



About the COVIDSafe Plan

The COVIDSafe Plan has been developed to support businesses to maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of COVID-19 in the workplace.

In order to be compliant with public health direction:

- All Victorian businesses with on-site operations must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

High Risk COVIDSafe Plans are no longer mandatory, but industries with higher levels of risk may have additional requirements beyond those listed in this document.

For more information, see: coronavirus.vic.gov.au/additional-industry-obligations.

If you have an up-to-date High Risk COVIDSafe Plan, you do not need to write a new COVIDSafe Plan, but you should ensure your existing plan reflects current restrictions.

How to develop your COVIDSafe Plan

1. Understand your responsibilities

Information on public health directions applying to employers is available at coronavirus.vic.gov.au.

2. Prepare your plan

Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Practise physical distancing
2. Wear a face mask
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that additional requirements apply to some industries. For more information on additional industry obligations, see: <https://www.coronavirus.vic.gov.au/additional-industry-obligations>.

Mandatory requirements under public health direction feature this symbol:



- All other points are highly recommended for keeping your workers safe and workplace open but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).

3. Keep your plan up to date

Your COVIDSafe Plan must be reviewed and updated routinely and when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

You do not have to lodge your COVIDSafe Plan with the Victorian Government, however, you may need to provide your COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits to ensure the implementation of and compliance with your COVIDSafe plan.

4. Share your plan

Your workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.

For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) or call the Business Victoria Hotline on 13 22 15.

Your COVIDSafe Plan

Business name: **National Gallery of Victoria**


Plan completed by: **Tony Henshaw**

Date reviewed: **26 October 2021**

For the latest information on restrictions in Victoria, visit [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au)




Practice physical distancing

Requirements and recommendations	Action
<p> You must apply the relevant density quotient to configure shared work areas and publicly accessible spaces.</p> <ul style="list-style-type: none"> Shared work areas are only accessible to workers, and should only include workers in the density quotient. Publicly accessible spaces should include members of the public, and may include workers if they share the space on an ongoing basis. Further information can be found at coronavirus.vic.gov.au 	<p>Building Capacity set in line with Victorian Government COVIDSafe requirements. Current building capacity is on display at building entry points.</p> <p>Social distancing and mandatory mask wearing indoors signage and floor markings used at public and staff entries, exits and areas likely to see congregation.</p> <p>Entries, exits and queues monitored to ensure there isn't a build-up of people.</p> <p>COVIDSafe Marshalls (Security, Front of House & Facility Operations staff) monitor entry points and within the building to ensure visitors comply with current COVIDSafe requirements.</p> <p>Service Victoria QR Code check in is located outside entry to the buildings with COVID Check in Marshalls in attendance.</p> <p>All on site workers are fully vaccinated.</p>
<p>Where possible within the workplace, aim for workers and visitors to maintain physical distancing of 1.5 metres. This can be done by:</p> <ul style="list-style-type: none"> Displaying signs to show patron limits at the entrance of enclosed areas where density quotients apply for your workplace <p>You may also consider:</p> <ul style="list-style-type: none"> Minimising the build-up of people waiting to enter and exit the workplace. Using floor markings to provide minimum physical distancing guides. Reviewing delivery protocols to limit contact between delivery drivers and workers 	<p>COVIDSafe Marshalls (Security, Front of House & Facility Operations staff) monitor entry points and within the building to ensure visitors comply with current COVID directions</p> <p>Building capacity signage located all entry points and at catering areas located within the NGV. Signage is updated when capacity and density levels are updated in line with Victorian Government COVIDSafe requirements.</p> <p>Social distancing and mandatory mask wearing signage and floor markings at public and staff entries, exits and areas likely to see congregation.</p> <p>All deliveries occur at the NGV Loading docks. Service Victoria QR Code is located at these entry points.</p>
<p>You should provide training to workers on physical distancing expectations while working and socialising. This should include:</p> <ul style="list-style-type: none"> Informing workers to follow current public health directions when carpooling. This can be found at coronavirus.vic.gov.au 	<p>Staff and contractors are provided with a weekly reminder of the current requirements when attending site, and signage is located at all entries/exits.</p> <p>All NGV Staff and Contractors receive a site induction which includes COVIDSafe requirements and site emergency management information.</p> <p>OHS Committee meetings are held when changes to restrictions occur.</p>

Requirements and recommendations	Action
You may be required to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions.	NGV follows current staffing restrictions requirements outlined by Department of Health.



