

COVID-19

INFORMATION,

RESOURCES &

SUPPORT



Resource updated: July 2021

Introduction

Museums & Galleries Queensland (M&G QLD) has prepared the following resources to support our sector through the impacts of COVID-19.

M&G QLD will continue to update this resource as new information and guidance becomes available. Frequently changing information specific to our sector will be made available through our website www.magsq.com.au.

For official updates and directives, please refer to the Queensland Government's [COVID-19 website](#).

Above all, we encourage you to take care of yourselves and those around you by observing physical distancing, staying informed and adhering to government health and safety directives.

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Government directives

The most recent COVID-19 information and directives can be accessed from the following state and federal government websites:

Unite & Recover – QLD

covid19.qld.gov.au

Check In Qld app

From 9 July 2021, it is mandatory for all restricted businesses to register for the Check In Qld app to use for the purpose of contact tracing.

covid19.qld.gov.au/check-in-qld

COVID Safe Checklist – QLD

All restricted businesses must complete the COVID Safe Checklist: Restricted Businesses document and ensure that a signed copy is clearly displayed at the business premises. This replaces any previous COVID Industry Plans and Checklists.

covid19.qld.gov.au/government-actions/covid-safe-checklist-for-restricted-businesses

Roadmap to easing restrictions – QLD

covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions

Queensland Health – Restrictions on Businesses, Activities and Undertakings Direction (No.21)

health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/business-activity-undertaking-direction

Federal Government homepage

australia.gov.au

NDIS – Coronavirus information and support

Information is available in audio and Auslan formats.

ndis.gov.au/coronavirus

Note: a museum or gallery is classified as a 'Restricted Business'.

Check In Qld app

It is **mandatory** for all venues in Queensland's museum and gallery sector (listed as Restricted Businesses) to register for the **Check In Qld app** to use for the purposes of contact tracing. Registering for the Check In Qld app is free of charge.

A visitor/customer having installed the federal government COVIDSafe app does not discharge them from the requirement of providing contact information.

How it works

Information about how to register your organisation, displaying and scanning the QR code, and checking-in guests using the app can be found via the Queensland Government's COVID-19 website.

Minors (aged under 16 years)

Unaccompanied minors (under the age of 16) are not required to check in. If a minor is with a parent/guardian, then it is the parent/guardian's responsibility to check them in as an 'additional person' using the Check In Qld app.

School groups and excursions

Primary or secondary school-aged children/young people visiting your museum or gallery as a part of an excursion are not required to provide contact information. Any adults accompanying the students on the excursion are still required to use the Check In Qld app. This does not apply to children attending an activity organised by a person acting in a private capacity.

Remote communities

If you can't collect contact information using the Check In Qld app due to unexpected issues with your internet service or because your business is located in a place that does not have mobile internet data connection, you must still collect contact information using another method such as a spreadsheet or paper-based form.

For each visitor, information must include:

- Name
- Phone number
- Email address (residential address if unavailable)
- Date and time period of the visit.

You must also use your best endeavours to transfer this information to an electronic system within 24 hours and store it for a period of 56 days, adhering to the relevant privacy law requirements. If requested, this information must be provided to a Public Health Officer within the stated time.

More information: covid19.qld.gov.au/check-in-qld

COVID Safe Checklist

There is no longer a requirement for restricted businesses to operate under a COVID Safe Industry Plan or any of the 'industry specific' COVID Safe Checklists. These documents have been replaced by the new **COVID Safe Checklist: Restricted Businesses**.

All venues in Queensland's museum and gallery sector (listed as a Restricted Business) must complete the new COVID Safe Checklist: Restricted Businesses and ensure that a signed copy is clearly displayed at the business premises.

More information: covid19.qld.gov.au/government-actions/covid-safe-checklist-for-restricted-businesses

Events at your museum or gallery

Additionally, any events held at your museum or gallery must operate in accordance with the **COVID Safe Event Checklist**. The requirements for events are dependent on current Queensland Government directives.

More information: covid19.qld.gov.au/government-actions/covid-safe-events

If you are unable to download or print the above Checklists, contact M&G QLD and we will post a copy to you.

Physical distancing

You must do everything reasonably practicable to maintain a safe physical distance of at least 1.5 metres between people to minimise the spread of COVID-19.

Regularly monitor and review your physical distancing measures to ensure that they remain effective and that they are in line with the latest government directives.

