



# **REOPENING AND OPERATING MUSEUMS AND GALLERIES DURING COVID-19**

**Last Updated: June 1, 2021 (Version 1.8)**

## **DISCLAIMER**

Suggestions provided in this document are guidance only and are superseded by government guidelines. AMaGA Victoria has produced this resource using the best information available at the time of publication. We encourage readers to adhere to recommendations of local, State and Federal government, public health authorities and their respective stakeholders.

## **ACKNOWLEDGEMENTS**

AMaGA Victoria gratefully acknowledges Creative Victoria for their support of its general operations. Additionally, we thank Museums Victoria for their ongoing generosity and support.

# INTRODUCTION

This resource, targeted at small to medium museums, galleries and collecting organisations, seeks to provide guidance as we navigate the complex process of reopening and operating the sector during the COVID-19 pandemic. These guidelines must be considered in the context of current advice from the Department of Health and Human Services.

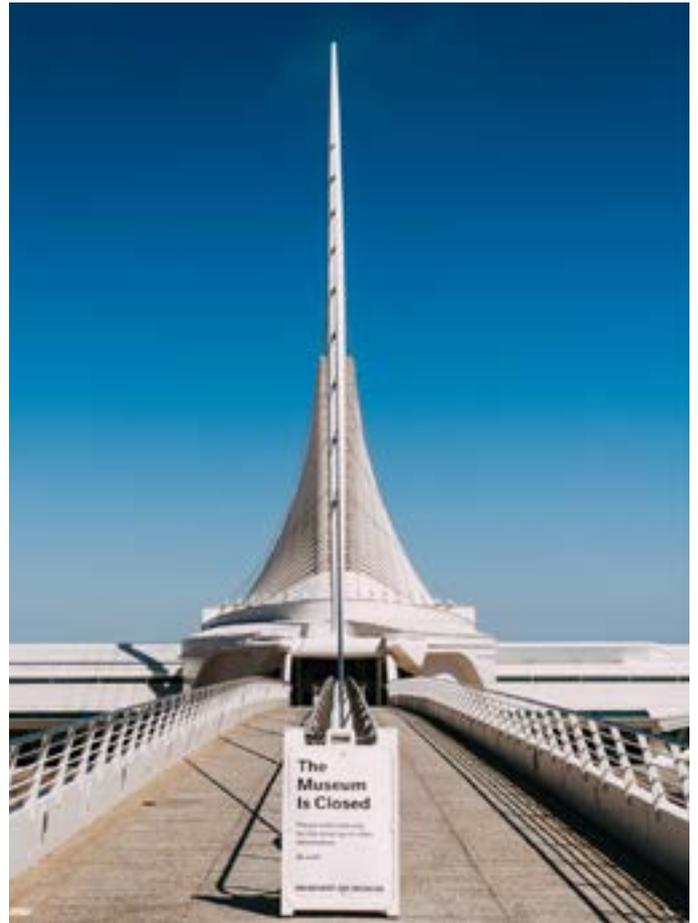
In reopening and operating our cultural venues our priority will be to provide a safe, welcoming space and relieve any anxieties of staff and visitors.

It is necessary to acknowledge that reopening and operating is a long-term strategy. The implications of COVID-19 will have long-term effects on visitation.

We suggest reopening in a three-phased approach: staff return to work, reopening to the public, and recommencing education and public programs. However, your process should be flexible and reviewed regularly – there is no one size fits all approach.

This resource includes sector specific recommendations, a phased reopening approach, financial considerations, and a reopening checklist. This is a working document that can be updated and improved as restrictions ease and new insights and information become available.

Please send through any suggestions or inquiries to [info@amagavic.org.au](mailto:info@amagavic.org.au)



# GOVERNMENT RESTRICTIONS

As of 9 April 2021, Victoria is operating on *Staying COVIDSafe* restrictions unless there is a Victorian State Government directed temporary change to restriction levels.

The latest comprehensive Industry Restart Guidelines for indoor museums and galleries can be found [here](#).

Requirements include COVIDSafe plans, record keeping, masks, signage, capacity restrictions, and cleaning.

