



NFSA COVID-SAFE PLAN

LAST UPDATE: 12 NOVEMBER 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

- > From 1 July 2021, all visitors are required to check in with the Check In CBR app, regardless of the amount of time spent onsite. They can check in using their own devices or via the Business function at the front desk, either manually or with a CheckIn CBR Card
- > From November 12 visitors are no longer required to wear face masks. The NFSA strongly encourages the wearing of face masks indoors and when social distancing cannot be maintained
- > Front of House Hospitality staff will still be required to wear face masks while on shift
- > QR code signage in prominent placements at both building entrances. Staff to confirm with visitors that they have checked in
- > Signage at building entry points with terms and conditions of entry to reduce risk of entry by visitors who may have been infected
- > 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
- > All staff to adhere to key health and safety guidelines
- > Limited capacity for certain indoor public spaces. Please refer to capacity signage. From November 12 Arc Cinema and Theatrette will operate at 100% capacity
- > Queuing/distancing signage in entry lobby
- > Allocated seating available for all ticketed sessions in Arc Cinema and the Theatrette
- > Six touch-free hand sanitising stations for public and staff
- > Hand sanitiser for public and staff
- > Perspex screen installed at reception
- > Anti-bacterial wipes, masks and gloves available for visitors at reception desk upon request, free of charge
- > Contactless transactions (no cash)
- > Food and beverage-specific hygiene and safety measures enforced in the café
- > High quality, well maintained and monitored ventilation systems in place for our public and office spaces. All CO2 monitors onsite are all set to industry standards
- > Compulsory COVID Infection Control training for all NFSA staff.



NFSA COVID-Safe Plan

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
- > A Covid Marshall will be assigned during each shift, to monitor and enact adherence to crowd control, capacity and cleaning.

Visitor traffic and capacity

- > New reduced maximum capacities set for each public space with clear signage, enforced through ticketing restrictions, self-assessment and staff checks
- > Timed entry to paid exhibitions to manage occupancy and crowd flow
- > New visitor journey pathways to minimise contact including alternate entry and exit points, where practicable
- > 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 and exposure sites
- > 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