How to calculate occupant density in your venue

The latest government directives determine the maximum number of people allowed in public areas within your venue. An example of this directive is *1 person per 2m²*.

To calculate your occupant density in each area, use this formula:

1. Establish the entire size (square metres) of your space.
2. Determine the size (square metres) of any non-usable areas such as plinths, large sculptures, kiosks, seating, etc. Then deduct this size from the entire size calculated. This gives you your calculated usable area.
3. Finally, calculate your occupant density as per the government directive.

Example (a): If the directive is 1 person per 2m² –
= 100m² (*calculated usable area*) x 1 person per 2m²
= (100m² x 1) ÷ 2m²
= 100m² ÷ 2m²
= 50 people occupant density.

Example (b): If the directive is 3 people per 4m² –
= 100m² (*calculated usable area*) x 3 people per 4m²
= (100m² x 3) ÷ 4m²
= 300m² ÷ 4m²
= 75 people occupant density.

Note: your venue's occupant density will need to be recalculated each time you install a new exhibition or display in your space.

Physical distancing in the workplace

Encourage staff and volunteers to practice safe distancing measures to the extent that it is safe and practical in all areas of the workplace including back of house, front of house, collection stores and preparation areas. This includes limiting the number of people in vehicles if workers must travel together.

If your business activity requires workers to be in close proximity e.g. when installing an exhibition or lifting or carrying an item, it is recommended that:

- appropriate hygiene measures are observed;
- Personal Protective Equipment (PPE) is worn (if appropriate); and
- the time workers spend in close proximity is kept to a minimum.

Managing risk

It is important that your organisation conducts a risk assessment to plan for and mitigate any potential risks for your organisation, staff, volunteers and visitors. This includes new or changed risks arising from COVID-19 such as visitor impatience or aggression, high-work demand, changes to work practices and risks for vulnerable workers.

Update your emergency plans and evacuation procedures to comply with the precautions around COVID-19. This may include:

- Safe evacuation procedures for staff working from home.
- Additional evacuation routes to accommodate physical distancing measures.

Ways to minimise exposure to COVID-19 at your venue

- Clearly display your venue's completed Queensland Government's COVID-Safe Checklist: Restricted Businesses.
- Clearly display your gallery or museum's COVID-19 health and safety protocols and conditions of entry on your website, online ticketing platform, social media platforms and at the entrance to your museum or gallery.
- Use separate doors for entry and exit. Or, use tape, bollards or other markers to clearly delineate the pathways to enter and exit.
- Depending on your location and level of risk, wearing a facemask may be a condition of entry.
- Respectfully request anyone who is sick to leave your venue immediately. If the person objects, remind them of your conditions of entry.
- Arrange seating areas according to the latest physical distancing restrictions.
- Consider implementing a booking or ticketing system with timed entry so that you can limit the number of visitors at your venue at any given time. You could also offer special, allocated times for people in high-risk categories to visit (e.g. over 70 years).
- Install plexiglass barriers at tills and counters as an additional measure to protect workers.

Maintenance checks for reopening after extended closure

Maintain essential safety inspection, servicing and maintenance schedules for operational equipment including HAVAC systems, exit doors, emergency power

supply, smoke alarms, sprinkler systems and fire-isolated stairs. Check and replace any blown light bulbs.

Resources

Business Queensland – Business health and safety resources for coronavirus
business.qld.gov.au/running-business/whs/resources-covid-19

Safe Work Australia – COVID-19 workplace information and resources
safeworkaustralia.gov.au/covid-19-information-workplaces

Cleaning and sanitation

If you have recently reopened your museum or gallery

- Inspect for mould throughout the building. Get air circulating through the spaces again.
- Check insect blunder traps, record any movement, and install new traps to monitor insect and rodent activity.
- Dust can attract insects and moisture. Use HEPA filter vacuums and wear Personal Protective Equipment (PPE) when removing dust from collection items and follow this order for cleaning:
 1. Dust objects;
 2. Dust plinths; then
 3. Vacuum and mop floors to reduce the spread of dust.

Regularly used objects and surfaces

Increase the frequency of cleaning and sanitising of regularly used objects and surfaces in your museum or gallery.

- Handrails, bathroom door handles and doors, lift buttons, shelves, counters, bench tops, payment registers, and EFTPOS machines. Clean regularly using appropriate detergent solutions. Once cleaned, disinfect regularly using appropriate disinfectant solutions.
- Workplace amenities including kitchens, staff-room facilities, communal areas, change rooms and toilets.
- Personal items used in the workplace such as glasses and phones. Clean and disinfect frequently (e.g. by using isopropyl/isopropanol alcohol wipes).

Other areas to monitor

- Install and monitor alcohol-based hand sanitiser stations at the entrance and other key points within your museum or gallery.
- Ensure soap dispensers in change rooms and toilets are full and functional. Provide single-use paper towels and/or air dryers.

Cleaning your collection and/or displays

- Seek the advice of a professional conservator before cleaning your collection and/or displays.
- Do not disinfect or sanitise your collection items.
- Do not use large-scale disinfecting methods such as spraying or fogging in your museum or gallery as they may contaminate collection items.
- Clean acrylic display cases with soap and water. Clean glass display cases with a disinfectant that has 70% ethanol or isopropyl/isopropanol alcohol.

Resources

Historic England – Cleaning historic surfaces

historicengland.org.uk/coronavirus/historic-places/cleaning-disinfecting-historic-surfaces

Museums & Galleries of New South Wales – Safe COVID Cleaning for Collections webinar

mgnsw.org.au/articles/safe-covid-cleaning-for-collections-webinar

Northeast Document Conservation Centre – Disinfecting books and other collections

nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books

Face masks

Face masks must be worn when directed by the Queensland Chief Health Officer, or if you are in particular settings including airports, domestic commercial flights and outdoor passenger transport and passenger waiting areas such as taxi ranks.

When face mask restrictions are enforced, face masks must be worn at all times when you are outside your home, unless:

- you are in your car alone or with the members of your household.
- you are eating or drinking.
- you are at your usual workplace and can physically distance from others (except if your venue operates a café or food business).
- you are outdoors alone or with members of your household.
- it is unsafe.

If you remove your face mask for an appropriate reason, you must put it back on as soon as practicable.

Exemptions for wearing a face mask include:

- infants and children under the age of 12.
- anyone who has a medical condition or disability that may be made worse by wearing a mask, including problems with their breathing, a serious skin condition on their face, or a mental health condition.
- people engaging in work that requires clear communication or visibility of your mouth, for example teaching and live broadcasting.
- anyone who is communicating with those who are deaf or hard of hearing, where the ability to see the mouth is essential for communication.
- anyone who has experienced trauma and is unable to wear a face mask due to psychological impacts.
- anyone whose health and safety would be at risk if they wore a face mask while conducting their work, as determined through Occupational Health and Safety guidelines.
- people in an emergency situation.

The Queensland Government recommends that people should keep a face mask with them in the event that they are not able to maintain physical distancing to have some added protection.

Communication

- Clearly display your venue's completed Queensland Government COVID-Safe Checklist: Restricted Businesses.
- Clearly display your registered Check In Qld app QR code at all entrances.
- Develop a communications plan. This will assist with advising your community, stakeholders and audiences of changes to your operations. Use this as an opportunity to communicate the value of your organisation.
- Clearly display your gallery or museum's COVID-19 health and safety protocols and conditions of entry on your website, online ticketing platform, social media platforms and at the entrance to your museum or gallery. Disseminate this information through your organisation's mailing lists and members/friends (if applicable). This information should state that businesses have the right to refuse entry and are authorised to insist that anyone displaying COVID-19 symptoms leave the premises immediately.
- Display signage instructing visitors on appropriate physical distancing and sanitation measures. This may include arrows to direct the flow of visitors, printed graphics or non-slip floor markers indicating physical distancing guides.
- If you have a retail space, you may wish to encourage shoppers to ask for assistance and have a staff member show them an item rather than handling it themselves. Or, you may implement signage saying 'please only touch merchandise you intend to buy'. If you are temporarily moving to a cashless payment system, it is recommended you display signage to inform customers and implement into your work policies.

Travel

Any person entering Queensland must adhere to the current Queensland Border Restrictions.

covid19.qld.gov.au/government-actions/border-closing

COVID-19 hotspots:

qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19

Also see **Face masks** section of this document.

Supporting your workers

It is important that your workers, both staff and volunteers, feel safe in their workplace and are protected from potential contact with COVID-19.

Workplace policies

It is recommended that you establish a workplace policy for pandemics. If you already have one, employee leave and working from home arrangements should be reviewed and updated to protect staff, provide flexibility, and encourage sick employees to stay home.

