



Bee safe

QUEENSLAND MUSEUM NETWORK

COVID-SAFE PLAN: MUSEUM OF TROPICAL QUEENSLAND

70-102 Flinders Street East,
Townsville QLD 4814

V1. Current 27 April 2021

*Incorporating feedback from Townsville Public Health Unit
and Office of Industrial Relations*

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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 (MTQ)**
- 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. During a public health emergency, the Queensland Chief Health Officer can issue Public Health Directions to assist in containing, or to respond to, the spread of COVID-19 within the community.

On 23 March 2020 all QMN sites were closed to the public in accordance with the *Home Confinement, Movement and Gathering Direction*.

Since March 2020, case numbers in Queensland and Australia have flattened, and the focus has moved from emergency management to recovery, reopening and ongoing monitoring of cases and outbreaks across the state and country.

On 25 March 2021, Queensland's declared public health emergency for COVID-19 was extended to **11.59pm on Tuesday 29 June 2021**. When all QMN campuses were closed to the public in 2020, MTQ was undergoing significant external roofing infrastructure works.

The Minister for the Arts, the Honourable Leeanne Enoch, approved MTQ remain closed until the related internal infrastructure works were completed. Additional external works were then approved and the majority of these will be completed by the end of April 2021. These include the replacement of the soffits in the breezeway and along Flinders Street.

Additional internal works were also approved in early 2021. These include an upgrade of the front entrance, the creation of a new temporary exhibition gallery and the redevelopment of the iconic Pandora Gallery.

The Board of the Queensland Museum intends to reopen MTQ to the public in a staged manner, subject to approval from the Townsville Public Health Unit:

- MTQ will reopen to annual pass holders only on Saturday 1 May 2021.
- The World Science Festival Queensland (WSFQ) Student Day will be held at MTQ on Friday 7 May 2021. This event will not be open to the general public, entry will be via bookings only and visitation will be limited.
- MTQ will reopen to the public on Saturday 8 May 2021 with the WSFQ City of Science event. This will be a free entry day. Three timed, ticketed sessions will be run, with visitation limits applying to each session.

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

- PUBLIC HEALTH DIRECTIONS ISSUED BY THE QUEENSLAND CHIEF HEALTH OFFICER
- QMN PANDEMIC PLAN
- QMN Safe+Well Strategic Plan 2020–23
- Requirements legislated in the *Work Health and Safety Act 2011*.

MTQ will operate in accordance with the approved **COVID-Safe Plan: Museum of Tropical Queensland** for the duration of the COVID-19 pandemic or as otherwise instructed by the Townsville Public Health Unit.

The Galley Café, adjacent balcony and internal seating space within the Great Gallery will adopt the *Retail Food Services Industry COVID Safe Plan for Restaurants, Cafes and Caterers* (October 2020) developed by Restaurant and Catering Australia.

****Please note, site specific plans for Queensland Museum, Cobb+Co Museum and The Workshops Rail Museum have been prepared and submitted separately to Queensland Health****

2.0 PLAN

MTQ 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 permitted museums and galleries to reopen during stage 2, effective 12 noon Monday 1 June 2020. MTQ remained closed due to extensive internal and external repair and redevelopment works.

The condition of equipment and facilities at MTQ 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.

MTQ will reopen based upon the following staged approach:

- MTQ will reopen to annual pass holders only from 9.30am on Saturday 1 May 2021.
- The WSFQ Student Day will be held at MTQ on Friday 7 May 2021. This event will not be open to the general public, entry will be via bookings only and visitation will be limited.
- MTQ will reopen to the public on Saturday 8 May 2021 with the WSFQ City of Science event. This will be a free entry day. Three timed, ticketed sessions will be run, with visitation limits applying to each session.

2.1.1 Occupancy, ticketing and timed sessions

Public galleries and gathering spaces at MTQ have been analysed to determine the maximum number of visitors allowed in each defined space, as defined by the current directive.

Upon reopening, MTQ will base visitation on 1 person per 2 square metres, taking into account internal fixtures and exhibits.

Trading hours will reduce to 9.30am to 4pm daily – as permitted by *Trading Hours' Notice (No. 2)* to accommodate the cleaning regime endorsed by the Townsville Health Public Health Unit.

Cleaning will be undertaken daily by MTQ's staff cleaner, assisted by contract cleaners from Springmount Services. Cleaners and their schedules will be managed by MTQ's Facilities Manager.

Sanitising of high touch point surfaces only will be undertaken daily by Visitor Services Officers (VSOs) as part of their regular gallery duties. VSO sanitising schedules will be managed by the Visitor Services Manager.

The Facilities Manager and Visitor Services Manager will work together to ensure the cleaning and sanitising schedules are coordinated and undertaken appropriately. In the event a VSO is not available to work their allocated shift and a replacement VSO cannot be rostered and the remaining rostered VSOs are not available to undertake the sanitising work, cleaners will need to undertake the scheduled sanitising duties of that VSO.

