

Bee safe

QUEENSLAND MUSEUM NETWORK

COVID-SAFE PLAN: **QUEENSLAND MUSEUM**

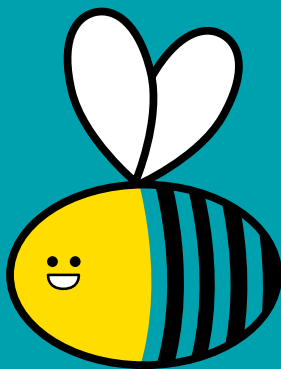
Corner Grey and Melbourne Streets,
South Brisbane QLD 4101

V8. Current 18 November 2020

*Incorporating feedback from Metro South Public Health Unit
and Office of Industrial Relations (Workplace Health and Safety Queensland)*

CONTENTS

1.0 BACKGROUND	1
2.0 PLAN	1
2.1 Conducting business	1
2.2 Conditions of entry	3
2.3 Customer interaction	3
2.4 Completing service and payment	3
2.5 Communal facilities and spaces	4
2.6 Managing egress and emergency evacuation	4
2.7 Employee practices	4
2.8 Training	5
3.0 LEGISLATION AND DIRECTIONS	5
4.0 RISK MANAGEMENT AND REVIEW	5
4.1 Risk management	5
4.2 Review, control and reporting	6
5.0 STATEMENT OF COMPLIANCE	7



Queensland Museum Network created the character 'Bryan the blue-banded bee' as a visual point of reference for all COVID-19 messaging.

As their name suggests, blue-banded bees (species *Amegilla*) boast backsides boldly banded in blue. The paler bands on their abdomen are made up of thousands of tiny, tightly-packed hairs that range in colour from metallic blue, aqua, green or even orange, yellow or white.

These solitary, native Australian bees don't live in a hive. Females make their own nest, usually a burrow in the ground. You might think this would make them good at social distancing, however some species can be communal nesters. Where there is an area of prime real estate for their burrows, many females nest in close proximity with their burrow entrances crowded together.

For more information on blue-banded bees, visit www.qm.qld.gov.au

1.0 BACKGROUND

Queensland Museum Network (QMN) is a statutory body, governed by the Board of the Queensland Museum whose existence, functions and powers are set out in the *Queensland Museum Act 1970*.

Founded in 1862 by the Queensland Philosophical Society, QMN has been discovering, documenting and celebrating Queensland's biological diversity, cultural heritage and geological treasures for more than 150 years.

Today, QMN is the keeping place for the State Collection, comprised of more than 1.2 million cultural objects and natural history specimens and more than 14 million research items.

QMN celebrates the story of Queensland and our place in the world through leading research and unique experiences at:

- **Queensland Museum: South Bank, Brisbane**
- The Workshops Rail Museum: Ipswich
- Cobb+Co Museum: Toowoomba
- Museum of Tropical Queensland: Townsville
- Queensland Museum Research and Loans Centre: Hendra, Brisbane

QMN reaches beyond the walls of our public sites to foster connections with diverse audiences through trusted research, online resources, workshops, talks and lecture series, a lending service, best-selling publications, professional consultancy services and public events.

On 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic. On 23 March 2020 all QMN sites were closed to the public in accordance with the *Home Confinement, Movement and Gathering Direction*.

On 8 May 2020 the Premier released Queensland's *Roadmap to a COVID-safe Recovery*, allowing a staged approach to increased travel, activities and gathering limits.

The Board of the Queensland Museum reopened **Queensland Museum (QM)** to the public during stage 2, subject to approval from the Metro South Public Health Unit and Office of Industrial Relations (Workplace Health and Safety Queensland).

The QMN Executive Leadership Team (ELT) convened four subcommittees (Staffing, Infrastructure, Finance and Reopening) comprised of representatives from across QMN to manage the recovery and reopening process.

The subcommittees have developed the **COVID-Safe Plan: Queensland Museum** (this document), which establishes a process to safely reopen QM to the general public in accordance with *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)* and other government-issued, publicly-available directives, guidelines and resources.

The **COVID-Safe Plan: Queensland Museum** is informed by the *QMN Managing Work Health and Safety Risks in the Workplace Policy* and is an adjunct to the:

- QMN Pandemic Plan
- QMN Safe+Well Strategic Plan 2020-23
- Requirements legislated in the *Work Health and Safety Act 2011*.