Vulnerable workers

It is important to also assess the risks to any vulnerable workers. A vulnerable worker is a person who is at greater risk to COVID-19 including:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions.
- People 65 years and older with one or more chronic medical conditions.
- People 70 years or older.
- People with compromised immune systems.

What to do if one of your workers feels unwell?

Tell staff and volunteers not to come to work if they have a temperature or if they are feeling unwell.

Workers are required to be tested for COVID-19 if they have any of the following symptoms: fever, sore throat, runny nose, diarrhoea, loss of smell and/or taste, cough, shortness of breath, fatigue, vomiting or nausea.

Workers must remain in isolation at home until they receive the results of their COVID-19 test. If they test positive, they must notify their employer and self-quarantine for 14 days before returning to work.

Additional measures to consider

- Provide your workers with appropriate training, information and resources. *
- Implement good hygiene practices including:
 1. Avoid touching your mouth, eyes and nose with hands.
 2. Regularly clean your hands thoroughly for at least 20 seconds using soap and water, or with alcohol-based hand sanitiser.
 3. Cover your nose and mouth with a tissue or flexed elbow when you cough or sneeze. Put used tissues in the bin and wash hands immediately.
- Provide cleaning personnel with appropriate Personal Protective Equipment (PPE). Cleaning staff are at greater risk of exposure to COVID-19 and to the chemicals contained in cleaning products.

- Practice safe distancing measures in all areas of the workplace including back-of-house, collection stores and preparation areas. This includes limiting the number of people in vehicles if staff must travel together.
- If work space is limited, consider staggering your staffs' work hours or schedule your staff to work on-site on alternate days.
- Reduce the sharing of equipment and tools.
- Regularly check in with your staff and volunteers – this includes monitoring their wellbeing and visitor behaviours towards your staff. Provide clear guidelines on how to respond to someone who does not adhere to your COVID-19 health and safety protocols and conditions of entry. This may include reporting it to a supervisor or staff member in higher authority.
- Encourage, but do not mandate your workers to download the Australian Government's COVIDSafe app.

*The museum and gallery sector does not have any specific mandatory training requirements, however workers (staff and volunteers) must undertake any COVID-19 training required by their place of employment.

Resources

WorkSafe.qld.gov.au

worksafe.qld.gov.au

Employees with a general work-related COVID-19 complaint can call WorkSafe.qld.gov.au on P: 1300 362 128.

Safe Work Australia – COVID-19 workplace information and resources
safeworkaustralia.gov.au/covid-19-information-workplaces

First Nations People – Coronavirus (COVID-19)

qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/information-for/first-nations

National Aboriginal Community Controlled Health Organisation – Coronavirus updates and information

naccho.org.au/aboriginal-health-alerts-coronavirus-covid-19/?hsCtaTracking=4fb6b65d-f3d3-481d-bd55-1035657e3393|0d109f40-711e-487b-84ce-1c8249e8fc7f

COVIDSafe app

health.gov.au/resources/apps-and-tools/covidsafe-app - get-the-app

Volunteers

Volunteer programs

It is recommended that museums and galleries reinstating their volunteer programs seek independent advice to ensure that their volunteer measures comply with their organisation's insurance policies, public health authority guidelines and Workplace Health & Safety legislation.

In the interests of your volunteers' health and wellbeing, your organisation may choose to implement a staged 'return to work' plan.

Guidelines for volunteers

Provide your volunteers with a copy of your museum or gallery's COVID-19 guidelines and display these in their work areas. Discussing the guidelines and your volunteer return to work strategies with your volunteers will assist to ease any issues, concerns or anxieties they may have.

Supporting volunteers

Make sure you maintain a good relationship with your volunteers, especially those not currently able to volunteer at your venue. This can be done with a check-in phone call, an email, a special volunteering newsletter or a video catch-up.

Volunteer-run organisations

A volunteer-run museum or gallery is classified as a 'Restricted Business' the same as a museum or gallery operating with paid staff, and is required to comply with Queensland Government directives. See sections **COVID Safe Checklist** and **Check In Qld app** within this document.

You may consider establishing a COVID-19 committee or working group to develop, monitor and review the effectiveness of the measures put in place by your organisation.

