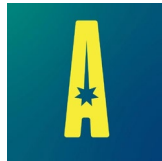


AUSTRALIAN SPORTS MUSEUM



COVID 19 RISK MANAGEMENT & COMMUNITY SAFETY PLAN

Last updated 17 November 2020

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1.0 BACKGROUND

On 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic. A state of emergency was announced by the Victorian Premier which took effect from midday Monday 16 March. In response to this statement, the Australian Sports Museum (ASM) closed its doors temporarily to limit the spread of COVID-19.

Several State of Emergencies have been announced under the *Public Health and Wellbeing Act 2008 (Vic)*, including at the time of writing this document. Changes or adjustments in stages announced in the future which are not known at this stage, however this document has been prepared to be flexible to reopening in restricted stages and times and some recommendations in the document may change based on any updated advice from the Victorian Government.

ASM will reopen in accordance with *Industry Restart Guidelines Museums and Galleries (Indoor)*, released by the Victorian Government in November 2020. In addition, information from the Australian Museums and Galleries Association (Victoria branch) *Reopening Museums and Galleries during COVID-19*, dated 23 June 2020, has been considered in this plan.

ASM has developed this COVID-19 Risk management and Community Safety Plan (herein referred to as the ASM COVID-Safe Plan), which establishes a process to safely reopen the museum to the general public in accordance with government-issued directives, guidelines and resources.

This Plan should be read in conjunction with *MCC COVID-19 Health and Safety Management Plan*, which provides additional information regarding the operation of all sites managed by the Melbourne Cricket Club.

2.0 COVID-SAFE PLAN

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

A **COVID-Safe Checklist to respond to COVID-19**, summarising ASM's obligations under *Industry Restart Guidelines Museums and Galleries (Indoor)* and *Occupational Health and Safety Act 2004*, is available at *Appendix 1 - COVID-Safe Checklist*.

2.1 Conducting business

The *Industry Restart Guidelines Museums and Galleries (Indoor)* permit museums and galleries to reopen in accordance with the Third Step of the *Museums and Galleries (Indoor) Roadmap*, effective from 11.59pm on 8 November 2020. Victoria is currently expected to move to the Last Step of the *Museums and Galleries (Indoor) Roadmap* at 11.59pm on 22 November 2020.

ASM (located at Gate 3, Melbourne Cricket Ground, Yarra Park, East Melbourne) will reopen to the public on 27 November 2020 in accordance with *Appendix 2 – Proposed changes to ASM galleries* and *Appendix 5 – COVID-19 Relaunch plan*:

- **Australian Sport Museum (ASM):**
 - **Olympic Gallery** Reopen as permitted by DHHS.
 - **Racing Gallery** Reopen as permitted by DHHS.
 - **Cricket Gallery** Reopen as permitted by DHHS.
 - **Australian football Gallery** Reopen as permitted by DHHS.
 - **Sporting Nation Gallery** Reopen as permitted by DHHS.
 - **Sport Australia Hall of Fame** Reopen as permitted by DHHS.
 - **Game On** Reopen as permitted by DHHS.

Note: dates provided in the Appendix Documentation were prepared prior to additional restrictions being implemented.

2.1.1 Occupancy and ticketing

Public galleries and gathering spaces at the ASM site have been analysed to determine the maximum number of visitors in each defined space, as defined by *Industry Restart Guidelines Museums and Galleries (Indoor)*:

- Limit visitor numbers: ASM size = ~2,700 sqm. 'COVID capacity' = 675 persons

It is expected that reopening directions will initially require capacity limits of 100 patrons per single enclosed space, subject to meeting the density quotient of one patron per 4 square metres with individual groups limited to 10 patrons.

During the Third Step of the *Museums and Galleries (Indoor) Roadmap*, ASM will permit the lesser of one person per 4m² or 100 people per defined space.

Visitor entry will be via timed ticketing. Visitors will be required to book for a specific session, as described in section **2.1.2 Hygiene and social distancing**.

Walk-in visitors may be permitted entry only if there are spaces available. Contact information (name, mobile and email address) will be collected as part of the booking process. Visitors will also be asked to check-in at the ASM via a QR code system.

Group bookings of 10 or more (including schools) will also be managed via the online booking system. Groups must adhere to the timed-ticket offering and social distance requirements (i.e. large groups will be split into smaller groups that rotate throughout the designated spaces).

2.1.2 Hygiene and social distancing

ASM will analyse systems and conduct risk assessments to comply with current legislation and guidance provided by health authorities. For this purpose, the following preventive measures have been implemented in ASM to prevent transmission for the virus.

The ASM is committed to providing a clean and hygienic environment for staff and volunteers that limits potential exposure to COVID-19. The ASM understands that the virus is highly contagious and anyone can get infected by the virus through the following methods:

- By coming in direct contact with the infected person.
- By touching the surface which has virus on it.
- By touching mouth, eyes and nose with hands without washing or disinfecting them.

a) Risk assessment and specialised cleaning services provider

ASM contracts ISS Facility Services to provide a clean and hygienic environment and ensure proper cleaning and disinfecting takes place. ISS will implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high-touch surfaces and bathrooms. A cleaning log will be created to track regularity of cleaning.

