

REOPENING MUSEUMS AND GALLERIES DURING COVID-19

Last Updated: 23 June 2020

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Suggestions provided in this document are guidance only and are superseded by government guidelines.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.

CONTENTS

03 INTRODUCTION

Part A: Three phased approach

04 1. STAFF RETURN TO WORK

1.1 MANAGEMENT

1.2 FACILITIES

1.3 COLLECTION CARE

08 2. REOPENING TO THE PUBLIC

2.1 MANAGEMENT

2.2 ENTRY / ACCESS

2.3 AUDIENCES

12 3. EDUCATION & PUBLIC PROGRAMS

3.1 SCHOOL GROUPS

3.2 ADULT GROUPS

3.3 PUBLIC PROGRAMS

Part B: Additional Considerations

13 FINANCIAL CONSIDERATIONS

15 REOPENING CHECKLIST

17 RESOURCE LIST

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 the sector. These guidelines must be considered in the context of current advice from the Department of Health and Human Services. In reopening our cultural venues our priority will be to provide a safe, welcoming space and relieve the anxieties of staff and visitors.

It is necessary to acknowledge that reopening is a long-term strategy and that the implications of COVID-19 will have long-term effects on visitation. We suggest approaching reopening in a three-phased approach; staff return to work, reopening to the public, 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 three phased reopening approach, financial considerations and a reopening checklist. This is a working document that we wish to update and improve as restrictions ease and new insights and information become available. Please send through any suggestions or inquiries to cmallard@amagavic.org.au

Government directions

Australian Federal government have published a three-step plan to a [COVIDSafe Australia](#) (these steps in no way correlate to the three phased approach mentioned above). Each state and territory will progress based on local conditions, so continue to follow the guidelines from your State government.

Victoria

Galleries, museums and historic sites are able to reopen from June 1. Physical distancing and a limit of up to 20 patrons per space will apply. Indoor venues will be required to keep customer contact details. Continue to work from home if suitable for you and your employer. Further easing of restrictions, allowing 50 patrons per space are currently proposed from July 12.

Creative Victoria have produced comprehensive [Return-To-Business](#) guidelines for Arts and Culture venues.

Preparedness

Whilst easing of restrictions may mean you are legally permitted to reopen; you need to be ready. Have you considered the following?

- Do you have the necessary staffing resources?
- Do you have adequate cleaning/disinfecting supplies and PPE equipment?
- Can you provide an environment in which social distancing practices can be maintained?
- How will you achieve income targets?
- What programs can you offer in line with the considerations above?

For volunteer run venues and those that are heavily dependent on volunteers the reopening process may understandably take longer.

1. STAFF RETURN TO WORK

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 WFH 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-Profit's 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). Integrate learnings from March closures.**

- **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, then disinfected – both steps are essential
 - Bathrooms will require more regular cleaning and have hand sanitiser available at entry/exit. If regular cleaning of public bathrooms 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 Pandemic Policy 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;**
 - There are currently no restrictions on volunteers attending when where they are required. As it is for staff, where volunteers can work from home, they must work from home.
 - Follow government regulations regarding those in the community who have been advised to self-isolate due to age and health conditions
 - 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 this period to utilise, train and upskill your volunteers from home. For example, digitisation projects, cataloguing or research
 - For entirely Volunteer run organisation, consider a delayed or staged reopening. Any state timeline for reopening is purely 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. If this is not achievable, for example, during the installation of displays or exhibitions, PPE should be worn**

- **Support employees' physical health, mental health and wellbeing;**
 - The Australian Psychology Association have produced a resource on ['COVID-19 anxiety and staying mentally healthy'](#)
 - The Department of Health and Human Services provide important and helpful advice on [taking care of your mental health during COVID-19](#)
 - [Support Act](#) have extended their Wellbeing Support Hotline to incorporate all artists and arts workers.
 - Victoria Health explains [how exercise can help during COVID-19](#).

- Encourage staff to download the **COVID Safe** application. Whilst downloading the app is voluntary, and its use cannot be made compulsory for staff nor visitors, it is the most efficient method of contact tracing within the community.

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).
 - The physical distancing requirement of one person per four square meters does not apply to staff (including volunteers and contractors) in work areas. Staff should practice physical distancing as much as possible.
- **Determine capacity for additional back of house areas such as collection stores, preparation spaces and kitchens**
- **In person team or group meetings should only take places in meeting rooms that have adequate spatial capacity. Alternatively, consider:**
 - Taking meetings outside where possible
 - Having meetings in larger gallery spaces outside of opening hours.
- **Keep interior doors open to minimise touchpoints, (only where appropriate and safe to do so)**
- **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 the status of collection (display and storage) areas 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, noting that not all businesses will resume simultaneously.
 - 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 nine days based on the material of the object. We recommend erring on the side of caution.
- **Do not attempt to disinfect collection items unless under the strict guidance of a conservator.**
- **Implement and communicate clear processes for collections that are accessible to the public (such as libraries or archives). For example:**
 - The DHHS have updated their recommendation for books and paper based materials to state: 'Books, like other paper-based materials such as mail or envelopes, puzzles and games are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures. At this stage, with low community transmission of COVID-19, we are not recommending to quarantine books.'
- **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.