QM will operate in accordance with this **COVID-Safe Plan: Queensland Museum** for the duration of the COVID-19 pandemic or as otherwise instructed by the Metro South Public Health Unit.

2.0 PLAN

QM will conduct business in accordance with the plan detailed in the following pages.

2.1 CONDUCTING BUSINESS

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

The condition of equipment and facilities across the sites has been checked, and where appropriate, tested, to ensure safety prior to reopening. All maintenance activities have continued as normal during the closure to the public.

QM reopened to the public at 9:30am, 22 June 2020.

2.1.1 Occupancy and ticketing

Public galleries and gathering spaces at QM have been analysed to determine the maximum amount of visitors allowed in each defined space, as defined by the *Movement and Gathering Direction (No. 6)* and *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)*.

In Stage 5 QM will permit one person per 2m² per defined space, as per the *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)*.

Visitors will be required to book for a specific session.

Trading hours have reduced to accommodate the cleaning regime mandated by the Metro South Public Health Unit and Office of Industrial Relations (Workplace Health and Safety Queensland).

Visitor entry will be via timed ticketing.

Walk-up visitors will be permitted entry only if there are spaces available. Walk-up visitors will be required to book for a specific session.

Groups of 10 or more (including schools) will be managed via the dedicated Group Bookings employees. Groups must adhere to the timed-ticket offering and social distance requirements (i.e. large groups may be split into smaller groups that rotate throughout the designated spaces). Entry and exit protocols for school groups will be updated in consultation with schools.

Back of House tours will be paused until further notice. Traditional Owner visits to the Secret Sacred Room or Community Room will be reintroduced gradually while observing all restrictions and controls in this plan.

Functions, programs and events assessed on a case-by-case basis. Those that proceed will be subject to rigorous, COVID-19 specific risk assessments to ensure all COVID-19 safety measures are adhered to.

In accordance with the *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)*, all visitors will be required to complete either an electronic form via QR Code or a single use paper form providing their name, email address and mobile upon entry to QM.

This information will be categorised by session time and date and retained securely for 56 days and managed in accordance with the *Information Privacy Act 2009 (Qld)* and *Restrictions on Business, Activities and Undertakings Direction (No. 9)*.

Visitors who refuse to complete the Contact tracing form for Queensland Health will be refused entry, in accordance with the conditions of entry (refer **section 2.2**).

2.1.2 Hygiene

A comprehensive cleaning regime has been developed based on mandates from the Metro South Public Health Unit and Office of Industrial Relations (Workplace Health and Safety Queensland). The cleaning regime and will be implemented by cleaning contractors and QM employees.

Frequently touched surfaces such as interactive display controls, EFTPOS equipment, shared equipment/tools, tables and countertops will be cleaned and disinfected after each session.

Toilet door locks, taps, soap dispensers and other frequently touched items in the toilet facilities will be cleaned and disinfected hourly.

All visitor and employee bathrooms are fitted with running water, liquid soap, paper towel, alcohol-based hand sanitiser and COVID-19 hand washing posters.

Cleaning contractors will check and maintain quantities of soap, paper towels and commercial alcohol-based hand sanitiser across the site.

A further 28 automatic alcohol-based hand sanitiser stations, including instructions on 'how to handrub' will be installed across QM including:

- entry to the site.
- adjacent to stairwells, lifts and escalators.
- entry to the gift shop and exhibitions with hands-on components.
- next to displays that are highly interactive (i.e. SparkLab Sciencentre).

Visitors will be required to apply hand sanitiser before interacting with high-touch displays, particularly those in the SparkLab, Sciencentre.

Interactive exhibits and equipment (headphones, craft equipment, science equipment, interactive exhibits etc.) have been reviewed and a risk level (1-5) allocated. Items identified as level 5 (high risk) have been paused, removed or replaced.

Self-service water, cutlery and condiment stations removed from common areas. Cleaning materials including disinfectant spray available for QM employees to clean surfaces in back of house areas.

2.1.3 Social distancing

In accordance with the *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)* QM will ensure that social distancing of no more than one person per 2m² is observed to the extent possible by:

- Establishing designated entry and exit points for the site and each defined space. These points will be monitored by front of house employees to ensure occupancies are not exceeded.
- Directing front of house employees to practice social distancing, wear lanyards to encourage social distancing and remind visitors to socially distance as appropriate.
- Encouraging one-way direction of foot traffic through defined queues and walkways.
- Restricting use of bathrooms and parent rooms to small numbers. Visitors with special needs will be given priority.
- Replacing bench seating with single, socially distanced seats where practical.
- Placing furniture 1.5m apart and affixing signage to remind people to socially distance.