## COVIDSafe PLANS

All workplaces, including infor museums and galleries, must have a COVIDSafe Plan if they have onsite operations (workplaces includes volunteer run organisations) . These plans are based on six principles:

- ensure physical distancing (1.5 metres)
- follow requirements on wearing a face mask
- practice good hygiene
- keep good records and act quickly if staff become unwell
- avoid interactions in close spaces
- create workforce bubbles

For more information and a template, please see: <https://www.coronavirus.vic.gov.au/creating-a-covidsafe-workplace>

## RECORD KEEPING

Visitors are required to leave contact details to assist in contact tracing should there be a confirmed case within your venue.

To follow this guideline, develop a visitor log recording the name, contact number, date and time of visit.

- This log should be used for all visitors entering the building for more than 15 minutes, including contractors. The details of every visitor are required, not just one per group.
- Information must be stored confidentially and used solely for the purpose of contact tracing. Information must be kept in according to privacy laws and securely destroyed after 28 days.

From March 26, 2021, the free Victorian Government [QR Code Service](#) must be used for electronic record keeping.

- The QR Code Service should be adopted as the primary method for recording a visitor's details
- Venues must make reasonable efforts to ensure that visitors use the QR Code Service
- Alternative approaches may be used to assist visitors, such as making an iPad available for visitors without a smart phone to sign in on, or having staff assist with visitor sign in
- Where, in some exceptional circumstances, alternative approaches are not practical, alternative record keeping (including non-electronic) can be used as a back-up

## MASKS

Masks must be worn when required in accordance with the latest Victorian Government advice: <https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>

If masks are not currently manadatory, all staff and visitors must carry a mask with them at all times. It is recommended that masks are worn when you cannot maintain 1.5m physical distancing.

## SIGNAGE

Where a workplace has a publicly accessible space, employers must display signage at each public entry to each indoor and outdoor space, indicating maximum capacity, face mask restrictions where required, COVIDSafe hygiene and physical distancing requirements.

The Victorian Government has made free signage templates available for download: <https://www.coronavirus.vic.gov.au/signs-posters-and-templates>

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## CAPACITY

As of April 9 2021, and subject to any temporary change to restrictions, indoor museums and galleries can open with 100% capacity, with a limit of 1000 people per space, subject to a density quotient of one person per two square metres in public unseated areas.

Venues with capacity of greater than 500 patrons must publish a COVIDSafe Plan online. Events can now apply to operate at 100% capacity up to 1000 attendees under the [Public Events Framework](#).

- Giftshops and retail stores must operate under the current [Retail \(Goods and Services\) Guidelines](#)
- Dining areas must operate under [Hospitality Guidelines](#)
- Outdoor entertainment must operate under current [Outdoor Entertainment Guidelines](#)

## CLEANING

Employers should ensure shared and public spaces are cleaned with disinfectant regularly, with high touch surfaces cleaned twice each day. Shared equipment should be cleaned between uses.

# 1. STAFF RETURN TO WORK



A staff planning meeting. Photo: Tiny Empire Collective

## 1.1 MANAGEMENT

- **Conduct a Work Health and Safety risk assessment of your work and public spaces.**
  - Identify the key risk and priority areas, consider mitigation strategies or consider if some areas of your facility will need to remain closed
  - Consider health and wellbeing of staff and volunteers. Do they fall within a vulnerable worker category?
  - Organisations should seek guidance from their insurance provider as to if and what they are covered for under COVID-19
  - National Government have produced a planning tool to assist business in creating a COVIDSafe plan. [See more here.](#)
- **Implement ongoing flexible working arrangements, taking into consideration the wellbeing of staff who may have anxieties about returning to the office. For example:**
  - Long term work from home solutions\*
  - Have staff work in teams, alternating between working from home and onsite
  - Shift work (i.e. AM shift and PM shift)
  - Altered working hours (eliminating public transport travel during peak hours)
  - \* If staff are working from home, ensure they have a productive, safe working environment. [See this OHS checklist.](#)
- **Implement a Pandemic Policy with a designated staff member as Pandemic Officer.**
  - This staff member will be responsible for any COVID-19 concerns
  - Implement a clear communication system for staff to voice concerns
  - A free, downloadable [Pandemic Policy template](#) is available for Not-For-Profits via the Institute of Community Directors Australia.
- **Prepare a plan and communications for the possibility of future temporary closure (due to potential infection within your venue or state restrictions regressing).**
- **Ensure you have adequate supplies and equipment to support healthy hygiene habits and clean facilities for staff and visitors (e.g. hand sanitiser, hand wash, bleach, touch free bins).**
  - Integrate spending on supplies and cleaning into long-term budgets
- **Create cleaning and disinfecting protocols;**
  - Consider high touch surfaces such as handrails, doorknobs, bathrooms, large flat surfaces, EFTPOS machines, touch screens, lift buttons and workstations
  - Surfaces need to be cleaned, and then disinfected – both steps are essential

- Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surface agent that is designed to break up oil and grease with the use of water. Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs.
- Bathrooms will require regular cleaning, with soap and hand sanitiser available at entry/exit. If regular cleaning cannot be maintained, consider closing access.
- Store cleaning and disinfecting products safely, noting hand sanitiser is highly flammable
- Guidance on cleaning and disinfection to prevent the spread of COVID-19 is available via [Safe Work Australia](#)
- **Provide clear and constant communication.**
  - Communicate your COVIDSafe Plan to ensure all staff and volunteers are aware of the process and policies. Staff will value direction and support from their employers now more than ever
  - Ensure all staff and volunteers have access to your selected method of communication, if not offer alternatives.
- **Develop strong, supportive, sick leave policies for your staff and protocols for your volunteers.**
  - Ask your staff to self-identify/report signs of potential infection
  - All staff and volunteers should stay home when they are unwell and get tested if they have symptoms or a fever
- **Provide training for staff on practicing good hygiene and promoting safe interactions with visitors.**
  - Promote frequent hand washing, covering coughs and sneezes and social distancing
  - Staff should be provided with clear guidelines as to how to respond should visitors ignore health and safety protocols (such as alerting a high-level supervisor or designated staff member).
  - If a patron is not cooperating a venue has the right to refuse entry or ask them to leave
- **Volunteers and vulnerable employees.**
  - As it is for staff, where volunteers can work from home, they must work from home.
  - Organisations should seek guidance from their insurance provider before reinstating volunteer programs
  - Continue to involve and communicate with volunteers and investigate how you can use times of closure instead to utilise, train and upskill your volunteers from home. Potential projects include digitisation, cataloguing or research
  - For entirely volunteer run organisations, consider a delayed or staged reopening, with any stated timeline for reopening a guide
  - Information on managing vulnerable employees is available via [Work Safe Australia](#)
  - COVID-19 information for volunteer involving organisations can be found at [Volunteering Australia](#)
- **Practice physical distancing.**
- **Support employees' physical health, mental health and wellbeing.**
  - The Australian Psychology Association have produced a resource on '[COVID-19 anxiety and staying mentally healthy](#)'
  - [Support Act](#) have extended their Wellbeing Support Hotline to incorporate all artists and arts workers

- Encourage staff to download the [COVIDSafe](#) application.
- **Maintain a workplace attendance register of every person who attends the workplace for a period of more than 15 minutes to assist in contact tracing should a worker or customer test positive.**

## 1.2 FACILITIES

- **If possible, reconfigure workspaces to increase physical distance between staff.**
  - All workspaces should be included in regular cleaning routines
  - Avoid hotdesking where possible, alternatively ensure workspaces are efficiently disinfected (especially keyboards, mouse)
- **Determine capacity for additional back of house areas such as meeting rooms, collection stores, preparation spaces and kitchens.**
- **Spread out break times to reduce the number of workers using communal facilities at the same time. Encourage workers to take breaks outdoors.**
- **Keep interior doors open (where appropriate and safe to do so), and minimise touchpoints.**
- **Maximise ventilation where possible.**
  - For example, open windows and adjust air conditioning to enhance fresh airflow
  - It is recommended that you service your Heating, Ventilation and Air Conditioning (HVAC) systems to ensure efficient and hygienic operation

## 1.3 COLLECTIONS

- **'[Closed by COVID-19](#)', a resource produced for the Australian Institute for the Conservation of Cultural Materials**