ISS has conducted a risk assessment of ASM to make sure that the environment is properly cleaned, safe and hygiene-friendly.

b) Pre-opening cleaning and environmental cleaning schedule

Before opening the museum to the public, an initial pre-opening deep clean will be performed in accordance with the *Appendix 3 - "Cleaning for Coronavirus – "Non-Healthcare Setting (COVID-19),* is undertaken.

Any environmental cleaning will be completed as per the schedule agreed between ASM and ISS.

c) Cleaning process

High-touch surfaces such as lift buttons, benches, touch screens, counter tops, handrails, furniture, amenities, parent's rooms and toilets will be cleaned with detergent or disinfectant in accordance with *Appendix 3: Cleaning for Coronavirus – "Non-Healthcare Setting (COVID-19).*

Industry Restart Guidelines Museums and Galleries (Indoor) require that all hands-on exhibits and interactives are cleaned and disinfected between uses. Due to the high regularity of this cleaning, it will be completed, primarily, by museum staff. ISS will provide training for museum staff in the use of cleaning equipment.

ISS will maintain quantities of soap, paper towels and alcohol-based hand sanitiser.

d) Hygiene

To limit the spread of the virus, the following hygiene procedures will be implemented:

-

- All staff and visitors will be required to wear face masks (exemptions apply e.g. eating and drinking).
- Staff will be supplied with face masks.
- There will not be any cash handled on-site. All tickets will either be pre-booked or sold via card transaction.
- Hands-on exhibits or interactives will be adapted or removed if they do not meet community hygiene expectations.
- Furniture that cannot be sanitised easily will be removed.
- Visitors will be issued with styluses and instructed to use them on touch screens and button-activated exhibits.
- There will not be any cloakroom facility provided (visitors to be informed in advance) except where required by law or where approval has been given in advance. It is acknowledged that, at times, wet weather gear may need to be stored to minimise health and safety risk and water damage to the museum. Options may include umbrella covers, self-storage or patron handling.
- Staff will be supplied with tissues and touch-free bins
- Staff will be supplied with packs of disposable gloves
- “Sneeze screens” will be provided for the three large 'speaking' apertures in ASM ticket desk screen
- Staff will be supplied with sanitising wipes to use on surfaces where required. This may include for changes in staff (i.e. keyboards) or where items are handled by the public.

Nine (9) alcohol-based hand sanitiser stations will be installed throughout the museum including entry points, near lifts/escalators and other common areas:

- Near the glass lift in orientation
- Near the toilets
- Near the footy mural
- Near the 'Sport in Pop Culture' interactive in Sporting Nation
- Near the threshold to the Racing gallery
- Near the LED text ticker in Coast to Coast
- Entrance to Game On gallery and 2 other locations in that gallery

Hand sanitiser stations may be added, moved or removed over the period of opening based on observations, patron requests or usage rates.

Three (3) sanitary wipe stations will also be installed in the Game On gallery for use by staff and patrons that would prefer to sanitise hands-on equipment for themselves.

The bubbler function from the drinking fountain will be temporarily removed, allowing access only to the bottle-filler.

e) Signage

COVID-19 hand washing posters will be displayed in all bathrooms to educate staff and visitors about the importance of preventing the spread of the virus. Information signage on social distancing will be placed around Gate 3 and ASM reception desk.

Signage will be installed across the Gate 3 foyer and ASM, advising visitors of:

- Conditions of entry
- Queuing requirements with displayed markers and policies:
 - Outside of the Gate 3
 - In front of the ASM reception desk
 - Outside of the Game On gallery
- Occupancy restrictions for defined spaces, lifts, bathrooms and parents' rooms
- Entry and exit instructions
- Good hygiene and handwashing practices
- Only touching what they intend to purchase
- Physical distance obligation - patrons to remain 1.5 metres apart

f) Direction

Designated entry and exit points will be established across ASM. These points will be overseen by front of house and in-gallery staff to make sure they do not exceed the occupancy limits. There will be one entry point and two exit points. Patrons are encouraged to depart via the escalators to the MCG Shop where possible.

There will be a number of 'one way' paths throughout the museum where the design and flow of information allows directional movement. These will be clearly marked on floors and will be observed thoroughly.

