

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

Your COVID-19 Safety Plan

Museums and galleries

Business details

Business name	Anzac Memorial
Business location (town, suburb or postcode)	Hyde Park Sydney
Completed by	Belinda Mitrovich
Email address	manager@anzacmemorial.nsw.gov.au
Effective date	22 October 2020
Date completed	26 October 2020

Wellbeing of staff and customers

Exclude staff, volunteers and visitors who are unwell.

All staff have been notified of the requirements to report any illness and are requested to be tested and stay at home if presenting with any symptoms. A SOP has been developed in relation to this approach. Regular reminders are included in the staff newsletter.

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

Staff have been provided with Safework Australia, NSW Health and government publications on safe practices around COVID-19. Links to the Australian Government's

Coronavirus App has also been provided to staff to receive regular advice. Signage around distancing, cleaning and limitations on maximum numbers in key spaces have been installed.

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

Management have been advised of leave entitlements and this has been provided to staff. Staff will be supported to take appropriate leave around operational requirements. Where possible projects have been provided to enable staff who must self isolate but are not unwell to continue to work from home.

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

Entry to the Memorial is restricted and is by prior booking on Eventbrite. Walk up visitation is facilitated where visitors agree to provide contact details and confirm they are not presenting with any symptoms. External signage has been placed at key entry points and promoted on the website and via social media formats.

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

Risk assessments and plans have been completed. Relevant staff have been advised of restrictions regarding bookings and the use of space. External catering companies have provided their COVID safety plan in relation to service and food handling.

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.

A venue specific safety checklist has been developed and all venue hire organisers are

required to complete the checklist and safety plan prior to the date of the event.

Physical Distancing

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

The capacity of each space has been calculated and documented in the Memorial's BCP. Where relevant, capacity limits have been displayed to assist visitors and staff in accessing spaces safely.

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

Sessions are pre-booked via Eventbrite and are 1.5 hours duration. A run sheet is provided daily for staff to check off visitors attending. Any requests for access by visitors on the day is managed on a case by case basis after assessing total group numbers, staff availability and requesting contact details of any additional attendees.

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.

Appropriate signage has been installed to reflect maximum safe capacity and at any relevant entry and exit points bollards have been placed with exit and entry signage.

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.

Seating has been stored or spaced to accommodate the distancing requirements. Staff have been informed of these requirements and asked to adhere to the distancing restrictions.

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.

Bookings have been restricted to ensure tours do not exceed 30 visitors per group. An appropriate strategy for additional staffing has been established to split any large groups to reduce visitor numbers in smaller spaces.

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

Ingress and egress signage has been placed at the entrance to key areas within the Memorial to assist traffic flow and visitor crowding. Staff are on site to monitor group behaviour and provide necessary guidance as required.

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

An additional temporary meeting and lunch room has been established to assist staff in maintaining appropriate distancing. Additional data points have been installed to assist with providing adequate distancing for staff work stations.

Use telephone or video for essential meetings where practical.

Alternate means of contact and remote meetings are facilitated where practical. Set up of MS teams, webex and phone conferencing has been undertaken.

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

All staff have been provided with greater flexibility in start, finish and break times to accommodate public transport and operational requirements. Access session times have been scheduled to avoid peak public transport requirements.

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

The Property Manager has established appropriate measures to manage deliveries and contractors when on site to reduce points of contact where reasonably practicable.

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

Security staff have been made aware of the Anzac Memorial Act and the requirement to prevent large gatherings in the immediate vicinity. Radio contact with City of Sydney Rangers is in place to assist managing large group numbers. Routine communication with Sydney Police Area Command has been established for external events such as

protests.

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.

Flexible work times and timed ticket entry to the Memorial have been established to reduce the potential on public transport.

Hygiene and cleaning

Adopt good hand hygiene practices.

Safework signage has been placed in toilets and kitchen areas to promote hygiene practices. Soap, paper towels and hand sanitiser is readily accessible. Hand sanitiser stations have been installed in strategic locations for visitors when on site. Disinfectant sprays are available for surface cleaning in the kitchen area.

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

Staff and public restrooms are stocked with approved soap, paper towel and hand driers and supplies are checked regularly.

Clean frequently used indoor hard surface areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.

A cleaning regime has been established and supported by an SOP and staff training. Cleaning of surfaces is undertaken by a designated contract cleaner during operational hours. Contract cleaners are on site daily for general cleaning.

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

All cleaning products are maintained within recommended guidelines and procured where possible through government suppliers.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after

with soap and water.

Contactless payment is encouraged where possible, gloves are supplied to staff for handling of cash (where necessary) and during cleaning procedures or as required when handling food or dealing with members of the public.

Encourage contactless payment options.

Signage has been installed encouraging contactless payment for retail and donations.

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.

All interactive AV in exhibitions have currently been disabled. A review will be undertaken by key management staff based on NSW Government advice.

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

The Anzac Memorial has no printed guides or brochures. All relevant information is provided on the website.

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.

The contact details and record of attendance of all staff and contractors is being logged and maintained. Visitors to the site are using Eventbrite which has a mandatory field to include an email and phone number. Storage protocols of sensitive information follows established Privacy Policy guidelines.

Make your staff aware of the COVIDSafe app and its benefits to support contact

tracing if required.

Staff have been made aware of the COVIDSafe app via email, departmental correspondence and internal newsletters. All staff have been encouraged to use the app as part of the overall management of COVID within the community.

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.

The contact details for SafeWork NSW is readily available and staff have been asked to advise to report and respond as directed by NSW Health. Contact details are available on the staff WHS noticeboard.

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

Yes