Wear a face mask


Requirements and recommendations	Action
 You must ensure all workers adhere to current face mask requirements, as outlined at coronavirus.vic.gov.au/face-masks	NGV follows all mask requirements outlined in the Victorian Government COVIDSafe requirements.
<p>You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.</p> <p>You should inform workers that reusable face masks should be washed each day after use. However, if during the day the face mask is visibly dirty or wet, it needs to be replaced with a clean face mask immediately.</p>	<p>Weekly email below is sent to all staff permitted to work on site by HR team:</p> <p>As we start the working week this is just a reminder of your responsibilities regarding your health and the health of others if attending work onsite.</p> <p>If you are working on site, we ask that before each shift you review the attached Staff Health Questionnaire and Returning to Work Checklist. The use of your security pass to enter NGVI or NGVA will be taken as your electronic declaration that you have reviewed and met the questionnaire requirements, in alignment with Victorian Government public health directions.</p> <p>Staff and contractors are reminded that masks must be worn if they are required by a Safe Work Method Statement (SWMS) or if directed by DH guidelines, and Facilities and Security teams monitor compliance.</p> <p>All contractors receive onsite induction which includes the above information.</p> <p>Service Victoria QR Code is located at all building entry points.</p> <p>COVIDSafe Marshalls (Security & Facility Operations staff) to monitor staff comply with current COVID directions.</p>

If your industry is subject to additional industry obligations, you may also be required to:

Adhere to additional face mask requirements.	NGV follows all mark requirements outlined in the Victorian Government COVIDSafe requirements. Signage is provided at entry points to advise of the current mask requirements.
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Practise good hygiene




Requirements and recommendations	Action
<p> You must take all reasonable steps to frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.</p> <p>You should:</p> <ul style="list-style-type: none"> • Clean high-touch surfaces with appropriate cleaning products, including detergent and disinfectant. • Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so. • Clean between shifts. 	<p>The NGV has a cleaning plan, developed with input from our Cleaning Services provider, which has 3 specific cleaning schedules conducted daily:</p> <p>1 – Core Clean (outside open hours) Thorough clean of all areas of the NGV buildings</p> <p>2 – Day Cleaning (Open hours) Scheduled cleaning of high visitation areas throughout the NGV buildings.</p> <p>3 – Touch point Cleaning (Open hours) Specific schedule developed for touch point areas in Front and Back of house areas to be cleaned on multiple occasions each day.</p> <p>NGV has updated Front of House bathroom facilities with touchless taps, soap dispensers and hand driers.</p>
<p>You should display a cleaning log in shared spaces.</p>	<p>Cleaning logs/schedules are displayed.</p>
<p>You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.</p>	<p>Automatic hand sanitiser units have been placed in high traffic and high touch point areas in the NGV buildings.</p>

If your industry is subject to additional industry obligations, you may also be required to:

<p>Ensure all areas where workers are working are cleaned at least daily.</p>	<p>The NGV has a cleaning plan, developed with input from our Cleaning Services provider, which has 3 specific cleaning schedules conducted daily:</p> <p>1 – Core Clean (outside open hours) Thorough clean of all areas of the NGV buildings</p> <p>2 – Day Cleaning (Open hours) Scheduled cleaning of high visitation areas throughout the NGV buildings.</p> <p>3 – Touch point Cleaning (Open hours) Specific schedule developed for touch point areas in Front and Back of house areas to be cleaned on multiple occasions each day.</p>
<p>Adhere to additional hygiene training requirements.</p>	<p>Cleaning staff are provided with refresher training on a regular basis.</p>



Keep records and act quickly if workers become unwell

Requirements and recommendations	Action
<p> You must support workers to get tested and stay home even if they only have mild symptoms.</p>	<p>A weekly email is sent to all NGV staff and contractors advising them of the requirements of working onsite. These requirements are also included on signage at entry / exit points.</p> <p>Site induction is provided to all staff and contractors about their COVIDSafe responsibilities when attending site.</p> <p>Toolbox reminders are provided to all NGV staff and contractors on their COVID responsibilities when attending site.</p>
<p> You must develop a business contingency plan to manage any outbreaks. This includes:</p> <ul style="list-style-type: none"> • Having a plan to respond to a worker being notified they are a positive case or a close contact while at work. • Having a plan in place to clean the worksite (or part) in the event of a positive case. • Having a plan to contact the Department of Health and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts. • Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace. • Having a plan in the event that you have been instructed to close by the Department of Health. • Having a plan to re-open your workplace once agreed by Department of Health and notify workers they can return to work. 	<p>NGV will respond to any positive COVID cases at the gallery in line with the Victorian Government's requirements including reporting, cleaning and contact tracing.</p> <p>Anyone who is unwell whilst visiting NGV will be attended to by a First Aid Officer.</p> <p>Unwell visitors, staff member or contractors can be treated in First Aid Rooms whilst onsite and NGV will organise an required transport home to self-isolate</p> <p>NGV First aid officers are provided with PPE when assisting a person with COVID symptoms onsite.</p> <p>An electronic testing register is maintained by the NGV Pandemic Manger.</p>
<p> Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers and visitors. For more information see https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service .</p>	<p>NGV has a Service Victoria QR code at each site for staff and visitors. Security staff monitor the use of the QR code.</p> <p>NGV catering outlets have separate QR codes.</p> <p>COVIDSafe Marshalls (Security, Front of House & Facility Operations staff) monitor entry points and within the building to ensure visitors comply with current COVIDSafe requirements.</p>



Avoid interactions in enclosed spaces

Requirements and recommendations	Action
<p>You should reduce the amount of time workers are spending in enclosed spaces. This could include:</p> <ul style="list-style-type: none"> • Enabling working in outdoor environments. • Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms. • Enhancing airflow by opening windows and doors. • Optimising fresh air flow in air conditioning systems. 	<p>.</p> <p>For conservation reasons, conditions must be controlled within the gallery facilities, however the facilities are well ventilated, including optimised fresh air intake. The gallery air conditioning is in line with Australian Standards.</p>

If your industry is subject to additional industry obligations, you may also be required to:

<p>Ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.</p>	<p>Weekly email below is sent to all staff permitted to work on site by HR team:</p> <p>As we start the working week this is just a reminder of your responsibilities regarding your health and the health of others if attending work onsite.</p> <p>If you are working on site, we ask that before each shift you review the attached Staff Health Questionnaire and Returning to Work Checklist. The use of your security pass to enter NGVI, NGVA will be taken as your electronic declaration that you have reviewed and met the questionnaire requirements, in alignment with Victorian Government public health directions.</p>
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Create workforce bubbles

Requirements and recommendations	Action
You should consider keeping groups of workers rostered on the same shifts at a single worksite and avoid any overlap of workers during shift changes where it is practical to do so.	Implemented

If your industry is subject to additional industry obligations, you may also be required to:

Limit or cease the number of workers working across multiple work sites where reasonably practical.	Implemented
Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.	Implemented




COVIDSafe Plan Guide

This guide has been designed to accompany your COVIDSafe Plan and provides a number of suggestions / example actions for how to implement requirements.