**(AICCM), has a section on Returning to Work. Suggestions include:**

- Review collection areas (display and storage) at the premises. Document any changes with photographs and written reports
  - If heating or HVAC has been turned off, or has been working at a lower level, resume gradually so as to give heritage items time to adjust. Ensure filters are cleaned before turning on again
  - Review the status of collection items being held away from the premises e.g. on-loan to another organisation, or with a conservator
  - Reimplement your organisations cleaning procedures and consult with a trained conservator should you notice any significant change to the collection material
- **Expect additional dust to have gathered during closure.**
    - Use a vacuum with a HEPA filter, and wear PPE for safety when cleaning. Dust objects then plinths followed by vacuuming and mopping floors to minimise spread.
  - **The safest process for collection items which have been handled by anyone outside your designated onsite team, or which may have been contaminated, is quarantine. This includes recently acquired items, travelling exhibitions or incoming loans.**
    - [Guidance](#) ranges from 24 hours to seven days based on the material of the object. We recommend erring on the side of caution.
    - Do not attempt to disinfect collection items without the strict guidance of a conservator
    - Consider a quarantine area where objects from the main collection can be placed with minimal touching or handling. Consider a marking system indicating dates, why and by whom objects have been put in quarantine.

- **Grimwade Conservation Services have produced a resource on cleaning spaces and heritage interiors in the context of COVID-19. Recommendations include alternative measures to reduce the need for increased cleaning of heritage interiors such as:**

- Providing gloves to visitors in order to reduce direct contact with heritage surfaces
- Covering the surface with a material that can be easily removed, cleaned and/or replaced
- leaving doors open to reduce the need to handle doorknobs, or rotating access to spaces. This may include fitting foam protectors where people have to touch historic handrails to use stairs safely
- Covering handles with acid-free tissue and then cling film, and/or covering furniture with tightly woven fabrics (like Tyvek™). Coverings should not be left on for extended periods of time as this could cause a build-up of moisture on surfaces.
- Restricting access to areas that cannot be cleaned/disinfected completely after use
- Avoid contact with heritage surfaces when cleaning and disinfecting non-heritage surfaces
- Make sure that detergents and disinfectants do not damage the surface being cleaned. Always test both detergent and disinfectant solutions on discrete areas

For the full report [see here](#)

- **Implement and communicate clear processes for collections that are accessible to the public (such as libraries or archives). For example:**
  - Access by request and appointment only; requested items held in designated quarantine stations before appointment;

staff deliver items to a designated viewing desk; visitor handles item, and item is returned to a different post use quarantine area

- The Australian Library and Information Association (ALIA) is promoting leaving returned books untouched in a designated quarantine area for 24 hours before handling and recirculating. [See ALIA's Reopening Checklist](#)
- **Where physical access can't be managed within safe parameters, consider alternatives such as digital access.**
  - Consider [Victorian Collections](#), a free, web-based collections management system that allows Victorian collecting organisations to publish records online.
- **Consider extending loans of artworks and objects to avoid transport and handling.**
- **Consider whether the presentation of the permanent collections should be given priority over temporary exhibitions.**
- **Exhibition installation.**
  - Exhibition construction should follow the Victorian Government's [Construction Sector Guidelines](#)
  - Prepare an installation plan and schedule works where possible to allow for travel in off-peak periods

## ADDITIONAL RESOURCES

- AMaGA Victoria's webinar '[Caring for Collections during Closure](#)'
- Subscribe to receive information from the [REopening Archives, Libraries, and Museums \(REALM\) project](#), a research project to determine how long COVID-19 survives on materials prevalent in the sector.