Resources

Volunteering Australia – COVID-19 resources

volunteeringaustralia.org/resources/covid-19-resources

Justice Connect – Legal help for community organisations

nfplaw.org.au/covid19

M&G QLD – Volunteer Workforce Risk Assessment Template

magsq.com.au/cms/page.asp?ID=10606

Health & wellbeing

Maintaining good health and wellbeing during COVID-19 is important, not only for yourselves, but for your staff, volunteers and those around you.

Queensland Health – COVID-19

qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19

Department of Health

health.gov.au

Headspace

headspace.org.au/covid-19

Head to Health

headtohealth.gov.au/covid-19-support/covid-19

Lifeline

lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak

Beyond Blue

beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak

Kids Helpline

kidshelpline.com.au

Mind Spot

mindspot.org.au

Funding assistance

Any COVID-related funding assistance available to Queensland's public museum and gallery sector will be updated on M&G QLD's website or promoted through M&G QLD's eNews.

Additional resources

Museums & Galleries Queensland – COVID-19 resources

For COVID updates, information and resources.

Contact us directly on P: 07 3059 9740 Freecall: 1800 866 101 or

E: information@magsq.com.au

View our website.

magsq.com.au/cms/page.asp?ID=10606

For regular industry updates, sign up to M&G QLD's weekly eNews.

magsq.com.au/subscribe/subscribe.asp

And like M&G QLD's Facebook page.

facebook.com/magsq

American Alliance of Museums – 10 best practices of accessible museum websites

Explore these ten high-impact areas you should consider to enhance your website's accessibility and bring it into conformation with the Web Content Accessibility Guidelines.

aam-us.org/2021/01/07/10-best-practices-of-accessible-museum-websites

ArtsHub – Artists Essential Toolkit

This online video series teaches artists how to have a strong online presence.

youtube.com/playlist?list=PL181bPBFBVgiNqIPDY8-sVFsnLtYMZ2rP

ArtsHub – Stepping out again: staging COVID-safe outdoor events

In this webinar, Malthouse Theatre's Sarah Neal and Castlemaine State Festival's Glyn Roberts talk about their organisations' experiences of outdoor programming – what worked, what they wouldn't do again, the pitfalls and the triumphs.

youtube.com/watch?v=aIL4CEJ1dQg

Arts Law Centre of Australia – COVID-19 FAQs for artists

artslaw.com.au/information-sheet/covid-19-faqs-for-artists/

Arts Queensland – Coronavirus (COVID-19) information, funding and support

arts.qld.gov.au/about-us/coronavirus-covid-19

Australian Arts amidst COVID-19

A place for Australian arts to ask questions and share ideas about how to work with COVID-19.

facebook.com/groups/867638387034820

Australia Council for the Arts – COVID-19

australiacouncil.gov.au/about/covid-19

Australia Council for the Arts – Creative Connections online webinars

Offers practical, accessible and useful content delivered by industry experts on key topics and emerging themes. The published webinars are Auslan interpreted and live-captioned.

australiacouncil.gov.au/programs-and-resources/creative-connections

Business Queensland – Essential information

business.qld.gov.au

International Council of Museums (ICOM) – ICOM | COVID-19

iicom.museum/en/covid-19

International Council of Museums (ICOM) – ICOM Social media guidelines

Provides the basic tools to create effective social media campaigns and create compelling content.

icom.museum/wp-content/uploads/2019/10/ICOMSocial-media-guidelinesWeb.pdf

Office for the Arts – COVID-19 update

arts.gov.au/covid-19-update

Patternmakers – COVID-19 Audience Outlook Monitor

Research, statistics and behavioural trends of audiences connecting with cultural organisations during the pandemic.

thepatternmakers.com.au/covid19

Virtual gallery software

Please note, M&G QLD does not endorse the following businesses.

kunstmatrix.com/en

ortelia.com

matterport.com

artsteps.com

ikonospace.com

exhibbit.com/home

artplacer.com/virtual-exhibitions

emaze.com/2020/06/16/emaze-create-virtual-art-gallery

curat10n.com

vrallart.com

Disclaimer

This resource has been prepared by Museums & Galleries Queensland to support the sector during COVID-19. While every care has been taken in preparing this resource, we encourage users of this information to contact the individual agencies and/or support networks to check the relevancy to you or your organisation's specific circumstances. Thoughts and opinions expressed in the website links provided in this resource belong to their authors, and not necessarily to Museums & Galleries Queensland.

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