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

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	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Any	7 days
53%	34%	29%	31%	39%	45%	55%	10%	20%

- **Display clear signage about protocols and steps you are taking to improve hygiene and cleanliness. For example:**
 - 'Maintain 1.5 meters 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).**
- **Follow state guidance as to maximum number of people permitted to gather (20 people from June 1, 50 people expected from June 12). In addition to this, know the square meterage of your venue and set capacity per enclosed space where necessary.**
 - Follow the one person per four square meters rule
 - Venues with multiple divided spaces can have up to 20 patrons in each space as long as they comply with density requirements and there are careful controls in place for shared spaces and access to those shared spaces, e.g. foyers, bathrooms and gift shops.
 - 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)
 - Clear signage will help place the onus onto the visitors, who will become accustomed to practicing social distancing (and be comforted by its implementation)
 - 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 meters between visitors. This can be done by removing seating from the space or blocking access to alternate seats.

2.2 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)
 - Even if entry is free or tickets not issued, numbers need to be monitored so that capacity can be adhered to.
- **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.](#)
- **Unless you can guarantee disinfection between users of audio guides or digital devices, we suggest going without.**
 - 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
- **Visitor maps and handouts.**
 - Again, this content can also instead 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.
- **Establish one-way traffic through your museum and galleries where possible. Where possible use separate doors for entry and exit, alternatively use bollards or ground markings to delineate pathways**
- **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**
- **Interactives and touch screens;**
 - Remove or prohibit access to interactive collection items, using clear signage or physical barriers. As we progress, consider introducing hand sanitising

stations near these items or employ staff to supervise the device usage, cleaning after every use

- 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.

■ **Retail offerings**

- If your venue has a gift store, consider how the intentions of any interactives such as games, puzzles or costumes could be presented in giftshop 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.](#)

2.3 AUDIENCES

Vulnerable 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. Examples of successful initiatives include:
 - Shepparton Art Museum’s [Pen Pal project](#)
 - Jewish Holocaust Centre’s [Survivor Connect](#) program.

Digital Audiences;

- Sustain digital audiences that have been built and grown in recent months. Whilst physical access has been restricted, increased digital content has enabled unprecedented access.
- [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.

Additional resources

- AMaGA Victoria’s webinar ‘[Museums at Home: Engaging Audiences Online](#)’
- Creative Connections webinar ‘[What Audiences Want Online](#)’

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, intention to next visit Melbourne Museum

1 week	1 month	2 months	3 months	6 months	1 year	2 years	Can't say
16%	33%	16%	17%	8%	3%		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

- Pattern Makers: [COVID-19 Audience Outlook Monitor](#)
- Culture Counts: [Arts Matters](#)
- MHM Insights: [Culture in Lockdown](#)
- AMaGA: [‘Audience Segmentation in Times of Crisis’ webinar](#)

3. EDUCATION & PUBLIC PROGRAMS RETURN

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 and will become inaccessible to many (with budgets reattributed to emerging cleaning and technology needs). Consequently, education offerings at museums and galleries will continue to be reimagined. 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
- Continue developing online offerings, including virtual tours, virtual classrooms, editable resources/worksheets and tutorial style videos for art activities. Recent online offerings have provided low SES schools and those in regional locations with unprecedented 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. Suggestion include:

- Begin by implementing limitations such as one school per day, or one per morning 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) have begun a series of free responsive town hall style meetings that provide museum and gallery educators the opportunity to collaborate and share their findings, ideas and challenges.

- Silver Linings, Session I - [Impacts](#) (recording)
- Silver Linings, Session II – [What do teachers need?](#) (recording)
- Silver Linings, Session III - [Normal Now to New Normal](#) (June 11)
- Great resources and discussion are also shared on their [Facebook page](#).

ADULT TOURS

Group tours, particularly by senior's, Rotary clubs or Probus groups may face further delay in returning. Many considerations listed above will be applicable to groups 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.

PUBLIC PROGRAMS / SOCIAL EVENTS

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

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. From June 1 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. For example, 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
- Developing a strong EOFY campaign
- 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
- For example: Woolly Mammoth Theatre Company in the US hosted a successful online benefit
- 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 Monday's webinar series

GOVERNMENT FUNDING / 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 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.

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
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REOPENING CHECKLIST



STAFF RETURN TO WORK

- Conduct a Work Health and Safety risk assessment of your work and public spaces
- Implement a Pandemic Policy 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
- Develop strategies for vulnerable audiences

3. EDUCATION AND PUBLIC PROGRAMS RETURN

- 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

4. FINANCIAL CONSIDERATIONS

- Review business model and investigate alternative income streams

RESOURCE LIST

[COVID Safe Australia](#), Australian Government (May 2020)

[Return-To-Business](#), Creative Victoria (June 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)

[Mental Health During COVID-19](#), The Department of Health and Human Services (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

[Pen Pal project](#), Shepparton Art Museum (2020)

[Survivor Connect](#), Jewish Holocaust Centre (2020)

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

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

[What Audiences Want Online](#), Creative Connections (April 2020)

[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 RETURN

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

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

FINANCIAL SURVIVAL

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

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

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

IMAGE CREDITS

1. AMaGA Victoria members tour of Lyon Housemuseum Galleries. Photo: Celia Mallard
2. Disaster Preparedness, Response and Recovery Training workshop, The Grimwade Centre for Cultural Materials Conservation. Photo: Celia Mallard