## 2. REOPENING TO THE PUBLIC



AMaGA Victoria members networking tour of Housemuseum Galleries. Photo: Celia Mallard

### 2.1 MANAGEMENT

- **Consider reduced opening hours/days**
  - Museums Victoria recently asked its members to suggest what four days they would like the museum to open, they had the following response:
    - Sunday - 53%
    - Monday - 34%
    - Tuesday - 29%
    - Wednesday - 31%
    - Thursday - 39%
    - Friday - 35%
    - Saturday - 55%
- **Display clear signage about protocols and steps you are taking to improve hygiene and cleanliness. For example:**
  - 'Maintain 1.5 metres from fellow visitors and staff'
  - 'Use the supplied sanitiser upon arrival and departure'
- 'Our cleaning process includes ...'
- 'We are required to take contact details for contact tracing'
- Graphics and signage on hygiene practices and social distancing are available from the [Safe Work Australia](#) website (and may also be available through your local council)
- Display this signage in staff areas as well as public areas
- **Update your website to share these protocols (make this information easily accessible, ideally via the home page).**
- **Know the square metreage of your venue and set capacity per enclosed space where necessary.**
  - Follow the one person per two square metres rule
  - Different galleries or rooms within your venue will have different capacity, use clear signage at the entry of each gallery to outline the safe number of people within the space (including bathrooms and lifts)
  - Some confined spaces may have to be closed off if social distancing can't be implemented
  - Whilst the inclination to sit within galleries may be temporarily affected, seating should still be made available. Any seating in gallery spaces should be reconfigured to provide 1.5 metres between visitors.

## 2.3 ENTRY / ACCESS

Whilst providing a safe, hygienic environment is priority, it is important this is presented to visitors in a welcoming, friendly and approachable manner. Seek to ensure the museum experience isn't threatening or overwhelming for the visitor.

- **Protect Front of House staff by inserting a distance or barrier between the front/ticket desk and visitors.**

- Museums and galleries may be able to reuse existing materials such as plexiglass
- Alternatively, use another physical barrier, marking 1.5 meters from the desk. For example, bollards or ground markings
- Include your Front of House team in designing reopening protocols

- **Promote Pay Pass payments instead of cash.**

- **Track numbers within the venue. Suggestions include:**

- Online ticketing, phone bookings, QR Code systems
- Timed sessions (with capacity for each window)

- **Visitors are required to leave contact details to assist in contact tracing should there be a confirmed case within your venue. Develop a visitor log, collecting the name, contact number, date and time of visit.**

- This log should be used for all visitors entering the building for more than 15 minutes, including contractors. The details of every visitor are required, not just one per group.
- Ideally this should be a digital system, collated by a staff member to eliminate touchpoints for visitors. If you offer a digital ticketing system these fields should be

included in the booking process.

- This information must be stored confidentially and used solely for the purpose of contact tracing if necessary. Information must be kept in accordance to privacy laws and should be securely destroyed after 28 days. [Learn more here.](#)
- The Victoria Government has a free [QR Code Service](#) for all businesses, organisations, clubs and events to assist with digital record keeping

- **Visitor maps and handouts.**

- This content can be shared via your website, or social media platforms. Now is the opportune time to go paperless or try paperless initiatives.
- Introduce wayfinding signage and wall mounted maps where necessary

- **Offer hand sanitiser on entry and exit, and at high contact points such as by the cash register and bathrooms.**

- **Ensure accessibility requirements are accounted for in reopening protocols.**

- **Retail offerings.**

- Implement a touch-free gift store, except for purchase transactions. Implement this through clear signage and verbal communication where necessary. [See advice here.](#)
- Museum cafes and eateries are required to observe the social distancing and capacity restrictions that apply to the hospitality sector. [See advice here.](#)

## 2.4 EXHIBITIONS

Before reopening, assess and review your exhibition spaces and galleries to determine if any changes or adaptations should be made.

- **Establish one-way traffic through your museum and galleries where possible, using separate doors for entry and exit. Alternatively use bollards or ground markings to delineate pathways.**
- **Consider whether any showcases or other display elements can be moved to better accommodate social distancing.**
- **Interactive exhibits and touchpoints (both physical and digital) should only open if they can be thoroughly and routinely cleaned and disinfected between uses. Instead provide visitor guides accessible on patrons personal devices.**
  - Can you provide this content on your website? Or on social media, such as via an Instagram story?
  - Consider reinstating didactic wall text and labels
  - Remove or prohibit access to interactive collection items, using clear signage or physical barriers
  - Consider providing visitors with individual tools for engaging with interactives which can be returned and cleaned at the end of a visit
  - Pattern Makers' [COVID-19 Audience Outlook Monitor](#) found that 'few would feel comfortable using hands-on exhibits at a museum (24%), confirming the need to rethink visitor experience design while health risks remain.
  - We can predict a move towards interactive experiences that aren't 'hands on', for example, body motion sensors, foot activated

