



NFSA COVID-SAFE PLAN

LAST UPDATED: 13 APRIL 2021

This document records how the NFSA and its staff will keep the public safe during the COVID-19 pandemic. It is designed to be shared with members of the public on request.

It complements internal documents that make up the suite of COVID-Safe planning policies and documents, including:

- > COVID-19 risk assessments for all activities undertaken by the NFSA
- > Pandemic Response Plan
- > Business Continuity Plan (including timeline of NFSA response to the pandemic)
- > Work Health and Safety Policy

The NFSA designed the plan in accordance with the National COVID-19 Safe Workplace Principles agreed to by the national Cabinet and the nationally consistent work health and safety guidance on COVID-19 developed by Safe Work Australia. It was also designed to take into account guidance and regulations specific to the ACT Government.

The COVID-19 pandemic is an evolving situation. This COVID-Safe plan is a working document which we will update regularly to reflect evolving guidance and regulations, as well as visitor and staff feedback.

We carried out risk assessments to identify appropriate control measures and responsibilities. A COVID-19 working group has also been meeting several times per week since the start of the pandemic to monitor the situation and formulate organisational policy.

Public spaces risk mitigation

- > Signage at building entry points with terms and conditions of entry to reduce risk of entry by visitor who may have been infected
- > Signage with reminders of key health and safety guidelines on both physical signage and on venue and cinema screens:
 - Stay home if unwell
 - Sanitise or wash your hands
 - Maintain 1.5m social distancing with others
- > Limited capacity for public spaces, with clear signage and monitoring by VSO staff. N.B: From April 14 2021 Arc Cinema and Theatrette will be operating at 100% capacity.
- > Queuing/distancing markers on the floor in the entry lobby
- > Six touch-free hand sanitising stations for public/staff
- > Hand sanitiser for public/staff
- > Perspex screen installed at reception
- > Anti-bacterial wipes, masks and gloves available for visitors at reception desk upon request, free of charge
- > Protective ear coverings for headphones in exhibition displays
- > Contactless transactions (no cash)
- > Use of Check In CBR app. QR code signage available in public spaces and Business function available at front desk.
- > Food and beverage-specific hygiene and safety measures enforced in the café.



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Extra cleaning

- > Increased cleaning for desk space at reception
- > Increased cleaning of public spaces, with a focus on high-traffic areas, high-touch points and interactive screens
- > Increased cleaning regime across the site with cleaning logs for high traffic areas

Visitor traffic and capacity

- > Updated capacities set for each public space under guidance from ACT Government, with clear signage, enforced through ticketing restrictions, self-assessment and staff checks.
- > New visitor journey pathways to minimise contact
- > Extra Visitor Experience staff will be available to assist visitors and monitor visitor flows and capacity.

We regularly update guidelines for both staff and visitors in line with the following safety principles:

- > Creating safe environments
- > Being vigilant in adhering to the most up-to-date state and federal government instructions
- > Closely maintaining and monitoring facilities
- > Always making information available to help our visitors stay safe.

Customer feedback, risk assessments and evolving directions from Department of Health and ACT Government inform these guidelines daily.



Please use our exit survey kiosks to provide feedback on your visit – comments are monitored daily.

You can also provide feedback online at **[NFSA.GOV.AU/feedback-form](https://www.nfsa.gov.au/feedback-form)**



FIND OUT MORE: The ACT Government has set up a site with information, rules and advice during the COVID-19 pandemic, including restrictions and guidelines around when and where to get tested: **[covid19.act.gov.au](https://www.covid19.act.gov.au)**