

Australian Age of Dinosaurs

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AUSTRALIAN AGE OF DINOSAURS

COVID-SAFE PLAN

Completed 3 June 2020
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COVID-19 SAFE

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1. BACKGROUND

Located atop a towering mesa known as The Jump-Up, approximately 24km south-east of Winton in Central West Queensland, the Australian Age of Dinosaurs Museum of Natural History (the Museum) is a prominent science-based not-for-profit museum and major tourist attraction. The Museum focuses on preserving Australia's fossil past for future generations to learn from and find inspiration in.

The Museum includes:

- the most productive Fossil Preparation Laboratory in the Southern Hemisphere
- the Reception Centre and Collection Room,
- Dinosaur Canyon featuring life-sized bronze dinosaur dioramas
- the *March of the Titanosaurs* exhibition – housing Australia's best-preserved sauropod tracksite and
- the Gondwana Stars Observatory.

On 11 March 2020 the World Health Organisation declared COVID-19 a global pandemic. Thirteen days later Prime Minister Scott Morrison declared that all non-essential businesses would be required to shut down to minimise the effect of COVID-19, including "museums and art galleries".

During this upheaval the Museum Management Team met many times to discuss the best way forward. Initially, fear and anxiety plagued these discussions but, eventually, the Museum Management Team decided it wasn't enough to merely get through this experience. With no end date in sight the Museum Management Team decided that the only thing the Museum could control was its own reaction to the closure.

The Museum Management Team identified two main objectives:

1. look after the well-being of the Museum team and
2. promote positivity and connectedness.

Sustaining these objectives would help to reduce fear and anxiety and keep the Museum team and visitors focused on a post-COVID-19 future.

The Museum operates in accordance with this **Australian Age of Dinosaurs COVID-safe plan** for the duration of the COVID-19 pandemic or

as otherwise instructed by the Queensland Chief Health Officer's **public health directions**.

2. PLAN

The Museum conducts business in accordance with the plan detailed in the following pages.

2.1 CONDUCTING BUSINESS

The Museum reopened to the public at 8.30am on 15 June 2020 to significantly reduced tour capabilities and with mandatory online booking requirements in place. From 3 July 2020 Stage 3 of the Queensland Government's **Roadmap to easing Queensland's restrictions** was introduced. From this point the Museum has been able to operate more consistently using the two-square-metre rule for venues below 200 square metres.

The condition of equipment and facilities across the Museum site (The Jump-Up) has been checked and, where appropriate, tested, to ensure safety prior to reopening. All maintenance activities continued as normal during the Museum's closure to the public.

2.1.1 OCCUPANCY AND TICKETING

The Fossil Preparation Laboratory, Collection Room and public spaces at the Museum are reviewed regularly against the Queensland Government's *Roadmap to easing Queensland's restrictions* to determine the maximum number of visitors allowed in each defined space. As visitor movement and restrictions are constantly changing, the Museum Management Team complies with all updated information published by the Queensland Government as defined by directions: **movement and gathering direction** and **restrictions on businesses, activities and undertakings direction**.

Visitors are encouraged to book all tours and experiences ahead of their visit. While the Museum's trading hours (8.30am to 5pm) have remained the same, adequate time is set aside to ensure a strict cleaning and hygiene regime is upheld, as mandated by **Workplace Health and Safety Queensland**. Visitor entry is only available by timed tour ticketing. Walk-up visitors are permitted entry only if there are spaces available. Walk-up visitors are required to book for a specific tour.

Groups of ten or more (including schools) are

managed via a dedicated Museum Booking Office and booking staff. Groups must adhere to the Museum's timed tour ticketing and social distancing requirements (ie large groups may be split into smaller groups that rotate throughout the Museum). Entry and exit protocols for school groups are updated in consultation with schools.

Functions, experiences and events are assessed on a case-by-case basis. Those that proceed are subject to rigorous, COVID-19-specific risk assessments to ensure all COVID-19 safety measures are adhered to.

In accordance with the restrictions on businesses, activities and undertakings direction, all visitors are required to check into the Museum using the **Check In Qld app** or a single-use paper form providing their name, email address and mobile number upon entry to the Museum.