Groups of 10 or more (including schools) will be managed via the dedicated Group Bookings employees – the Team Leader responsible for Venue Hire and Functions and the Learning Officer respectively. Groups must adhere to 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 and non-essential external visits will be able to proceed as long as social distance requirements are able to be maintained and additional sanitising is able to be managed by the cleaners.

Travelling exhibitions, functions, programs and events, other than the WSFQ Student Day (Friday 7 May) and City of Science (Saturday 8 May) will be 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 current directive, all visitors will be required to sign in using the Check in Queensland app by providing their name, address and mobile phone number upon entry to MTQ and to the Galley Café. While the Check in Queensland app will be prioritised as the preferred check in method, alternative methods will be available (check in via a QR code for QMN / MTQ and a paper-based form).

This information will be retained for 56 days and managed in accordance with the *Information Privacy Act 2009* (Qld) and the current directive.

Visitors who refuse to complete any of the contact tracing options will be refused entry, in accordance with the conditions of entry.

2.1.2 Hygiene

MTQ will follow a comprehensive cleaning regime as approved by the Townsville Public Health Unit. The cleaning regime and will be implemented by cleaning contractors and MTQ employees.

Frequently touched surfaces such as interactive display controls, EFTPOS equipment, shared equipment/tools, tables and countertops will be cleaned and disinfected twice daily, or after each timed session, with Oxivir TB cleaning wipes and/or Oxivir ready-to-use solution.

Toilet door locks, taps, soap dispensers and other frequently touched items in the toilet facilities will be cleaned and disinfected twice daily with Oxivir TB cleaning wipes and/or Oxivir ready-to-use solution. All visitor and employee bathrooms are fitted with running water, liquid soap, paper towel, commercial alcohol-based hand sanitiser and COVID-19 hand washing posters.

Visitors will be advised to apply hand sanitiser before interacting with high-touch displays such as in the Sciencentre.

Automatic alcohol-based hand sanitiser stations, including instructions on 'how to hand wash' have been installed as follows:

- Front entrance
- Throughout the galleries on Level 1 and Level 2
- Entry to the Sciencentre
- In the Galley Café dining space

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.

Cleaning materials including disinfectant spray is available for MTQ employees to clean surfaces in back of house areas.

2.1.3 Social distancing

In accordance with the current directive, MTQ will ensure that social distancing of no more than one person per 2m² is observed to the extent possible by:

- Establishing a designated entry and exit point for the site. This point will be monitored by front of house employees to ensure overall occupancy is not exceeded.
- Directing front of house employees to practice social distancing and remind visitors to socially distance as appropriate.
- Encouraging one-way direction of foot traffic as far as practical at the entry to MTQ.
- Including signage showing the maximum number of people able to access bathrooms and parent rooms.
- 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, at all times
- revised conditions of entry
- queuing requirements (i.e. please queue here, please wait here)
- occupancy restrictions for certain high use galleries, 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 MTQ 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 MTQ. Visitors displaying visible symptoms will be refused entry or asked to leave (refer **Section 2.2**).

There is a chance that a MTQ:

- 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 the latest directive.

Desktop incident management scenarios were conducted with MTQ by the Operations Manager, to review and test COVID-19 Outbreak management processes (refer Section 2.1.3) prior to reopening.

2.2 Conditions of entry

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

- Bookings are not required and there are no timed or ticketed sessions, however, bookings are required for WSFQ events and other major events where visitor numbers are expected to exceed the COVID capacity of the building.
- Contact information including name, address and mobile is required upon entry for all visitors with priority given to encouraging visitors to use the Check in Queensland app.
- Visitor numbers and entry to MTQ 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 MTQ 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 have been assessed. This includes drinking fountains, some interactive screens and hands-on activities.
- Use of bathrooms and parent rooms will be restricted to COVID safe numbers.
- Government health directives, police or relevant authority directions supersede any MTQ policies including these Conditions of Entry.
- Visitors who do not abide by these Conditions of Entry will be asked to leave MTQ.
- These Conditions of Entry, including COVID-19 Health and Safety conditions, are displayed on our venue entrances and are available online at www.mtq.qm.qld.gov.au.
- We reserve the right to change our Conditions of Entry at any time.
- By entering MTQ, you agree to these Conditions of Entry.

Visitors will be required to acknowledge the *COVID-19 Addendum* when booking their WSFQ session via Qtix. 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.mtq.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 developed and disseminated to all front of house employees. The process tested during desktop incident management scenarios (refer **Section 2.1.4**).

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 routes have been established at the front entrance. These routes will be monitored by front of house employees to ensure to limit gatherings of visitors in this space.

Visitor entry will not require bookings for timed ticketing, except for WSFQ events and other events where it is expected the COVID occupancy will be exceeded. 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 alcohol-based hand sanitiser (refer **Section 2.1.2**)
- Increased cleaning as approved by the Townsville Public Health Unit.
- Installing protective screens at the front counter and Galley Cafe.
- 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 approved complaints escalation.

2.4 Completing service and payment

Cash sales will be accepted at the ticket counter, the retail shop and the cafe, however cashless transactions will be preferred.

Contactless payment has been implemented and signage displayed to communicate the 'cashless transactions preferred' policy.