The following signage will be used to direct clients (See *Appendix 5 – COVID-19 Relaunch plans*, *Appendix 6 – Floor Distance Decals*, *Appendix 7 – Pull Up Banners*):

- Directional 'one way' arrows on the floor to guide movement through areas where visitors might otherwise find themselves 'boxed in' by another patron, e.g.:
 - Horseshoe-shaped flow through Olympic gallery, Horse Racing gallery, Australian Football Hall of Fame
 - One-way flow through the multiple entries/exits to the Pavilion
- Directional 'two way'/'keep left' arrows in pinch points where visitors may unexpectedly encounter someone coming the other way, e.g.:
 - Entry to Cricket Pepper's ghost
 - Entry to Footy Pepper's ghost
 - Entry/exit to elevator
- Direction arrows to indicate all staircases are 'keep left'.
- Target dots to indicate appropriate dwelling points for multi-user seating
- Target dots to indicate appropriate standing points for multi-user experiences, e.g. Hall of Fame touch tables
- Updates to wayfinding signage to indicate temporary closure of certain galleries
- Digital signage on welcome screen to assist visitors to understand the arrows and targets they will encounter in the museum
- Updates to visitor map to indicate temporary closure of Interchange and Temporary Exhibitions galleries

g) Physical distancing

It is expected that, upon opening, capacity limits will be 100 patrons per single enclosed space, subject to meeting the density quotient of one patron per four square metres.

To optimise physical distancing in a space and minimise direct contact between patrons, the following procedures will be implemented:

- Provide information on social distancing around Gate 3 entrance and ASM reception desk
- Marking standing areas in queues to encourage patrons to remain 1.5 metres apart.
- Timed (2 hours duration) visits with specific entry and exit times for limited numbers of visitors (100 people per session, including staff within ASM)
- One hour at the beginning of the day when everything is as clean as possible will be held for requests for exclusive access by vulnerable visitors/minority groups
- Decals to offer 'dwelling' locations and to warn visitors of probable close proximity (at blind corners, etc.)
- Sealed packs of sweatbands and styluses on view (neatly stacked and covered) within the ticket desk to provide confidence that no sweatbands have been pre-worn
- Removal of all other takeaway material from the museum (Horseracing gallery colouring in sheets, etc.)
- Signage to demonstrate physical distancing on the floor and physical barriers to manage high traffic areas e.g. queuing areas
- Accessibility requirements accounted for when reconfiguring spaces and patron flow.
- Place tables, seats and other furniture in a way that ensures patrons are at least 1.5 metres apart.
- Where situations arise that require staff to be within 1.5 metres of patrons, avoiding direct contact, minimise face-to-face time and implement hygiene practices.
- Limit visitor numbers
 - Enforce 4 persons limit on ASM lift use. Limit the number of walk-in patrons by encouraging purchase of pre-booked tickets

h) Hygiene process / hand washing

Proper hand washing is necessary to reduce the risk of contamination. To reduce the risk of cross-contamination, good hand hygiene should be practiced before all contact with patrons and after any activity or contact that could result in hands becoming contaminated.

Hands should be washed thoroughly for at least 20seconds with soap and water. If soap is not available, disinfecting hands with hand sanitisers containing at least 60% ethanol or 70% isopropanol is recommended.

Staff will have access to handwashing facilities across ASM and must wash and dry their hands:

- On arrival at work
- Before handling food
- After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- After touching hair, scalp, mouth, nose or ear canal
- After handling rubbish and other waste
- After handling bank cards or items from members of the public

- Before and after cleaning
- Before leaving work
- Before and after removing gloves (if used).

i) Physical adjustments

Whilst fresh air intake is recommended by *Industry Restart Guidelines Museum and Galleries (Indoor)*, there is a limitation for museums, where climate control is important for preservation of collections. Air Handling Units (AHUs) servicing the ASM have UV-C lighting systems (Sterile Air™) to remove microbial activity. Whilst the system is not specifically certified for COVID-19 (no systems are at this stage), the units are expected to provide suitable additional controls to managing microbial load within the building.

ASM will ensure that toilets remain in good in working order with warm running water for the hand basins and sufficiently stocked soap and disposable hand towel dispensers or dryers.

Visitors will be provided with a stylus pen to use on touch screen applications and button-activated exhibits. These will be safely collected in drop bins and sanitised before re-use.

If necessary, collection care protocols will be implemented to remove the spread of potentially contaminated collections by COVID-19 and to ensure the integrity of the collections. Where required, separate advice will be sought from a hygiene expert to assist in managing these items or locations.

2.1.3 Outbreak management

All ASM staff are required to report illness with flu-like symptoms to their line manager and MCC Safety and Compliance Manager.

The process for managing and reporting suspected and confirmed COVID-19 cases on all MCC sites is outlined in *MCC COVID-19 Health and Safety Management Plan*. The tasks listed below are additional to those outlined in the *MCC COVID-19 Health and Safety Management Plan*.