This information is categorised by session time and date and retained securely for **eight weeks** in accordance with the **Queensland Information Privacy Act 2009** and restrictions on businesses, activities and undertakings direction. Visitors who refuse to participate in contact tracing at the Museum are refused entry, in accordance with the Museum's conditions of entry.

The Museum regularly informs the Winton and Longreach Visitor Information Centres of any changes to the Museum's conditions of entry.

2.1.2 CLEANING AND HYGIENE

A comprehensive cleaning and hygiene regime has been developed based on the Museum's Queensland Tourism and Accommodation Industry COVID-safe plan, COVID-19 business-recovery plan and COVID-19 business cleaning policy and procedures (Quality Tourism Framework) as mandated by Workplace Health and Safety Queensland.

The cleaning and hygiene regime is maintained by dedicated cleaning staff and contributed to by all other staff. Frequently touched surfaces, such as screens, counter tops, handrails, seats, EFTPOS equipment, shared equipment and tools, tables and countertops, are cleaned and disinfected after each session.

Toilet-door locks, taps, soap dispensers and other frequently touched items in the Museum's

bathrooms are cleaned and disinfected **hourly**. All visitor and staff bathrooms are fitted with running water, liquid soap, paper towels, alcohol-based hand sanitiser and COVID-19 hand-washing posters.

Cleaning staff check and maintain quantities of soap, paper towels and commercial alcohol-based hand sanitiser across The Jump-Up.

Automatic alcohol-based hand-sanitiser stations, including instructions on 'how to hand wash' have been installed across the Museum including the:

- entrance foyer to the Reception Centre
- Cretaceous Café seating area
- Fossil Preparation Laboratory waiting room
- Dinosaur Canyon Outpost and
- *March of the Titanosaurs* exhibition.

Visitors are required to apply hand sanitiser before interacting with high-touch areas, such as handrails at Dinosaur Canyon and the *March of the Titanosaurs* exhibition.

Museum equipment, such as headphones, Lab tools and communal devices, are cleaned regularly or allocated to one person. Self-service water and cutlery and condiment stations have been removed from common areas. Cleaning materials are available across the Museum for staff to clean surfaces in back-of-house areas.

Staff are directed to sanitise surfaces while wearing gloves and to use single-use disinfectant or disinfectant spray and a clean cloth before and after every session.

Contactless payment transactions such as tap-and-go and EFTPOS, are preferred to reduce cash handling.

2.1.3 SOCIAL DISTANCING

In accordance with the restrictions on businesses, activities and undertakings direction and the Queensland Government's *Roadmap to easing Queensland's restrictions* the Museum ensures that the two-square-metre rule for venues below 200 square metres is observed by:

- establishing designated entry and exit points for each facility, monitored by front-of-house staff, to ensure visitor numbers are not exceeded
- directing front-of-house staff to practise social distancing and reminding visitors to socially distance as appropriate

- encouraging one-way direction of foot traffic through defined walkways
- restricting use of bathrooms to small numbers at a time
- placing furniture 1.5m apart and affixing signage to remind people to socially distance
- installing signage (printed and floor decals) across The Jump-Up instructing visitors to observe: 1.5m social distancing in all locations, queuing requirements, visitor number restrictions for defined spaces, bathrooms and entry and exit points and
- including pictures and diagrams in signage to accommodate visitors with low literacy or limited English.

2.1.4 COVID-19 PRESCREENING

All Museum staff are advised, supported and reminded that they must NOT come to work if they are experiencing any symptoms consistent with COVID-19, even if they feel fit to work. An unwell staff member must report any flu-like symptom/s to their supervisor or manager immediately. Staff are required to stay home when sick and seek medical treatment and/or COVID-19 testing as necessary.

All staff must sign in and declare they are symptom free at the commencement of each shift.

COVID-19 outbreak management processes and controls have been developed in accordance with Queensland Health guidelines and the **designated COVID-19 hospital network direction**.

