

**> BE COVID SAFE.
STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Museums and galleries

Business details

Business name	University of Wollongong, Science Space
Business location (town, suburb or postcode)	Wollongong
Completed by	Stuart Creal
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Effective date	22 October 2020
Date completed	3 November 2020

Wellbeing of staff and customers

Exclude staff, volunteers and visitors who are unwell.

Communications shall be reinforced to all staff of the importance to stay away if unwell. If a staff member appears to be unwell then they shall be sent home immediately. Volunteers shall be asked to stay away for the near future until restrictions ease for their protection.

Visitors shall be reminded upon ticket purchase which shall be reinforced with signage at the entrance. The reception team shall also ask the visitor to confirm when checking in. If a visitor appears unwell during a visit then they shall be approached and kindly asked to leave with a full refund.

Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning.

Prior to reopening a training session shall be provided for all full-time staff to brief them on the new procedures around testing, encouraging, and managing physical distancing and new cleaning regimes.

They will also brief the casual staff who must attend an allocated training session prior to being allocated a shift.

Additionally to this, a team briefing shall take place first thing each day to run through COVID Safe procedures and ensure all staff are aware and confirm their duties.

All volunteers are aware of our COVID safe requirements and are not to enter the exhibition spaces during public opening times.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

All full-time staff are encouraged to ensure if slightly unwell to utilise their sick leave.

They will also be reminded that if showing symptoms of COVID to immediately contact their doctor for a test and to self-isolate until the results are confirmed.

Casual staff will be handled on a case by case situation due to the sporadic shift patterns.

Display conditions of entry (website, social media, venue entry).

An extended version of the conditions of entry with new COVID Safe procedures shall be placed on the home page with links to additional detail.

All visitors shall be required to book their session online which will ask them to confirm that they have read the T&Cs and agree to them. This will be followed up in copy form with their emailed ticket.

Reminder shall also be enforced through signage at the entrance and by the reception team.

A social media campaign prior to reopening shall also introduce all the new COVID Safe requirements.

Ensure COVID-19 Safety Plans are in place, where relevant, for:

- **Restaurants and cafes**
- **Gyms**
- **Cinemas and theatres**
- **Corporate events (if hiring out space).**

Premises with an indoor gym must complete the COVID-19 Safety Plan for gyms and

register this through nsw.gov.au.

Premises with food or drink services must complete the COVID-19 Safety Plan for restaurants and cafes and register this through nsw.gov.au

Currently, we shall keep our kiosk closed and only operate using the services of UOW Pulse who are registered.

Venues taking bookings for weddings, funerals and corporate events should ensure there is a COVID-19 Safety Plan in place for the event. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

Currently, no corporate events are planned although birthday parties are accepted but operating under the room capacity and in line with group size restrictions.

Physical Distancing

Capacity must not exceed one visitor per 4 square metres of space (excluding staff).

Based on the area of Science Space we could accommodate 225 within the 4sq guide.

Consider a time-based booking system for popular events or exhibits.

Online pre-bookings must be made but due to the all-day availability this creates a natural staggering of visitor arrivals.

Use signage at entrances to communicate the maximum safe capacity, and consider displaying signage with arrows to direct the flow of visitors where crowding may occur.

Signage at the front shall indicate the current safe capacity which is planned for 225 and then increasing as restrictions allow. Space capacity signage will also be provided on the theatre, planetarium, observatory, light room and all meeting spaces.

A controlled entry and exit flow shall be established with directional information.

Move or remove tables and seating as required to comply with 1.5 metres of physical

distance wherever possible. Household or other close contacts do not need to physically distance.

All seating and stools have been removed internally and tables in the outdoor area are separated by a minimum of 1.5mtrs. Cleaning sanitation spray is also provided and visitors are encouraged to clean their tables before and after eating.

Tours should involve no more than 30 visitors per group. Ensure any feature pieces in exhibits that may attract crowding have arrangements in place to support physical distancing.