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.

Signage displaying the COVID occupancy number will be displayed on bathrooms and parents' rooms.

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 alcohol-based hand sanitiser (refer **Section 2.1.2**)
- Cleaning in accordance with the cleaning regime endorsed by the Townsville Public Health Unit
- Installing protective screens at the front counter and Galley Cafe
- 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 desktop incident management scenarios (refer **Section 2.1.4**).

2.5 Communal facilities and spaces

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

Front of house employees rostered on gallery floors will encourage social distancing.

Visitor entry will not be by timed ticketing, except for the WSFQ events and other events where the COVID occupancy is expected to be exceeded. Visitors will be required to book for a specific WSFQ 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 implemented at the front entry and in the breezeway during WSFQ events.

Queues will be managed by dedicated visitor concierges who will encourage visitors to use the Check in Queensland app, encourage social distancing, communicate available session times (for WSFQ events) and provide general directions.

Entrance queues will be designated from building exit points via signage.

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

QMN has actively consulted with Arts Queensland, Department of Communities, Housing and Digital Economy and Queensland Health in the development of its COVIDSafe Plans.

Contact details including name, address and mobile number will be collected from all visitors and contractors onsite for 15 minutes or more, with preference being for sign in via Sine Pro in the basement car park or the Check in Queensland app. This contact information will be retained for 56 days, in accordance with the *Information Privacy Act 2009* (Qld) and the latest directive.

2.6 Managing egress and emergency evacuation

MTQ 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: Museum of Tropical Queensland**.

Employee rosters will ensure that the requisite number of Fire Wardens and First Aid Officers are on-site during public opening hours.

Visitor Services Officers will encourage other 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

Non-essential employees will continue to have the opportunity to telecommute in accordance with the QMN *Telecommuting Policy and Procedure*. Telecommuting is subject to a rigorous approval process including a 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 platform where practical.

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

- Sign-in and out each day. Sign-in information and correlating rosters will be retained for 56 days, in accordance with the *Information Privacy Act 2009* (Qld) and the current directive.
- Maintain appropriate social distancing on public floors, work stations, meeting rooms, lunch rooms and toilets.
- Use separate entry/exit points and toilets to visitors as much as practical.
- Stay home when sick and seek medical treatment and/or COVID-19 testing as necessary.
- Stagger break times to comply with occupancy restrictions.
- 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, at all times
- 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. Cleaning contractors will clean frequently touched surfaces including door handles, bathroom fixtures, toilets and water taps twice daily.

Hand sanitiser will be available in all offices, bathrooms, meeting rooms and common areas.

Disposable gloves and cleaning materials to clean surfaces, telephones, keyboards, tools and equipment after each shift will be available to employees.

Employees returning to work onsite, in the workplace, after overseas or interstate travel will be required to self-quarantine in accordance with the latest directive.

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 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 MTQ employees, volunteers and their immediate family via [Benestar](#).

2.8 Training

Before returning to work on-site, all front of house employees will receive a copy of the COVID-Safe Plan and will be 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.

Café employees have undertaken the free online COVID-Safe training program for COVID-Safe dining-in provided by TAFE (<https://tafeqld.edu.au/covid-safe>).

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* 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.

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.

3.0 LEGISLATION AND DIRECTIONS

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

- recommendations from the Townsville 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: Museum of Tropical Queensland** 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](#)
 - 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 West Moreton 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 TWRM.

All MTQ 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 exhibitions) 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
- MTQ 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 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: Museum of Tropical Queensland**.

4.2 Review, control and reporting

The **COVID-Safe Plan: Museum of Tropical Queensland** has been reviewed and endorsed for compliance by the Townsville Public Health Unit.

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

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

DAILY	<ul style="list-style-type: none"> • Visitor attendance vs. bookings (eg school groups) • Visitor complaints • Visitor refusals/removals including relevant symptoms • Completion of Cleaning regime checklists as described in Appendix 4, 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 • Consultation with the Together Union as required
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 following reopening, 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 MTQ website www.mtq.qm.qld.gov.au and social media. • Consultation with the Agency Consultative Committee² • Meetings of the MTQ Workplace Health and Safety Committee as outlined in the QMN <i>Managing Work Health and Safety Risks in the Workplace Policy</i>

QMN 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: Museum of Tropical Queensland** will be publicly available the TWRM website www.mtq.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	Museum of Tropical Queensland 70-102 Flinders Street Townsville, Queensland
DATE COMPLETED	27 April 2021
DATE OF REVIEW	27 October 2021
AUTHORISING REPRESENTATIVE	Dr Jim Thompson Chief Executive Officer Queensland Museum Network
SIGNATURE	
DATE	27 April 2021

QUEENSLAND MUSEUM NETWORK COVID-SAFE PLAN: THE MUSEUM OF TROPICAL QUEENSLAND

© Board of the Queensland Museum

Corner Grey and Melbourne Streets
South Brisbane, Queensland, Australia 4101

PO Box 3300

South Brisbane, Queensland, Australia 4101

Telephone: 07 3153 3000

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.