In the event that a Museum staff member presents at work with COVID-19 symptoms:

- the staff member will be isolated in the staff room and all attending staff will be provided with appropriate PPE
- the staff member will be directed home or to the Winton Hospital
- the Queensland Department of Health (13HEALTH) and the Winton Hospital will be notified
- the Museum's cleaning and hygiene regime across the entire Jump-Up will be activated and
- the staff member, and all other direct contacts, will be instructed to take a COVID-19 test.

Visitors who are feeling ill are discouraged from visiting the Museum. Visitors displaying visible symptoms will be refused entry or asked to leave. Vulnerable customers (those who are identified as at risk) who are comfortable visiting the Museum

are advised to take their own additional safety precautions. Free face masks are available at the Museum for anyone who requires one. All visitors are required to complete a symptom-screening declaration using the *Check In Qld* app or a single-use paper form providing their name, email address and mobile number upon entry to the Museum.

COVID-19 outbreak management processes and controls have been developed in accordance with Queensland Health guidelines and designated COVID-19 hospital network direction.

In the event that a visitor presents at the Museum with COVID-19 symptoms:

- the visitor will be asked to leave immediately
- the visitor will be directed home or to the Winton Hospital
- the Queensland Department of Health (13HEALTH) and the Winton Hospital will be notified
- the Museum's cleaning and hygiene regime across the entire Jump-Up will be activated and
- the visitor, and all other direct contacts, will be instructed to take a COVID-19 test.

2.1.5 CONFIRMED COVID-19 DIAGNOSIS OR PERSONAL CONTACT

Any staff member who has a confirmed case of COVID-19, whether asymptomatic or not, must immediately advise their supervisor or manager and self-isolate in accordance with government regulations for the time period stipulated.

Staff must also notify their supervisor or manager if:

- they have been in direct contact with someone who has been diagnosed with COVID-19 or
- they have been in regular contact with someone (eg partner, friend or family member) who has been overseas recently or who is showing signs of illness.

If a staff member has been tested for COVID-19 and is waiting test results, they are not to return to the Museum until they have received a negative result. In the interim they must self-isolate, but may work from home if circumstances allow.

In the event of a confirmed COVID-19 case:

- the staff member who has been diagnosed must quarantine in accordance with health advice and return to the Museum only when they have fully recovered and met the criteria for clearance from isolation. Clearance may be

- given by the public health authority or by the staff member's treating clinician and must be provided in writing for the Museum's record
- the Museum will work with public health to inform all staff members that a case has been confirmed and request that those who have been in contact with the staff member disclose their contact immediately
- the Museum will work with public health to consult with staff members who are identified as having had contact with the infected staff member and will continue to share information to the relevant state health authority and take any additional measures recommended by that authority
- a deep clean will be conducted in accordance with advice received from the relevant health authority
- the Queensland Department of Health (13HEALTH) will be notified by the medical professional who confirms diagnosis
- upon being informed the Collection Manager will notify Workplace Health and Safety Queensland that the case has been confirmed and
- each notifiable incident is reported to the Museum Management Team. The Collection Manager will keep the record for at least **five years** from the day that notice of the incident is given to the regulator.

2.2 CONDITIONS OF ENTRY

The Museum's standard conditions of entry include:

- offering only timed tour ticketing
- collecting contact information upon entry for all visitors
- restricted occupancy density to the Museum based on the most current federal and state government guidelines
- prominently displayed hygiene and safety signage
- no entry to any visitors feeling unwell and those with visible symptoms or a positive COVID-19 diagnosis
- the postponement of storage of personal belongings, including prams, backpacks, helmets and bags until further notice
- the closure of high-touch areas, such as drinking stations, tracing plaques and hands-on activities
- restricted visitor occupancy within bathrooms (visitors with special needs are given priority)
- updated Government health directives, police or relevant authority directions to supersede

any Museum policies and procedures including these conditions of entry

- the display of these conditions of entry, including COVID-19 Health and Safety conditions, at the Reception Centre entrance and online at australianageofdinosaurs.com
- the right by the Museum Management Team to change these conditions of entry at any time and
- accepting and agreeing to these conditions of entry when visiting the Museum.

2.3 VISITOR AND STAFF INTERACTIONS

Visitor entry is subject to the Museum's conditions of entry. Designated entry and exit points have been established. These points are monitored by front-of-house staff to ensure occupancies are not exceeded and to limit gatherings.

Visitor entry is via timed tour ticketing. Visitors are required to book online wherever possible. Groups of ten or more (including schools) are managed via a dedicated Museum Booking Office and booking staff.

Customer and staff interaction risks are controlled by:

- limiting visitor numbers
- managing social distancing
- ensuring continuous display of hygiene, safety and social-distancing safety signage
- providing commercial alcohol-based hand sanitiser across The Jump-Up and
- cleaning as recommended by **Safe Work Australia** guidelines and mandates from Workplace Health and Safety Queensland.

New processes are communicated through signage, the Museum's social networks, society newsletter, in-house staff newsletter (the *Steering Wheel*) and dedicated stakeholder correspondence.

Staff are empowered to request a visitor or another staff member to leave the site for any reason consistent with the conditions of entry. However at no point should a staff member place themselves in a threatening or potentially unsafe position. If any staff member feels threatened or vulnerable or has threats or aggressive behaviour displayed by a visitor, the staff member should immediately remove themselves from the situation and contact a supervisor or manager.

2.4 SERVICES AND PAYMENT

Paper-based materials (except for those sold in the Museum Shop) are single-use and disposable. Brochures, maps and other multi-use paper-based items have been removed from the Museum until restrictions have eased.

Restricted visitor occupancy within bathrooms are communicated through posters, floor decals and Museum staff.

Contactless payment transactions, such as tap-and-go and EFTPOS, are preferred payment methods at the Reception Centre front counter. Museum Shop customers are discouraged from touching items they do not intend to purchase.

2.5 COMMUNAL AREAS

Visitor entry is via timed tour ticketing. Visitors are required to book for a specific tour. Walk-up visitors are permitted entry only if there are spaces available.

A queuing system instructing visitors to queue 1.5m apart has been developed at the entrance to the Reception Centre. Queues are managed by crowd control bollards with signs directing visitors to use the *Check In Qld* app by connecting to the Museum's free Wi-Fi. Contact details, including name, email address and mobile number, are collected from all visitors and contractors on site for 15 minutes or more. This information is categorised by session time and date and retained securely for eight weeks and managed in accordance with the Queensland Information Privacy Act 2009 and restrictions on business, activities and undertakings direction.

Available tour times for the Museum are communicated via the Museum's social networks and through its website.

2.6 MANAGING EGRESS AND EMERGENCY EVACUATION

The Museum has a dedicated Emergency Evacuation Plan and Evacuation Procedures that comply with the **Work Health and Safety Act 2011**.

Staff rosters ensure that at least one Fire Warden and two First Aid Officers are on The Jump-Up during public opening hours. Fire Wardens will encourage staff and visitors to maintain social distancing when exiting the building and mustering.

2.7 STAFF SAFETY

The following staff safety processes comply with criteria established by Safe Work Australia and enforced by Workplace Health and Safety Queensland.

Measures implemented to protect staff include:

- staggered break times to comply with occupancy restrictions
- safe distancing in all areas of the workplace including back of house, collection and preparation areas. This includes limiting the number of people in vehicles and the Noble Express Shuttle bus
- appropriate-sized break rooms that staff can socially distance in during breaks
- two mandatory training programs that all Museum staff must complete and
- recommending all staff receive the COVID-19 vaccine.

Managers are required to conduct regular check-ins with staff who work remotely to ensure their well-being and address any work-related stressors promptly. Meetings and other non-essential face-to-face gatherings, such as conferences and seminars, to be attended using Zoom or Skype where practical.

Staff working on The Jump-Up are required to:

- sign in and out each day (sign-in sheets and rosters are retained for eight weeks and kept in accordance with the Queensland Information Privacy Act 2009 and restrictions on business, activities and undertakings direction)
- maintain appropriate social distancing in public spaces, work stations, meeting rooms, break rooms and bathrooms
- stay home when sick and seek medical treatment and/or COVID-19 testing as necessary
- stagger break times to comply with occupancy restrictions
- practise good hygiene by frequently cleaning their hands and practising cough and sneeze etiquette and
- adhere to signage installed across The Jump-Up.