Please use this guide to help you complete your COVIDSafe Plan. For further information go to <https://www.coronavirus.vic.gov.au/COVIDsafe-plan>




Practice physical distancing

Requirements and recommendations	Action
<p> You must apply the relevant density quotient to configure shared work areas and publicly accessible spaces.</p> <ul style="list-style-type: none">• Shared work areas are only accessible to workers and should only include workers in the density quotient.• Publicly accessible spaces should include members of the public, and may include workers if they share the space on an ongoing basis.• Further information can be found at coronavirus.vic.gov.au	<ul style="list-style-type: none">• Rearrange, remove or cordon off furniture in common areas to practise physical distancing, stagger seating so workers are not facing one another.• Comply with relevant density quotient and signage requirements in the Workplace Directions.

Requirements and recommendations	Action
<p>Where possible within the workplace, aim for workers and visitors to maintain physical distancing of 1.5 metres. This can be done by:</p> <ul style="list-style-type: none"> • Displaying signs to show patron limits at the entrance of enclosed areas where density quotients apply for your workplace <p>You may also consider:</p> <ul style="list-style-type: none"> • Minimising the build-up of people waiting to enter and exit the workplace. • Using floor markings to provide minimum physical distancing guides. • Reviewing delivery protocols to limit contact between delivery drivers and workers. 	<ul style="list-style-type: none"> • Identify areas that require floor markings, such as lifts, kitchen areas, printer collection areas. • Allocate different doors for entry and exit. • Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit. • Use floor markings to provide minimum physical distancing guides at entrances and exits. • Establish contactless delivery or invoicing. • Display signage for delivery drivers. • Identify designated drop off areas. • Outline the maximum occupancy of areas that are open to the general public, and information about signage. • Stagger break times to reduce crowding in shared spaces and facilitate physical distancing between workers.
<p>You should provide training to workers on physical distancing expectations while working and socialising. This should include:</p> <ul style="list-style-type: none"> • Informing workers to follow current public health directions when carpooling. This can be found at coronavirus.vic.gov.au 	<ul style="list-style-type: none"> • Develop and educate workers on strategies and work practice changes to maintain physical distancing. • Reinforce messaging to workers that physical distancing needs to be maintained during work and during social interactions. • Educating workers on hand and cough hygiene, including how to wash and sanitise their hands correctly. • Reinforcing the importance of not attending work if unwell. • Ensuring appropriate information on the use of face masks and PPE.
<p>You may be required to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions.</p>	



Wear a face mask


Requirements and recommendations	Action
 You must ensure all workers adhere to current face mask requirements, as outlined at coronavirus.vic.gov.au/face-masks	<ul style="list-style-type: none"> Identifying face masks and PPE required for the workplace and describe when and how they need to be worn. Monitoring use of face coverings in all workers unless a lawful exception applies.
<p>You should provide training, instruction, and guidance on how to correctly fit, use and dispose of PPE.</p> <p>You should inform workers that reusable face masks should be washed each day after use. However, if during the day the face mask is visibly dirty or wet, it needs to be replaced with a clean face mask immediately.</p>	<p>Staff and contractors receive an onsite safety and security induction which includes outlining COVID site requirements which includes mask usage and how and where to dispose used masks</p>

If your industry is subject to additional industry obligations, you may also be required to:

<p>Adhere to additional face mask requirements.</p>	<p>NGV follows all mask requirements outlined in the COVID directions.</p> <p>Signage is provided at entry points to advise all of the current mask requirements.</p>
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Practise good hygiene




Requirements and recommendations	Action
 You must take all reasonable steps to frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones. You should: <ul style="list-style-type: none"> • Clean high-touch surfaces with appropriate cleaning products, including detergent and disinfectant • Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so • Clean between shifts 	<ul style="list-style-type: none"> • Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment). • Provide information about workplace cleaning schedule and how to use cleaning products. • Identify which products are required for thorough cleaning. • Monitor supplies of cleaning products and regularly restock. • Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers. • Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment. • Provide workers with their own personal equipment, labelled with their name.
You should display a cleaning log in shared spaces.	
You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.	<ul style="list-style-type: none"> • Location of hand sanitiser stations throughout the worksite. • Ensuring rubbish bins are available to dispose of paper towels. • Ensuring adequate supplies of soap and sanitiser. • Ensuring workers have information on how to wash and sanitise their hands correctly.