In the event that the museum is required to close, the following actions shall be taken within 6 hours of the decision being made:

- Volunteer Coordinator to coordinate communication to volunteers regarding key requirements for the following 1-14 day period including possible stand downs and all rostering updates and changes. In the event that the Volunteer Coordinator is not available, the Club Services Team Leader – Tourism should perform this task
- Club Services Team Leader – Tourism to notify all Tourism operational staff and reorganise rosters for next 1-14 day period. In the event that the Club Services Team Leader is not available, the Volunteer Coordinator should perform this task
- Museum Operations Manager to notify rostered Museum and Heritage Services staff and reorganise rosters for next 1-14 day period. In the event that the Museum Operations Manager is not available, the Manager, Museum and Heritage Services should perform this task
- Club Services Team Leader – Tourism to liaise with Systems team staff to ensure prompt processing of all relevant refunds. In the event that the Club Services Team Leader – Tourism is not available, the Volunteer Coordinator should perform this task
- Communications Manager to send a communication to all MCC staff

- Club Services Team Leader – Tourism to contact customers with upcoming bookings to offer a refund or booking deferment. In the event that the Club Services Team Leader is not available, the Volunteer Coordinator should perform this task
- Manager, Museum and Heritage Services to notify Epicure (for Paddock Café) and MCG Shop. In the event that the Manager, Museum and Heritage Services is not available, the Museum Operations Manager should perform this task
- Marketing Coordinator to update Australian Sports Museum and MCG websites and social media channels with appropriate messaging
- Marketing Coordinator to update LED sign outside of Gate 3

Please note: To manage reputation risks, all internal and external messaging and communication must be approved by the Communications and Stakeholder Manager.

2.2 Terms and conditions of entry

a) ASM standard terms and conditions of entry

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

- Visitor numbers and entry are based on the most current federal and state government guidelines.
- Hygiene and safety requirements are displayed across ASM via posters.
- Information on social distancing are displayed around Gate 3 entrance and ASM reception desk
- Visitors who are feeling unwell are asked not to attend the ASM and those with visible symptoms will be refused entry.
- Cloaking and storage of personal items are postponed until further notice.
- Some high-touch items and exhibits have been modified or closed. This includes drinking fountains and some hands-on activities.
- Use of bathrooms and parent rooms are restricted to small numbers of visitors. Visitors with special needs will be given priority.
- Lifts are limited to 4 persons per lift, allowing people to remain 1.5 metres apart.
- Government health directives or directions from police or other relevant authority supersede any ASM policies, including these Conditions of Entry.
- Visitors who refuse to abide by these Conditions of Entry will be asked to leave the museum.
- These Conditions of Entry, including COVID-19 Health and Safety conditions, are displayed at our venue entrances and are available online via the ASM website.
- Conditions of Entry may change at any time.
- By entering the ASM, you agree to these Conditions of Entry.

b) Patrons with visible signs and symptoms of COVID-19

A process which outlines the mandatory steps for refusing the entry of infected persons will be circulated to all staff prior to reopening. Information will also be provided during the booking process.

c) Data collection

Visitor contact details will be recorded in case a confirmed case of COVID-19 is detected. The following steps will be implemented:

- First name, a contact phone number, date and time of attendance of each visitor will be acquired during the booking process, in advance of their arrival at the ASM.
- Staff and patrons will also be required to check-in via a QR code system.
- Staff and patrons will be informed that the information is being requested for contact tracing purposes.
- ASM will ensure transparency in collection, use and storage of personal data, including privacy obligations and securely destroying data after 28 days.
- Personal information will only be used for contact tracing unless the visitor explicitly opts-in (e.g. for marketing).
- Possible exceptions to data information collection will be identified (i.e. refusal to provide information). N.B. a visitor has the right to refuse to provide information, however ASM has the right to refuse entry.

2.3 Communal facilities and spaces

In accordance with ASM size, the number of visitors under normal circumstances is limited to 675.

Staff will monitor entry and exit at Gate 3 to ensure occupancy restrictions are not exceeded and visitors maintain social distancing.

Visitor entry will be via timed ticketing. Visitors will be required to book online for a specific session.

A queuing system will be developed at the entrance of ASM for instructing visitors to queue 1.5m apart. Queues will be managed by a dedicated staff member who will encourage social distancing and provide general directions.

All contractors, delivery drivers and other visitors must report to a dedicated public entry. Contact details will be collected via the My Occupation Health Record (MOHR) health check. A manual system may only be used where the system is not operating or where urgent or emergency visitors with rights of entry are required. These should be collected using a manual sign in sheet and retained for 28 days, for contact tracing purposes. This information should also be provided to Security to ensure suitable management of the data.

Contact free delivery will be mandatory across ASM where possible. Where large or sensitive items cannot be contact free, a process of decontamination and risk control should be implemented prior to receipt.

2.4 Managing egress and emergency evacuation

Emergency and evacuation procedures described in the ASM Emergency Evacuation Plan and are not impacted by this Plan.

The ASM Emergency Evacuation Plan will be activated in the event of an emergency evacuation and will take precedence over this Plan.

Staff rosters will ensure Evacuation Wardens are onsite during all public opening hours.

2.5 Staff practices

MCC employee responsibilities are outlined in the *MCC Covid-19 Health and Safety Management Plan*.

Vulnerable and non-essential staff will continue to telecommute during Stage 2 and 3 restrictions in accordance with *the MCG COVID-19 Health and Safety Risk Assessment*.

Protocols for staff working on site are outlined in COVID-19 Safe Working in MCC Offices.

The MCC will provide personal protective equipment (PPE) including gloves, face coverings and eye protection for all staff. More detailed information regarding PPE is covered in the *MCC Covid-19 Health and Safety Management Plan* and MCC procedure “*Face coverings*”.

2.6 Staff Training and COVID-19 Awareness

Before returning to work onsite, all staff, contractors and volunteers will be trained in the control measures in place and the COVID-19 risk assessment to reduce the spread of coronavirus (COVID-19) and ensure the health and safety of other staff and patrons.

ASM will ensure that all workers under its supervision, including contractors, hirers and volunteers, are informed about the risk of coronavirus (COVID-19) and their responsibility for protecting themselves and others from those risks through emails, verbal discussions and posters.

Posters advising risk control requirements, such as covering coughs, maximum number of people in a room and not coming to work if unwell, will be displayed.

Further details regarding training and awareness are provided in the *MCC Covid-19 Health and Safety Management Plan*.

2.7 Visitor Monitoring and Internal Reporting

Visitor shadowing (monitoring a group of visitors through entry and galleries) will be implemented and explained to staff. The purpose of this is to learn visitor behaviours and to improve controls or cleaning (areas, frequency etc.). This should take place at least once daily with observations provided to management in the daily reports.

All staff will be asked to provide a daily written report for ASM management. Significant concerns will be resolved immediately. Less significant concerns will be resolved in priority order.

2.8 Complaints/Feedback

Any concerns regarding COVID controls from staff, visitors, contractors and members of the public should be recorded and provided to the appropriate section for actioning and resolution.

2.9 Engaging stakeholders

Regular updates on ASM reopening observations, visitor numbers, etc. will be communicated to stakeholder groups and organisations.

3.0 LEGISLATION AND DIRECTIONS

The ASM COVID-Safe Plan is based on [Industry Restart Guidelines Museums and Galleries \(Indoor\)](#), issued by the Victorian Government, and 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
- Museums and Galleries Services Australia
- Australian Museums and Galleries Association (Victoria branch)

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

1. [Privacy and Data Protection Act 2014 \(Vic\)](#)
2. Latest Victorian health advice and restrictions published by the Department of Health and Human Services including:
 - a) [Victoria's restriction levels](#)
 - b) [How to stay safe](#)
 - c) [Preventing infection in the workplace](#)
 - d) [Planning and responding to coronavirus – information for business](#)
 - e) [Working from home – Information for business](#)
 - f) [Record keeping for contact tracing – information for business](#)
 - g) [Entertainment and culture](#)
3. [Museum Act 1983 \(Vic\)](#)
4. [Victorian Chamber of Commerce and Industry](#)
5. [Safe Work Australia](#)
6. [WorkSafe \(Vic\)](#)
7. [Occupational Health and Safety Act 2004](#)

The ASM COVID-Safe Plan will be publicly available to the public on request.

4.0 REVIEW AND RISK MANAGEMENT

This plan and MCC COVID-19 Health and Safety Risk Assessment (Part 3 – Australian Sports Museum) will be reviewed for compliance by an external health and hygiene consultant. Recommendations from the review will be incorporated as required.

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

ASM 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 process as described in *Appendix 3 – Cleaning for Coronavirus – Non-Healthcare Settings (COVID-19)*
- Daily reporting of attendance, full sessions, visitor complaints and refused/removed guests.
- Daily all-staff report providing a situation report, concerns, current measures in place and new strategies to be implemented.
- Regular reports based on the analysis of all daily staff reports, with results communicated to relevant stakeholders
- Review and completion of the *COVID-Safe Checklist (Appendix 1)*:
 - Before opening
 - Once ASM is open

5.0 STATEMENT OF COMPLIANCE

BUSINESS NAME	Australian Sports Museum Melbourne Cricket Ground, Brunton Ave, Melbourne VIC 3000
DATE COMPLETED	17 November 2020
DATE OF REVIEW	
AUTHORISING REPRESENTATIVE	
SIGNATURE	
DATE	

6.0 APPENDICES

Reopening my business



Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 8 November 2020.

Checklist for business owners/managers

Prepare your COVIDSafe Plan

Every workplace is required to have a [COVIDSafe Plan](#) that is regularly updated in order to reopen their workplace.

Ensure workplace is set up to adhere to patron limits

- A density quotient of one patron per four square metres of the space accessible to the public.
- All seating is spaced so that patrons are at least 1.5 metres apart if/when seated.

Prepare a cleaning schedule

- Businesses should conduct a comprehensive clean of the premises.
- Establish new processes and schedules for cleaning and disinfecting to maintain good hygiene, including frequent cleaning of high touch points (see our [Cleaning and Sanitising Fact Sheet](#)).
- Review and update, if required, collection care protocols and consider preparation of targeted training and procedures for conservators and other collection professionals to ensure the integrity of the collections.

Signage and communication requirements

- Display signage for workers and patrons in appropriate, high visibility locations, to include:
 - At workplace entrance to advise of the maximum number of patrons allowed in each indoor space at any one time.
 - Information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell.
 - Hygiene and physical distancing practices.
- Display a poster at the workplace confirming workers have reviewed the guidelines and evidence that at least one worker has completed the recommended training.
- Promote physical distancing, including between workers and patrons, with floor or wall markings or signs. Use physical barriers where appropriate (e.g., installation of sneeze guards).
- Communicate your COVIDSafe measures and expectations of patrons at key touchpoints, including: on your website, at the point of ticket sale and via signage on-site.

Establish your record keeping

- Record the contact details of any patron or staff who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers), to include: first name and a contact phone number to support contact tracing. Retain for at least 28 days following the visit.
- Records should reflect all the patrons and visitors, not just those making the booking. Details from a booking can be used if the booking records the persons actually attending the venue and the attendance time.
- Maintain Staff Coronavirus (COVID-19) Health Questionnaires to be completed at the start of each shift.
- Set up a roster to ensure workers do not work across multiple sites unless not practical. Employers must keep records of those workers who do work across different sites.

Reopening my business



Checklist for business owners/managers cont.

Consult with staff

- Employers must, so far as is reasonably practicable, consult with workers and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.

Worker and management policies, practices and training

- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available [here](#).
- Encourage workers to complete [free infection control training](#) and download the COVIDSafe App. It is the Government's expectation that:
 - at least one worker at every workplace will have completed the training; and
 - workers should make themselves familiar with these guidelines.
- Consider appointing a worker to be your coronavirus (COVID-19) Response Officer to ensure policies and practices are being followed, workers are trained, and records are kept.

Collection movement

- Consider extending loans of artworks and objects to avoid transport and handling.
- Consider whether the presentation of the permanent collections should be given priority over temporary exhibitions until the health situation returns to normal.
- Consider a quarantine area for objects, where objects from the main collection can be placed with minimal touching or handling. Consider a marking system indicating dates, why and by whom objects have been put in quarantine.

Exhibition installation

- Exhibition construction should follow the Victorian Government's construction sector guidelines.
- Prepare an installation plan and schedule works where possible to allow for travel in off-peak periods.



Additional resources

For additional information about creating a COVIDSafe workplace, please refer to the following guidance:

- WorkSafe: [Industry obligations](#)
- WorkSafe: [Managing COVID-19 risks – face masks in workplaces](#)
- DHHS: [Preventing infection in the workplace](#)
- DHHS: [Preparing for a case of coronavirus \(COVID-19\) in your workplace](#)
- DHHS: [Cleaning and disinfecting to reduce COVID-19 transmission](#)
- WorkSafe: [Other relevant industry specific guidance](#)

Returning to work



Please note that the checklists below outline the restrictions and requirements that apply from 11:59pm on 8 November 2020.

Checklist for workers



Complete free infection control training

All current workers are encouraged to complete [free infection control training](#). Any new workers being engaged also need to complete this training.



Do not carpool with other colleagues



Wear a face mask at work, and to and from work unless you have a lawful reason not to doing so



Practise good hygiene

- Be rigorous in maintaining the new cleaning and disinfecting schedule (e.g. touch points such as tables and counters need to be cleaned and disinfected before and after use by patrons).

Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:

- On arrival at work
- Before preparing or delivering food and/or beverages to tables
- After collecting/clearing used food and beverage items
- Before returning to food or beverage preparation areas
- At the start and end of each meal break
- Before and after touching a patron or their belongings
- After handling money
- Before leaving work
- Before and after changing your face mask
- After blowing your nose, coughing, sneezing, or using the toilet.



Avoid interacting with colleagues in enclosed spaces where possible

Avoid working across multiple work sites where possible

Stay home if unwell

- If you have symptoms, get tested for coronavirus (COVID-19). Stay in quarantine at home until you get the result and it is negative for coronavirus (COVID-19).
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.

Appendix 2: Proposed changes to ASM galleries

PROPOSED UPDATES TO THE AUSTRALIAN SPORTS MUSEUM at 17.11.2020

In order to reduce the risk of virus transmission in the Australian Sports Museum, the following changes to exhibition areas are proposed.

Please note, a full 'one way' path through the museum is not proposed as the space is large enough to accommodate visitors following their own interests. However, managing visitor flow in certain areas that might pose an elevated risk of visitors finding themselves unexpectedly in close proximity to others is proposed.

This document only covers structural changes to the museum, and does not include other changes being made to operations such as provision of styluses, caps on visitor numbers, introduction of timed visits etc.

Throughout:

- Hand sanitiser stations at six locations through the museum
 - Near the glass lift in orientation
 - Near the toilets
 - Near the footy mural
 - Near the 'Sport in Pop Culture' interactive in Sporting Nation
 - Near the threshold to the Racing gallery
 - Near the text ticker in Coast to Coast
 - At the entrance to the Game On gallery and 2 other locations in the gallery
- Directional 'one way' arrows on the floor to guide movement through areas where visitors might otherwise find themselves 'boxed in' by another patron, e.g:
 - Horseshoe-shaped flow through Olympic gallery, Horse Racing gallery, Australian Football Hall of Fame
 - One-way flow through the multiple entries/exits to the Pavilion
- Directional 'two way'/'keep left' arrows in pinch points where visitors may unexpectedly encounter someone coming the other way, e.g:
 - Entry to Cricket pepper's ghost
 - Entry to Footy pepper's ghost
 - Entry/exit to elevator
- Directional signage to indicate entry and exit to Game On gallery.
- Direction arrows to indicate all staircases are 'keep left'.
- Target dots to indicate social distancing for queue outside of Game On gallery
- Target dots to indicate appropriate dwelling points for multi-user seating
- Target dots to indicate appropriate standing points for multi-user experience, the Hall of Fame touch tables
- Updates to wayfinding signage to indicate temporary closure of certain galleries
- 'Pull up' banners to provide information about:
 - Target dots and directional signage
 - Hand sanitiser stations
 - Requirement to queue for timed entry into Game On gallery
- Capacity signage will be installed outside areas that are defined as closed spaces, e.g:
 - Toilets
 - Parent's Room

- The lift
- Pepper's Ghost theatrettes
- Hear It, Feel It
- Small gallery spaces

Orientation

- Digital signage on our welcome screen to assist visitors to understand the arrows and targets they will encounter in the museum
- Updates to visitor map to indicate temporary closure of Game On, Interchange and Temporary Exhibitions galleries

Amenities

- Adaptation of the drinking fountain to remove the bubbler and only have the bottle-filler

Olympic gallery

- Reupholster large furry wombat sculpture with vinyl that is easier to sanitise

Racing gallery

- Removal of colouring-in activity and associated scanning booth.
- Removal of chairs and tables, and replacement with modular 'snake' couch (currently located in The Interchange).

Cricket gallery

- Removal of middle bench seat in Pepper's Ghost theatrette to increase patron spacing, reducing capacity to 5. Addition of digital signage outside the theatrette to advertise room capacity.

Australian Football gallery

- Removal of middle bench seat in Pepper's Ghost theatrette to increase patron spacing, reducing capacity to 5. Addition of digital signage outside the theatrette to advertise room capacity.

Game On

- Closure of Sherrin Climbing Wall.
- Removal of foam blocks in You Make the Rules.
- Reupholster hobby horse head in Internet of Sports 1 with a vinyl that is easier to sanitise.
- Install equipment racks outside of Internet of Sports 2, Pressure Cooker and You Make the Rules for sanitised equipment. This will be clearly signed.
- Install equipment bins outside Internet of Sports 2, Pressure Cooker and You Make the Rules for used equipment that needs to be sanitised. This will be clearly signed.

Appendix 3: Cleaning for Coronavirus – Non-Healthcare Setting (COVID-19)

A summary of the ISS Facility Services document is available upon request. The current version at the time of this document is Version 3.



ISS FACILITY SERVICES Cleaning for Coronavirus (COVID-19) – Non-Healthcare Setting

Document Control

Rev No.	Date Effective	Document Owner	Revision Description
0	9 March 2020	NGM HSE & Workplace Risk	New document
1	13 March 2020	NGM HSE & Workplace Risk	Updated document.
2	17 March 2020	NGM HSE & Workplace Risk	Updated Government Guidelines
3	22 March 2020	NGM HSE & Workplace Risk	Updated Chemical Guidelines

Revision Summary for Revision 3

Change	Topic	Description
1	Handling Requests	The content from the FAQs for handling customer requests for additional cleaning has been added to this document for reference.
2	Preventative Cleaning	Simplified following feedback from KAMs. The levels of cleaning have been removed. All content relating to Preventative (or Step-up) cleaning is now found in Section 3
3	Infectious Cleaning for COVID Positive	Separated completely from Preventative cleaning following feedback from KAMs. All content relating to Infectious Cleaning for COVID positive is in Section 4.
4	Chemicals	Chemicals have been updated to expand the range of disinfectants for preventative and infectious cleaning. It is expected more types of chemicals will be added
5	Chemicals for specific surfaces	Chemicals have been further refined for specific surfaces
6	Laundry – Dryer Temps	For Laundry, Dryer temperature to be set at 90-95 degrees.
7	PPE Observer	Attachment A now contains details of PPE observer role that is required when donning and doffing PPE. This is for infectious cleaning only.

References – Current 21 March 2020

1. CDC Centers for Disease Control and Prevention - Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 - <https://www.cdc.gov/coronavirus/2019-nCoV/community/organizations/cleaning-disinfection.html>
2. Government of Western Australia – Coronavirus Disease-19 (COVID-19), Interim Prevention and Control in the Hospital Setting
3. NZ Ministry of Health - COVID-19 (novel coronavirus)
4. Australian Federal Government Department of Health - Interim advice on non-inpatient care of persons with suspected or confirmed Coronavirus disease (COVID-19), including use of personal protective equipment (PPE)
5. Australian Federal Government Department of Health - Environmental cleaning and disinfection principles for COVID-19
6. For Definition of Close Contact - Australia Federal Government – CDNA National Guidelines for Public Health Units
7. WHO – Steps to don and doff personal protective equipment

Appendix 4: COVID-19 Relaunch plans



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 AUM 17/2/2017

REV 3: 17/02/2019 - 1:11:15
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PROJECT: NATIONAL SPORTS MUSEUM
 NSM REFRESH PROJECT

CLIENT:
 NATIONAL SPORTS MUSEUM
 MELBOURNE CRICKET CLUB

NATIONAL SPORTS MUSEUM

PROJECT TITLE:
 GENERAL REFERENCE PLAN
 LEVEL 01

DATE:
 AUG 2019

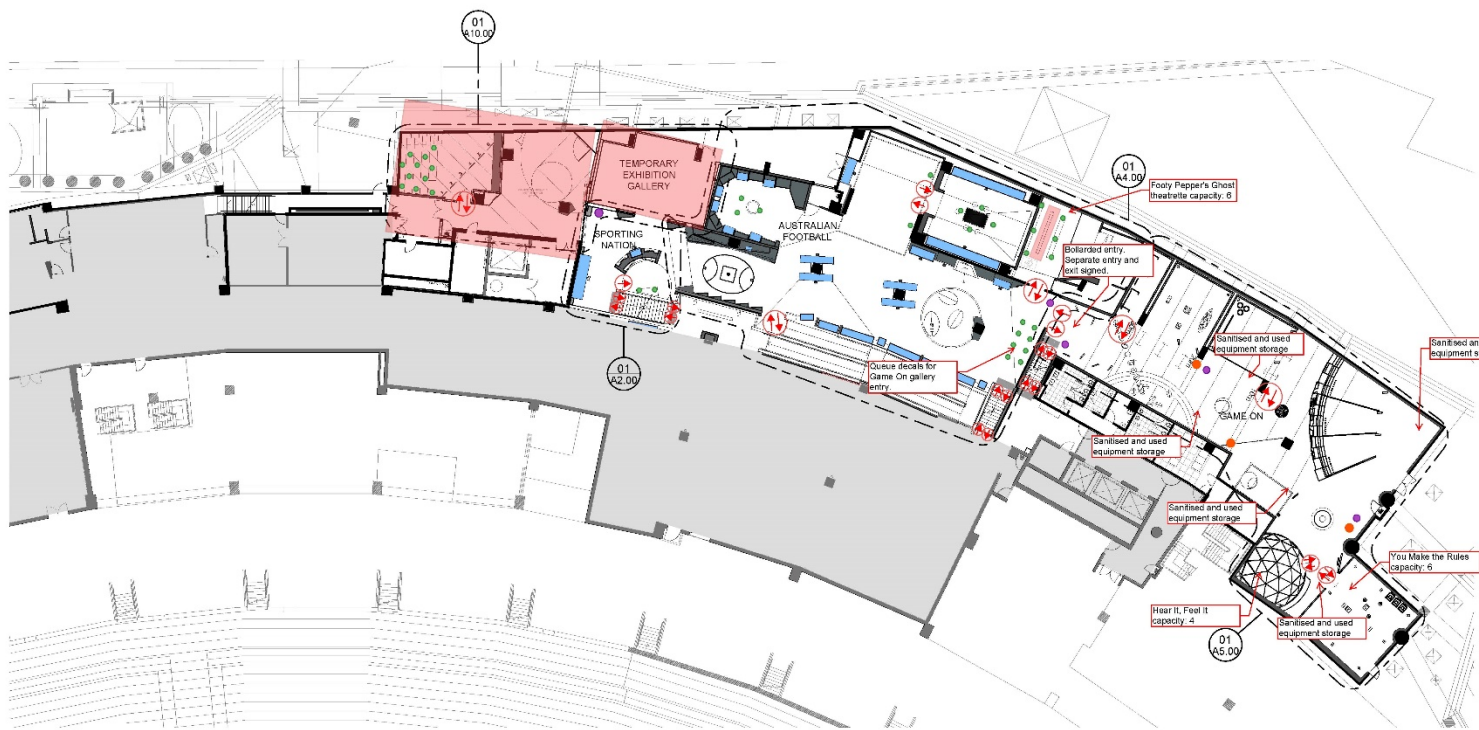
ISSUE NO:
 NSM 001

SCALE:
 NTS @ A1

PROJECT NO:
 A1.01

SCALE:
 C1

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2021-08-10	2	PAUL WILSON	PAUL WILSON

PROJECT
 NATIONAL SPORTS MUSEUM
 NSM REFRESH PROJECT

CLIENT
 NATIONAL SPORTS MUSEUM
 MELBOURNE CRICKET CLUB



DRAWING TITLE
 GENERAL REFERENCE PLAN
 LEVEL B2M

DATE
 AUG 2021

DRAWN
 PB

JOB NUMBER
 NS 1821

ORIENT
 NORTH

SCALE
 NTS @ A1

DESIGNED BY
 BROADCAST MUSEUM DESIGN PTY LTD

DRAWING NUMBER

A1.02

ISSUE
 C1

CONSTRUCTION ISSUE



EXHIBITION LOCATION

Appendix 5: Floor Distance Decals