Holiday workshops shall operate in the STEM Zone based on a maximum group of 20 guests.

Reduce crowding wherever possible and promote physical distancing, for example with markers on the floor, where appropriate.

Guests will be encouraged to maintain physical distancing and where possible just one family per exhibit. Some additional retractable barriers shall be brought in to assist with distancing and all double doors shall remain open to assist with easy visitor flow.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms.

All staff shall continue to be reminded about physical distancing from customers and fellow employees. This will additionally be reminded at the morning team briefing. This will be reinforced within the lunch area where no more than two people can break at the same time and must maintain 1.5mtrs separation.

Use telephone or video for essential meetings where practical.

All staff are to collect and wipe clean a radio each day and where possible use to contact colleagues. None operational duties shall be maintained remotely and most meetings where possible shall be via video link.

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

Casual staff shall be staggered through the day to limit contact. All staff must check in with the supervisor to get the COVID Safe briefing. Where possible full-time staff are encouraged to stagger arrivals and departures. All staff will be reminded to sanitise upon arrival, through the day and on departure.

Review regular deliveries and request contactless delivery and invoicing where practical.

All deliveries shall be contactless and invoicing and payments will remain remotely processed.

Have strategies in place to manage gatherings that may occur immediately outside the premises.

An extended queuing system will be installed with physical distancing markers to encourage COVID safe procedures. If more than five family groups are in the queue then the supervisor must attend and ensure distancing is maintained. Any large groups congregating externally shall be asked politely to disperse.

Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue if crowding on public transport may occur.

The majority of visitors shall be traveling in private transport. The local free bus has implemented its own COVID safe procedures and is encouraging sanitisation.

Hygiene and cleaning

Adopt good hand hygiene practices.

A full outline of the cleaning practice has been created but in summary:

Contractor daily clean of toilets and high touchpoints.

Morning and mid-session clean of high touch points around the building and exhibits.

Floor staff routinely cleaning high touchpoints on exhibits and building throughout the day.

Signage in all restrooms will also encourage good cleaning practice.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Contract cleaners to maintain daily check and refill with additional checks through the day by staff.

Clean frequently used indoor hard surface areas at least daily with detergent or

disinfectant. Clean frequently touched areas and surfaces several times per day.

See detailed cleaning procedure using combined detergent and sanitiser cleaner.

Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.

See detailed cleaning procedure using combined detergent and sanitiser cleaner.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

All staff will be reminded to wear gloves when cleaning, wash hands following and sanitise.

Encourage contactless payment options.

Where possible payments shall be encouraged with contactless payment. All tickets shall be online for pre-purchase and shop purchases shall be encouraged via card. As a precaution shop staff shall wear gloves as will all staff when required to count and bank cash.

If interactive exhibitions are open, ensure supervision to ensure visitors apply hand sanitiser before and after use, and to clean the interactive components between use.

A number of exhibits with multiple parts have been removed to reduce risk. All other interactives shall be cleaned throughout the day, additionally, wipes and sanitiser stations shall be readily available for guests.

Consider removing printed museum and gallery guides, and replacing with downloadable guides or audio guides where practical.

All leaflets have been removed and no hand outs shall be provided.

Record keeping

Keep a record of name and a mobile number or email address for all staff, volunteers, visitors to ticketed exhibits and contractors for a period of at least 28 days. For groups, one contact is sufficient to support contact tracing. Where possible, personal

details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are to be used only for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. Electronic collection (such as QR code) of contact details for each person is strongly encouraged.

All staff shall be rostered on with staff contact details regularly maintained.

All guests shall book online and must submit contact details as a condition of entry.

All contractors/visitors shall additionally be required to sign in at the reception with a sanitised pen. This information shall be retained for contact tracing if needed for 28 days.

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

All staff and visitors will be strongly advised to download the COVID Safe App and ensure it is active.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

In the event of a positive case then the management and UOW O&HS would closely work with NSW Health and notify SafeWork NSW as required.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes