN'S ART CENTRE (CAC)**

The following restrictions have been introduced at the GOMA Children's Art Centre.

- Limiting access to a maximum number of customers at a time (capacity varies depending on the installation and floor space)
- Increasing distances between visitors
- Minimising visitor movement around the premises where possible
- Restricting access to shared equipment and materials
- Shared equipment will be thoroughly cleaned and sanitised after use
- Requirements for additional exhibition specific risk assessments

#### **CAC next exhibition - Raquel Ormella - 'can you find' activity**

- At least one staff member will be rostered to the area at all times during Gallery opening hours (with a second staff member from 10:00am – 2:30pm)
- Signs will be installed at the CAC entry advising visitors about social distancing, hygiene, queueing. This information will also be communicated by the CAC staff member.
- The additional CAC staff member's role will be to oversee the space, monitor the completion of activities, reset seating as required and clean / sanitise surfaces.
- Only seated visitors will be able to participate to comply with social distancing guidelines (no standing or crouching at activity tables).
- During busy periods, Gallery staff may setup designated queueing on Level 1 to expand the capacity of the Park Level foyer.
- The t-shirt activity will allow visitors to take the paper home with them or dispose in a paper recycling bin.
- Drawing pens and pencil will be placed in a drop box to be quarantined and sanitised for at least 72 hours. Items in the drop box will not be accessible for use by other visitors.
- The scan button touch point will be regularly sanitised and visitors will be advised to activate using their elbow. Additional hand sanitiser will be available near this equipment.
- Any resources must be single touch / disposable or laminated for easy sanitisation between visitors.
- The implementation of other planned activities, such as the voting booths, will be reviewed during later stages of the Queensland Roadmap to Easing Restrictions.

## **PUBLIC PROGRAMS**

The following restrictions have been introduced for public programs.

- Capped attendances will be set in place for all programs, pending the location of the event and capacity for social distancing measures to be implemented. For each program, the number of attendees will be formulated in consultation with the Head of Protection & Services and WHS Coordinator
- Programs will be pre-booked only (no drop in events)
- Held outside of usual Gallery hours (prior to 10am or 5pm), to minimise risk of too many participants in the space at one time
- No direct contact with attendees – ticketless registration and no direct touching between attendees, staff and facilitators
- Restricting access to shared equipment and materials (that cannot be effectively sanitised)
- All equipment (yoga mats, cushions and chairs) will be thoroughly cleaned after each use (before and after the event)
- All attendees will be encouraged to bring their own yoga mats and cushions, to reduce the shared use of items
- Requirements for additional program specific assessments
- Minimising visitor movement around the premises where possible

## REVIEW AND 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. Risks will be managed in accordance with mitigation strategies outlined in individual risk assessments.

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.

The GOMA COVID-Safe Plan will be reviewed for compliance by Workplace Health and Safety Coordinator. Recommendations from the review will be incorporated as required.

QAGOMA will implement the following review, control and reporting measures:

- Tailored communication to stakeholders (visitors, members, partners etc.) advising changes to conditions of entry, processes etc.
- Public updates on site-specific websites and social media.
- Completion of cleaning regimes, including sign off by staff and supervisors.
- Daily reporting of attendance, full sessions, visitor complaints and refused/removed entries.
- Weekly all-staff email providing a situation report, current measures in place and new strategies to be implemented.
- Quarterly report to the QAGOMA Risk Management Committee and Workplace Health and Safety Committee.

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 (EDRMS).

COVID-19 related risks and control measures have been discussed with Health and Safety Representatives (HSR) from the Workshop, Installation and Conservation Framing Departments. There have been regular meetings with staff from Conservation, Exhibition Design, Children's Art Centre, F&B and Public Programs.

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.

Risk assessments are 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.

Twice weekly COVID-19 online meetings are undertaken with the Executive Management Team / CMT to review business continuity, communications, recovery and COVID-19 safety management processes.

Regular communication updates and consultation with Senior Leadership Team members continues.

The GOMA COVID Safe Plan will be reviewed prior to the commencement of future stages of *Queensland Government Roadmap to Easing Restrictions*.

Pandemic planning is included in the "QAGOMA Strategic Risk Register" and "Business Continuity Plan".

Increased reporting – staff have been advised to report any illness, especially flu-like symptoms. The Gallery WH&S Coordinator will continue to monitor staff wellbeing and sick leave applications. Request for medical certification clearance will be required for staff who have been tested for COVID-19 prior to returning to work.

The Protection & Visitor Services 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.

Monitoring of the COVID Safe Plan response safety measures will be ongoing to test their effectiveness and performance.

# STATEMENT OF COMPLIANCE

<b>BUSINESS NAME</b>	Queensland Art Gallery / Gallery of Modern Art (QAGOMA) South Brisbane
<b>DATE COMPLETED</b>	7 July 020
<b>DATE OF REVIEW</b>	On going
<b>AUTHORISING REPRESENTATIVE</b>	Chris Saines CNZM Director QAGOMA
<b>SIGNATURE</b>	
<b>DATE</b>	4 August 2020