activities/buttons, voice activation and floor projections

## 2.3 AUDIENCES

- **Digital Audiences.**
  - Consider designated opening hours for vulnerable groups
  - There will continue to be those, particularly the senior demographic and those with compromised immunity, whose return to museums may be delayed, so consider how to maintain connections
- **Digital Audiences.**
  - Sustain digital audiences that have been built and grown in recent months
  - [Pattern Makers](#) found 'among those who are participating online more frequently than they used to, most (67%) think they will continue doing so when the pandemic is over', suggesting there will be a long-term role for digital distribution of cultural content
  - Consider access and inclusion in your digital offerings. See: [10 top tips from Accessible Arts](#)
  - Analyse data and statistics available through Facebook, Instagram and website hits. Is there a particular time that your audience engages? What format are they responding to?
  - Consider strategies that translate new online audiences into future visitors. For example, develop two-phased activities for children, part one to be completed at home, part two to be completed in the museum.

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The Audience Insights team at Museums Victoria undertook a 'Reopening the Doors Study' in May 2020 to determine when audiences intend to return and why. While this data relates to a large Museum, it should be considered with respect to audiences in general. In surveying 249 members they found the following:

### **After restrictions lift, when do you intend to next visit Melbourne Museum?**

One week - 16%,      One month - 33%  
Two months - 16%    Three months- 17%  
Six months- 8%      One year - 3%  
Not sure - 7%

### **What is most likely to prompt your next visit?**

- Something to entertain kids - 53%
- Getting back to doing something normal - 40%
- Missing not visiting - 34%
- Something for friends/family to do together - 28%
- Getting out of the house - 23%

## **ADDITIONAL RESOURCES**

- AMaGA Victoria webinar: ['Museums at Home: Engaging Audiences Online'](#)
- Pattern Makers: [COVID-19 Audience Outlook Monitor](#)
- Culture Counts: [Arts Matters](#)
- MHM Insights: [Culture in Lockdown](#)
- AMaGA webinar: [Audience Segmentation in Times of Crisis](#)
- NETS Australia webinar via AMaGA: ['Rapid Adapt: Adjusting interactive exhibitions for COVID impacted audiences needs'](#)

# 3. EDUCATION AND PUBLIC PROGRAMS



Calligraphy workshop at the Chinese Museum. Photo: Celia Mallard

## 3.1 SCHOOL GROUPS

Continue to follow guidelines from the [Department of Education and the Department of Health and Human Services](#).

Even as restrictions ease, excursions may not be a priority or are inaccessible to many (with budgets reattributed to emerging cleaning and technology needs). Consequently, education offerings at museums and galleries will continue to be reimaged.

Some suggestions and areas of focus include:

- Develop incursions, travelling museums or outreach programs that eliminate the need for schools to travel to your venue
- Develop online offerings, including virtual tours and classrooms, editable resources or worksheets and tutorial style videos for activities. Recent online offerings have provided low SES schools and those in regional locations with increased access to museum and gallery resources.

- Ask your existing network of teachers and return schools what they need and when.
- When students do return to venues it is important to provide a safe, welcoming environment for both students and museum staff. Suggestions include:
  - Begin by implementing limitations such as one school per day, or one per morning and one per afternoon
  - Begin by only offering school programs on allocated weekdays
  - Develop open-air programs, such as walking tours
  - Eliminate risk for the educator facilitating the program and Front of House staff by maintaining and promoting your safe distancing and hygiene protocols
  - Ensure your protocols and cleaning processes are easily accessible on your website, this will assist in relieving anxieties of teachers and parents
  - Produce a document that can be shared with teachers upon booking an excursion that highlights protocols and expectations
  - Reconsider programs that involve hands-on, interactive elements

**The Education Network Victoria (ENVi) present online sector meetings to provide museum and gallery educators the opportunity to collaborate and share their findings, ideas and challenges.**

- Recordings can be accessed on their [website](#)
- Great resources and discussion are also shared on their [Facebook page](#)

## 3.2 ADULT GROUPS

Group tours, particularly by seniors, Rotary clubs or Probus groups may face further delay in returning. Many considerations listed above will be applicable to group tours. Further considerations may include:

- Reducing the minimum number required for a group tour
- Marketing mini-group tours to families or those living together
- Considering outreach programs that could be delivered in-house at aged care or community centres
- Consider microphone/ voice amplification technology to compensate for physical distancing

## 3.2 PUBLIC PROGRAMS

Any public programs, exhibition openings or social events must adhere to government guidelines regarding capacity. Social distancing and good hygiene practices must continue throughout.

# 4. FINANCIAL CONSIDERATIONS

It may be necessary to review your business model. With forced closure for such a prolonged period, there will be large deficits in budgets. Additionally, budgets need to be re-designed to include the additional costs of cleaning and heightened personal hygiene.

There will continue to be a transition period where visitors may be concerned to participate in communal or public activities onsite, so you will need to continue to reimagine your offerings and income streams.

When considering what may work for you, consider how you can best serve your community, whilst staying true to your mission. Suggestions for alternate income streams include:

## PUBLIC PROGRAMS / EDUCATION

- Nominal donation fee for online programs. Whilst there has not been a strong movement to monetise online programs, introducing a nominal donation fee or link to a donation page is appropriate
- Open air events such as walking tours or projection displays
- Socially distanced mini-talks short in duration and adhering to capacity restrictions
- Outreach and incursion programs (see Education)

## EXHIBITIONS

- As always, even if entry is free, exhibitions can draw people in to spend or connect in other ways
- There is forecasted to be a move towards curating exhibitions using permanent collection items. Working with permanent collection items will likely mean fewer shows a year hence longer exhibition seasons

- Forward planning should consider that coordinating loan agreements may become more difficult and delayed
- In the short-term audiences will become more local, how can your exhibitions cater to and involve your local community?

## DONATIONS AND FUNDRAISING

US data revealed that after the 2008 recession two thirds of people stated that the reason they stopped giving to culture was because they weren't asked. However, given the current economic climate it is more important than ever to ensure messaging and tone is right. By continuous communication you will remain top of mind and remind the public that the arts sector is enduring. Avenues include:

- Emergency reopening fundraising campaigns, online or via a donation box
- Fundraising events can also be successful online. Just as in-person events, online galas or fundraisers would require strong marketing, have entertainment value and a certain production quality
- Promote non-financial donations and in-kind support. You may need to widen your volunteer pool, update your website or upskill on social media. Use your network and membership for their diverse range of skills

## MEMBERSHIP

- Continue to act on membership engagement, campaigns and renewal, many museum members are members because they wish to support the sector
- Continue offering members exclusive offers and benefits, including online events
- Value membership, subscribers and volunteers in your reopening strategy
- When designing a staged reopening, consider

member only hours or offerings

- Consider all online audiences as potential members
- Resource: [Cuseum Membership Mondays webinar series.](#)

## GOVERNMENT FUNDING AND GRANT OPPORTUNITIES

- National government measures include: JobKeeper payments, cash flow payments and a loan guarantee scheme. [Learn more here.](#)
- Subscribe to the [business.gov.au](https://business.gov.au) newsletter to stay up to date on the latest information
- Stay connected with your local council who may be offering financial support
- Current grant opportunities are shared in AMaGA Victoria's bi-weekly e-bulletins

# REOPENING CHECKLIST

## STAFF RETURN TO WORK

- Conduct a Work Health and Safety risk assessment of your work and public spaces
- Implement a COVIDSafe plan and communicate this clearly to all staff and volunteers
- Implement ongoing flexible working arrangements and strong, supportive, sick leave policies
- Create cleaning and disinfecting protocols and ensure you have adequate supplies and equipment
- Provide training for staff on practicing good hygiene, practicing social distancing and promoting safe interactions with visitors
- Support employees' physical health, mental health and wellbeing
- Reconfigure workspaces to increase physical distance between staff
- Undertake condition assessments of collection items and respond as necessary

## REOPENING TO THE PUBLIC

- Clearly communicate the steps you are taking to improve hygiene and cleanliness
- Follow State guidance as to maximum number of people permitted to gather indoors
- Protect customer facing staff
- Develop a visitor log, to collect the name, contact number, date and time of visit
- Replace visitor handouts/maps/audio/digital devices with content that can be accessed via visitors' own devices
- Implement hand sanitiser stations at entry/exit and high touch areas
- Where possible use separate doors for entry and exit, alternatively use bollards or ground markings to delineate pathways
- Temporarily restrict access to interactives or touchscreens
- Continue to cater to online audiences and develop strategies for vulnerable audiences

## EDUCATION AND PUBLIC PROGRAMS

- Stay connected with teachers, surveying their needs and capacity
- Develop reimagined programming that can be delivered in adherence to limitations to number of participants and social distancing requirements

## FINANCIAL CONSIDERATIONS

- Review business model and investigate alternative income streams
- Factor in additional costs of cleaning and heightened personal hygiene

# RESOURCE LIST

[COVIDSafe Summer](#), Victorian Government (December 2020)

[Industry Restart Guidelines: Museums and Galleries \(Indoor\)](#), Victorian Government (December 2020)

## STAFF RETURN TO WORK

[Business COVIDSafe Planning](#), National COVID-19 Coordination Commission (2020)

[Working from Home checklist](#), Comcare (April 2020)

[Pandemic Policy Template](#), Institute of Community Directors Australia

[Cleaning and Disinfection to prevent the spread of COVID-19](#), Safe Work Australia (2020)

[Managing Vulnerable employees](#), Safe Work Australia (2020)

[COVID-19 information for Volunteer involving organisations](#), Volunteering Australia (2020)

[COVID-19 anxiety and staying mentally healthy](#), The Australian Psychology Association (2020)

[Wellbeing Support Hotline](#), Support Act

[How Exercise can help during COVID-19](#), Victoria Health (2020)

[COVIDSafe App](#), Australian Department of Health (2020)

[Closed by COVID-19 version 1.2](#), Australian Institute for the Conservation of Cultural Material Inc. (April 2020)

[Cultural Resources and COVID-19](#), Mary F Striegel for the National Centre for Preservation Technology and Training (April 2020)

[Caring for Collections During Closure](#), AMaGA Victoria (May 2020)

[Reopening Checklist for Libraries](#), The Australian Library and Information Association (2020)

## REOPENING TO THE PUBLIC

[Signage and Posters for COVID-19](#), Safe Work Australia (2020)

[Privacy Rights](#), Office of the Victorian Information Commissioner

[Requirements for shops, retail and restaurants](#), Department of Health and Human Services Victoria

[Top 10 tips for running accessible online events](#), Accessible Arts (2020)

[Museums at Home: Engaging Audiences Online](#), AMaGA Victoria (April 2020)

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[Culture in Lockdown](#), MHM Insights (2020)

[COVID-19 Audience Outlook Monitor](#), Pattern Makers (2020)

[Arts Matters](#), Culture Counts (2020)

[Audience Segmentation in Times of Crisis](#), AMaGA (April 2020)

## EDUCATION AND PUBLIC PROGRAMS

[COVID-19 advice for schools](#), Department of Education

[Silver Linings in Museum Education](#), Education Network Victoria ( April 2020 - )

## FINANCIAL CONSIDERATIONS

[Membership Monday's webinar series](#), Cuseum (2020)

[Australian economic response to COVID-19](#), Australian Treasury (2020)

[Government assistance for Business](#), business.gov.au (2020)

# STAY CONNECTED

This is uncharted territory for all, and reopening will be a sector wide challenge. Now is the time to collaborate and share ideas with others in the museum community.

- Participate in AMaGA events, as we continue to deliver professional development, a national webinar series and responsive training
- Follow the reopening hub on the [AMaGA National website](#)
- AMaGA Victoria is here to support you, if you need extra support contact: [info@amagavic.org.au](mailto:info@amagavic.org.au)

# AMaGA Victoria

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*AMaGA Victoria respectfully acknowledge the Traditional Owners of the land on which we work, the Boon Wurrung and Woi Wurrung peoples and honour their Ancestors, Elders and next generations of community and pays respect to the Elders of all the Nations of Victoria, past, present and emerging.*