Signage (digital, printed and floor decals) will be installed across the site, instructing visitors to observe:

- 1.5m social distancing in all locations
- revised conditions of entry
- queuing requirements (i.e. please queue here, please wait here)
- occupancy restrictions for defined spaces, bathrooms and parents rooms (i.e. this space is restricted to 10 people)
- entry and exit points (i.e. please enter here, please exit here)

Where possible, pictures and diagrams will be included in signage to accommodate visitors with low literacy or those with limited English.

2.1.4 COVID-19 Outbreak management

All QM employees are required to report illness with flu-like symptoms to their line manager and QMN Workplace Health, Safety and Risk Manager.

Employees are required to stay home when sick and seek medical treatment and/or COVID-19 testing as necessary (refer **Section 2.7**).

Visitors who are feeling ill are discouraged from visiting QM. Visitors displaying visible symptoms will be refused entry or asked to leave (refer **Section 2.2**).

There is a chance that a QM:

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

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. 4)*.

Desktop incident management scenarios were conducted in consultation with Arts Queensland, Arts Property and Facilities and Cultural Precinct organisations on 15 June 2020. A desktop scenario with senior QM management was held before reopening in Stage 2.

2.2 Conditions of entry

QM's standard conditions of entry have been updated to include a COVID-19 Addendum, as follows:

- Bookings are required.
- Contact information including name, email address and mobile is required upon entry for all visitors
- Visitor numbers and entry to QM are based on the most current federal and state government guidelines.
- Hygiene and safety signage will be on display.
- Visitors who are feeling unwell are asked not to attend QM and those with visible symptoms will be refused entry.
- Cloaking and storage of personal belongings, including prams, backpacks and bags, is postponed until further notice. Visitors with individual needs are welcome to discuss requirements with our friendly visitor services team.
- High-touch areas may be closed. This includes drinking fountains, some interactive screens and hands-on activities.
- Use of bathrooms and parent rooms will be restricted to small numbers. Visitors with special needs will be given priority.
- Government health directives, police or relevant authority directions supersede any QM policies including these Conditions of Entry.
- Visitors who do not abide by these Conditions of Entry will be asked to leave QM.
- These Conditions of Entry, including COVID-19 Health and Safety conditions, are displayed on our venue entrances and are available online at www.qm.qld.gov.au.
- We reserve the right to change our Conditions of Entry at any time.
- By entering QM, you agree to these Conditions of Entry.

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 the entry point and the full Conditions of Entry policy will be available online at www.qm.qld.gov.au.

A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms has been and disseminated to all front of house employees. The process was tested during front of house staff training sessions.

2.3 Customer interaction

Visitor entry will be subject to standard Conditions of Entry and the *COVID-19 Addendum* described in **Section 2.2**.

Designated entry and exit points have been established. These points will be monitored by front of house employees to ensure occupancies are not exceeded and to limit gatherings.

Visitor entry will be via timed ticketing. Visitors will be required to pre-book online. Groups of 10 or more (including school groups) will be managed via the dedicated Group Bookings employees.

Interactive exhibits and equipment (headphones, craft equipment, science equipment, interactive exhibits etc) have been reviewed and a risk level (1-5) allocated. Items identified as level 5 (high risk) have been removed or replaced.

Remaining risks will be controlled by:

- Limiting visitor numbers (refer **Section 2.1.1**)
- Managing social distancing (refer **Section 2.1.3**)
- Public display of hygiene, safety and social distancing safety signage (refer **Section 2.1.2**)
- Providing commercial alcohol-based hand sanitiser (refer **Section 2.1.2**)

- Increased cleaning as recommended by Safe Work Australia guidelines and mandates from Metro South Public Health Unit and Office of Industrial Relations (Workplace Health and Safety Queensland).
- Installing protective screens at information desks and shop cashiers.
- Following the QMN [Customer Complaints Policy](#) including the new COVID-19 Complaints escalation process

Online activities (Museum@Home and #CouchCurators) will be developed and promoted to complement on-site activities and engage those unable to physically visit.

New procedures will be communicated via on-site signage (see **Section 2.1.2**), social media and dedicated stakeholder correspondence. Messaging will have a consistent voice that highlights changes have been implemented for the health, safety and wellbeing of visitors and employees.