All visitor and staff bathrooms are fitted with running water, liquid soap, paper towels, alcohol-based hand sanitiser and COVID-19 hand washing posters. Commercial grade alcohol-based hand sanitiser are available in all offices, bathrooms, meeting rooms and common areas.

Cleaning materials and appropriate PPE are available to staff to clean surfaces, telephones, keyboards, tools and equipment after each shift. Staff returning to work on site, in the workplace, after overseas or interstate travel are required to self-quarantine in accordance with **self-quarantine for persons arriving in Queensland from overseas direction** and **border restrictions direction**.

Staff receive emailed communication through the in-house staff newsletter (the *Steering Wheel*).

2.8 TRAINING

All front-of-house staff receive a copy of the Australian Age of Dinosaurs COVID-safe plan and are individually 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.

The Museum has two mandated training programs that all Museum staff members must complete. These are the TAFE Queensland “COVID safe for dining in (micro-credential)” and the Museum’s own on-line training unit WHS1010 Work Health and Safety “infection control training presentation”.

Training records are retained in staff personnel files in accordance with the Queensland Information Privacy Act 2009, restrictions on businesses, activities and undertakings direction and associated policies and standards.

Increased COVID-19 work health and safety information and requirements are communicated to individual contractors in accordance with routine site induction processes.

3. RISK MANAGEMENT

The **Queensland Work Health and Safety Act 2011** requires safety risks to be eliminated wherever possible. If safety risks cannot be eliminated, they are to be controlled so far as reasonably practicable.

All Museum staff, contractors and volunteers are required to work within the parameters of the Museum-wide Risk Management Plan and Work Health and Safety Policy and Procedures.

4. LEGISLATION AND DIRECTIONS

The Australian Age of Dinosaurs COVID-safe plan is based on the Queensland Tourism and Accommodation Industry COVID-safe plan issued by the Queensland Tourism Industry Council.

As a live, iterative document, the **Australian Age of Dinosaurs COVID-safe plan** is updated regularly in response to best-practice advice, relevant legislation and directions, including but not limited to:

1. Queensland Information Privacy Act 2009
2. Public Health Directions issued under section 362B of the Queensland Public Health Act 2005 including:
 - a) border restrictions direction
 - b) COVID-19 cleaning, disinfection and waste recommendations
 - c) movement and gathering direction
 - d) restrictions on businesses, activities and undertakings direction
 - e) designated COVID-19 hospital network direction and
 - f) self-quarantine for persons arriving in Queensland from overseas direction
3. Queensland Government’s *Roadmap to easing Queensland’s restrictions*
4. Safe Work Australia
5. Queensland Work Health and Safety Act 2011 and
6. Workplace Health and Safety Queensland.

STATEMENT OF COMPLIANCE

Business name	Australian Age of Dinosaurs Museum of Natural History Lot 1 Dinosaur Drive Winton Qld 4735
Date completed	3 June 2020
Date of review	1 August 2021
Manager approval	David Elliott OAM, Executive Chairman
Signature	
Date	1 August 2021



STATEMENT OF COMPLIANCE

**This site is operating in compliance
with an Industry COVID SAFE Plan**

A copy of the Industry COVID SAFE Plan may be found at:
www.covid19.qld.gov.au/government-actions/covid-safe-businesses

- Follow the rules and keep us all safe
- Practice social distancing
- Wash your hands regularly
- Be prepared to leave your contact details for tracing purposes
- This is a COVID SAFE site

Signed by: 
(authorised business representative)

Date: 3/06/2020



A U S T R A L I A N AGE OF DINOSAURS



March of the
Titanosaurs
exhibition

Kunbarrasaurus
exhibit

Dinosaur
Stampede
exhibit

Pterodactylus
Family exhibit

Cretaceous
Garden

Gondwana
Stars
Observatory

Dinosaur
Canyon
Outpost

Maloney
Lodge
Precinct

Death in the
Billabong
exhibit

Reception
Centre

Fossil
Preparation
Laboratory

Staff amenities
and Noble
Express
Shuttle depot

WELCOME TO AUSTRALIA

BRITTON WAY

DINGKAPUR DRIVE

australianageofdinosuars.com

COVID-19 SAFE