If your industry is subject to additional industry obligations, you may also be required to:

Ensure all areas where workers are working are cleaned at least daily.	The NGV has developed a cleaning plan which has 3 specific cleaning schedules conducted daily. The Cleaning schedule was developed with input from the NGV Cleaning services contractor. 1 – Core Clean (Outside hours) Through clean of all areas of the NGV building 2 – Day Cleaning (Opening hours) Scheduled cleaning of high visitation areas throughout the NGV buildings. 3 – Touch point Cleaning (Opening hours) Specific schedule developed for touch point areas in Front & back of house areas to be cleaned on multiple occasions each day.
Adhere to additional hygiene training requirements.	Cleaning services team received regular training



Keep records and act quickly if workers become unwell

Requirements and recommendations	Action
 You must support workers to get tested and stay home even if they only have mild symptoms.	Communicate to workers the financial support available to them if they cannot work while they are waiting for test result or are confirmed as a positive case.
 You must develop a business contingency plan to manage any outbreaks. This includes: <ul style="list-style-type: none"> • Having a plan to respond to a worker being notified they are a positive case or a close contact while at work • Having a plan in place to clean the worksite (or part) in the event of a positive case • Having a plan to contact the Department of Health and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts • Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace • Having a plan in the event that you have been instructed to close by the Department of Health • Having a plan to re-open your workplace once agreed by Department of Health and notify workers they can return to work 	<ul style="list-style-type: none"> • Establish a process for notifying workers and close contacts about a positive case in the workplace. • Establish a cleaning process in the event of a positive case. • Establish a process and responsibility for notifying the Department of Health, WorkSafe and your health and safety representative. • Establish a process for confirming a worker (with a suspected or confirmed case) does not have COVID-19 before returning to physical worksite. • Establish a process for notifying Worksafe that the site is reopening.
 Every Victorian business must use the Victorian Government QR Code Service to check-in their workers, customers and visitors, with some limited exemptions. For more information see https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service .	<ul style="list-style-type: none"> • Use the free Victorian Government QR Service for electronic record keeping. Ensure staff have downloaded the app, and train staff to facilitate use of the app by visitors. • Consider implementing temperature checking. • Ask workers to complete a health questionnaire before starting their shift. • Establish a process to collect records from workers attendance (including labour hire, external contractors, cleaners, delivery drivers), including areas of the workplace accessed during each shift or visit. Where possible, consider implementing a contactless system. • Review processes to maintain up-to-date contact details for all workers. • Provide information on protocols for collecting and storing information.



Avoid interactions in enclosed spaces

Requirements and recommendations	Action
<p>You should reduce the amount of time workers are spending in enclosed spaces. This could include:</p> <ul style="list-style-type: none">• Enabling working in outdoor environments.• Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunch breaks and locker rooms.• Enhancing airflow by opening windows and doors.• Optimising fresh air flow in air conditioning systems.	<p>Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift.</p>

If your industry is subject to additional industry obligations, you may also be required to:

<p>Ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.</p>	<p>Implemented</p>
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Create workforce bubbles

Requirements and recommendations	Action
<p>You should consider keeping groups of workers rostered on the same shifts at a single worksite and avoid any overlap of workers during shift changes where it is practical to do so.</p>	<ul style="list-style-type: none"> • Adjust rosters and develop procedures to ensure workers do not work across multiple sites. • Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time. • Encourage workers to minimise time in shared facilities when taking breaks. Advise staff (work bubbles) of their dedicated area to use as a breakout room. • Ensure groups of workers do not mix across different shifts and work zones within the NGV Facilities.

If your industry is subject to additional industry obligations, you may also be required to:

<p>Limit or cease the number of workers working across multiple work sites where reasonably practical.</p>	<p>Single site bubbles</p>
<p>Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.</p>	<p>Provided to NGV pandemic manager and NGV landlords who approve site access.</p>