Employees are empowered to request a visitor or another employee leave the site for any reason consistent with the conditions of entry. That said, at no point should an employee place themselves in a threatening or potentially unsafe position. If any employee feels threatened or vulnerable or has threats or aggressive behaviour displayed by a visitor, the employee should immediately remove themselves from the situation and contact the duty supervisor.

If employees encounter visitors, contractors or other employees unwilling to comply with the Conditions of Entry, they will follow the complaints escalation process.

2.4 Completing service and payment

Card transactions are preferred at the ticket counters and retail shop.

Retail customers will be discouraged from touching items they do not intend to purchase, and on-counter displays will be removed.

Brochures, maps and other multi-use paper-based items will be removed from public floors.

Paper-based materials (except for those sold in the shop) will be single-use and disposed of.

Use of bathrooms and parent rooms will be restricted to small numbers. Visitors with special needs will be given priority.

All interactive exhibits and displays have been reviewed in accordance with a dedicated COVID-19 Risk Assessment.

High-touch areas, interactive screens, hands-on activities and items identified as high risk have been postponed, closed, removed or replaced.

Remaining risks will be controlled by:

- Limiting visitor numbers (refer **Section 2.1.1**)
- Public display of hygiene, safety and social distancing safety signage (refer **Section 2.1.2**)
- Providing commercial alcohol-based hand sanitiser (refer **Section 2.1.2**)
- Cleaning and disinfecting in accordance with the cleaning regime mandated by Metro South Public Health Unit and Office of Industrial Relations (Workplace Health and Safety Queensland)
- Installing protective screens at information desks and shop cashiers
- Providing personal protective equipment if necessary and as recommended by Safe Work Australia and Workplace Health and Safety Queensland.

Visitor complaints will be managed in accordance with the QMN [Customer Complaints Policy](#). A process outlining the requisite steps and escalation process to refuse service/entry to anyone

displaying COVID-19 symptoms has been developed and disseminated to all front of house employees. The process tested during incident management scenario training with front of house staff (refer **Section 2.1.2**).

2.5 Communal facilities and spaces

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

Front of house employees will be rostered to monitor entry and exit to each site, as well as each defined space, to comply with occupancy restrictions and to ensure visitors are maintaining social distancing.

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 spaces available.

A queuing system instructing visitors to queue 1.5m apart will be developed in front courtyard.

Queues will be managed by a dedicated visitor concierge who will distribute the Contact tracing form for Queensland Health, encourage social distancing, communicate available session times and provide general directions.

Entrance queues will be designated from building exit points and other public egress areas via signage.

Available session times for QM will be communicated throughout the day via social media.

As stakeholders and on-site neighbours, QM has actively consulted with Queensland Art Gallery/Gallery of Modern Art, Queensland Performing Arts Centre and State Library of Queensland.

All visitors will be required to report to the front entrance. All contractors will be required to report to the Loading Dock. Contact free delivery mandatory, with deliveries placed in designated drop-off points.

Contact details including name, email address and mobile number will be collected from all visitors and contractors onsite for 15 minutes or more. This information will be categorised by session time and date and retained securely for 56 days and managed in accordance with the *Information Privacy Act 2009* (Qld) and *Restrictions on Business, Activities and Undertakings Direction* (No. 9).

2.6 Managing egress and emergency evacuation

QM 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 Museum**.

Employee 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 employees and visitors to maintain social distancing when exiting the building and mustering.

Desktop incident management scenarios were conducted with employees to review egress, emergency evacuation and COVID-19 Outbreak management processes (refer **Section 2.1.4**) prior to reopening.

2.7 Employee practices

Vulnerable and non-essential employees and, where possible, non-essential employees will continue to telecommute during stage 2 and 3 in accordance with the QMN *Telecommuting Policy and Procedure*. Telecommuting is subject to a rigorous approval process including risk assessment.

The *Working From Home (telecommuting)* page on the QMN intranet provides employees with news, articles and tip sheets on working from home including an ergonomics checklist, incident reporting, exercises and links to online training.

Line managers are required to conduct regular check-ins with employees who telecommuting to ensure their wellbeing and to address any work-related stressors promptly.

Meetings and other non-essential face-to-face gatherings such as conferences and seminars to be attended using the MS Teams or Skype for Business platforms where practical.

Employees working on-site, in the workplace, will be required to:

- Sign-in and out each day. Sign-in sheets and correlating rosters will be retained for 56 days, and kept in accordance with the *Information Privacy Act 2009* (Qld) and *Restrictions on Business, Activities and Undertakings Direction* (No. 9).
- Maintain appropriate social distancing on public floors, work stations, meeting rooms, lunch rooms 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.
- Bring their own cutlery and plates or use single-use/disposable options.
- Practice good hygiene by frequently cleaning their hands and practicing cough and sneeze etiquette.

Signage (digital, printed and floor decals) will be installed across the work site, instructing employees to observe:

- 1.5m social distancing in all locations
- occupancy restrictions for offices, bathrooms, meeting rooms and other common areas
- how to wash hands/use hand sanitiser

Handwashing facilities including clean running water, soap, paper towels and air dryers are available in employee bathrooms. Toilet door locks, taps, soap dispensers and other frequently touched items in the toilet facilities will be cleaned and disinfected hourly.

All visitor and employee bathrooms are fitted with running water, liquid soap, paper towel, alcohol-based hand sanitiser and COVID-19 hand washing posters.

Commercial grade alcohol-based hand sanitiser will be available in all offices, bathrooms, meeting rooms and common areas. Cleaning materials and appropriate PPE will be available to employees to clean surfaces, telephones, keyboards, tools and equipment after each shift.

Employees returning to work onsite, in the workplace, after overseas or interstate travel will be required to self-quarantine in accordance with *Self-quarantine for Persons Arriving in Queensland From Overseas Direction* (No. 6) and *Border Restrictions Direction* (No. 17).

Regular CEO communication disseminated to all employees via email, and dedicated *Coronavirus Information for Staff* pages on the [Intranet](#) and [BCP SharePoint](#) site summarising strategies in place across QMN in response to COVID-19 are updated regularly.

All issues impacting employees have and will continue to be managed in consultation with Together Union and Corporate Administration Agency (CAA).¹

Employees are entitled to leave in accordance with the [Queensland Public Service Officers and other employees award – State 2015, State Government Entities Certified Agreement](#) and Directive 01/20 [Employment Arrangements in the Event of a Health Pandemic](#).

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

2.8 Training

Before returning to work on-site, in the workplace all front of house employees will receive a copy of the COVID-Safe Plan and will be individually inducted into new COVID-Safe processes such as compulsory sign in/out, social distancing, use of amenities and common areas and COVID-Safe cleaning procedures.

A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms has been developed and disseminated to all front of house employees.

Front of house employees will also receive refresher training in customer service and complaints management, specifically the following scenarios:

- refusing entry to a visitor displaying COVID-19 symptoms
- asking a visitor displaying COVID-19 symptoms to leave the site.

Training records will be retained in employee personnel files in accordance with the *Information Privacy Act 2009 (Qld)*; *Public Records Act 2002*; *Right to Information Act 2009*; *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)* and associated policies and standards.

Increased COVID-19 work health and safety information and requirements will be communicated to individual contractors in accordance with routine site induction processes.

3.0 LEGISLATION AND DIRECTIONS

The **COVID-Safe Plan: Queensland Museum** is based on [Industry COVID Safe Plan – Guidance for Industry](#) document issued by Queensland Government and:

- recommendations from Metro South Public Health Unit
- advice from Nathan Redfern of WSP Pty Ltd
- best practice guidelines published from time to time by contributing members of: Asia Pacific Network of Science and Technology Centres and Museums, Council of Australasian Museum Directors, International Council of Museums and Museums and Galleries Services Australia.

As a live, iterative document, the **COVID-Safe Plan: Queensland Museum** 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) [Border restrictions Direction \(No. 17\)](#)
 - b) [COVID-19 cleaning, disinfection and waste recommendations](#)
 - c) [Movement and Gathering Direction \(No. 6\)](#)
 - d) [Restrictions on Businesses, Activities and Undertakings Direction \(No. 9\)](#)
 - e) [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 4\)](#)
 - f) [Self-quarantine for Persons Arriving in Queensland From Overseas Direction \(No. 6\)](#)
3. [Public Records Act 2002](#)
4. [Right to Information Act 2009](#)
5. [Queensland Museum Act 1970 \(Qld\)](#)
6. [Queensland's Roadmap to a COVID-safe Recovery](#)
7. [Safe Work Australia](#)
8. [Work Health and Safety Act 2011](#)
9. Recommendations from Metro South Public Health Unit and the Office of Industrial Relations (Workplace Health and Safety Queensland).

4.0 RISK MANAGEMENT AND REVIEW

4.1 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 *QMN Managing Work Health and Safety Risks in the Workplace Policy* outlines the processes in place to manage work health and safety risks at QM.

All QM employees, contractors and volunteers are required to follow work within the parameters of the *QMN Managing Work Health and Safety Risks in the Workplace Policy*.

Two COVID-19 Specific Risk Assessment Templates (general operations and exhibition-specific) have been developed to address the safety risks arising from COVID-19.

These COVID-19 Specific Risk Assessment Templates have been completed for all activities impacted by COVID-19 by the employee operationally responsible for the identified area/activity with consultation and approval from:

- the employee's line manager
- any other employees responsible for ensuring the controls of risk assessment are followed
- QM Work Health and Safety Adviser
- QMN Work Health Safety and Risk Manager
- QMN Head, Collection Services (only if the risk assessment is related to the State Collection)

By approving the risk assessment, the employees acknowledging

¹Corporate Administration Agency (CAA) is a state government entity that provides corporate support services to statutory bodies within the arts portfolio. QMN retains CAA to provide a range of services including but not limited to workforce relations.

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: Queensland Museum**.

4.2 Review, control and reporting

The **COVID-Safe Plan: Queensland Museum** has been reviewed and endorsed for compliance by Metro South Public Health Unit, Office of Industrial Relations (Workplace Health and Safety Queensland) and Nathan Redfern of [WSP Pty Ltd](#).

As a live, iterative document, the **COVID-Safe Plan: Queensland Museum** will be updated regularly in response to best practice advice, relevant legislation and directions.

QM will implement the following review, control and reporting measures.

DAILY	<ul style="list-style-type: none"> • Visitor attendance vs. bookings • Visitor complaints • Visitor refusals/removals including relevant symptoms • Completion of Cleaning regime checklists including sign off by employees, contractors and line-managers
WEEKLY	<ul style="list-style-type: none"> • Review of Cleaning Regime checklists, employees and contractor attendance records to ensure completion, compliance and recourse as necessary
MONTHLY	<ul style="list-style-type: none"> • Report to the QMN Finance Audit and Risk Management Committee • Report to Board of Queensland Museum
AS REQUIRED	<ul style="list-style-type: none"> • Front of house employees will review and refine processes, lessons learned and operational improvements (daily in the first week, then as needed/as guidelines change), report to relevant subcommittee for decision and dissemination. • Tailored communication to stakeholders (visitors, members, partners etc) advising changes to conditions of entry, processes etc • Public updates on the QM website www.qm.qld.gov.au and social media. • All-staff email providing a situation report, current measures in place and new strategies to be implemented • Consultation with the Agency Consultative Committee² • Consultation with Together Union • Meetings of the QM Workplace Health and Safety Committee as outlined in the <i>QMN Managing Work Health and Safety Risks in the Workplace Policy</i>

QM records and retains information in accordance with *Information Privacy Act 2009 (Qld)*; *Public Records Act 2002*; *Right to Information Act 2009*; *Restrictions on Businesses, Activities and Undertakings Direction (No. 9)* and associated policies and standards.

This includes information on:

- identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process),
- how and when control measures are implemented, monitored and reviewed
- consultation processes
- relevant training records
- change management

An abridged version of the **COVID-Safe Plan: Queensland Museum** will be publicly available the QM website www.qm.qld.gov.au.

²The **Agency Consultative Committee (ACC)** is a consultative body established to facilitate meaningful consultation between QMN management and Together Union. ACC members are comprised of equal numbers of QMN staff and ELT. ACC meetings are also attended by representatives from the Together Union and Corporate Administration Agency (CAA).

5.0 STATEMENT OF COMPLIANCE

BUSINESS NAME	Queensland Museum Corner Grey and Melbourne Streets SOUTH BRISBANE BC QLD 4101
DATE COMPLETED	8 July 2020
DATE OF REVIEW	10 July 2020
AUTHORISING REPRESENTATIVE	Dr Jim Thompson Chief Executive Officer Queensland Museum Network
SIGNATURE	
DATE	10 July 2020

QUEENSLAND MUSEUM NETWORK COVID-SAFE PLAN:

QUEENSLAND MUSEUM

© Board of the Queensland Museum

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Email: discovery@qm.qld.gov.au

Website: qm.qld.gov.au

Queensland Museum Network is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you have difficulty in understanding this plan, please call 07 3840 7555 and we will arrange an interpreter to effectively communicate the plan to you.