

Coronavirus disease 2019 (COVID 19) FAQs – as at 18 March 2020

What is happening?

- There has been a global outbreak of COVID-19.
- The World Health Organisation has classified COVID-19 as a global pandemic.
- As of 18 March 2020, The Australian Government has advised that all non-essential indoor gatherings of more than 100 people in attendance will no longer be permitted. This has a direct and immediate impact on events at MCEC.
- This is a rapidly changing situation, so updates will be provided as any new information becomes available.

What is COVID 19?

- The novel coronavirus identified in this outbreak has never before been identified in people. However, coronaviruses are not new and cause infections like the common cold, and rarer infections like Middle East Respiratory Syndrome (MERS-CoV). The term coronavirus refers to a big group of viruses that cause a wide range of illness.
- People with compromised immune systems, the very old and young and those with diagnosed heart and lung conditions are most at risk of developing complications if they contract an infection like this.
- People with COVID 19 are most likely to have a fever, and may have respiratory symptoms like a sore throat, runny nose, cough or shortness of breath. More information is coming to light as people are identified with this new infection, so advice may change over time.

Q&As

What does the public closure of MCEC mean?

- MCEC has made the difficult decision to temporarily close to the public, effective immediate, to help delay the spread of COVID-19,
- This closure includes a suspension of all events up to midnight 13 April, coinciding with the current State of Emergency in Victoria. A decision on reopening will be guided by the latest developments in the COVID-19 situation.
- The Exhibition Centre Carpark will currently remain open.

What does this mean for customers holding events within the closure period?

- An event booked within the closure period will be terminated.
- Sales Account Managers will reach out to those customers affected.

What preventative measures has Australia put in place?

- The [Australian Health Sector Emergency Response Plan for Novel Coronavirus \(the COVID-19 Plan\)](#) was endorsed by the Australian Health Protection Principal Committee on 17 February 2020.
- The Australian Government will continue to monitor the emerging information and evidence closely.
- It will work with jurisdictions, through key committees and other relevant experts, to adapt the COVID-19 Plan as new information becomes available.

What preventative measures has MCEC put in place?

- MCEC has made the difficult decision to close to the public during the Victorian declared State of Emergency, to help reduce the risk of spreading COVID-19 through public gatherings.
- On site, we have added government standard bilingual hygiene awareness posters in all front-of-house and back-of-house bathrooms.
- Additional hand sanitisers are available at our customer service desks, retail kiosks and cafes.
- MCEC has activated its incident response team who are meeting regularly and monitoring the situation.
- As a precaution, MCEC has put in place a plan to isolate any people who may present with a high risk of having COVID-19 while on site. The security control centre should be contacted, should the need arise.
- All high traffic areas and surfaces are being thoroughly and regular cleaned and sterilised. We are working closely with IKON cleaning services to ensure thorough cleaning. This includes a focus on:
 - door handles;
 - lift buttons;
 - telephones;
 - kitchen appliances; and
 - bins
- Cleaners have undergone formal training in IKON's infectious cleaning work instructions.
- We continue strict adherence to the standard outlines in the Australian Governments Food Standards Code, relating to hygiene and food handling practices.
- We are monitoring the situation closely and will continue to follow health guidelines as advised by the relevant authorities.

I am attending an event at MCEC, what do I do if my event is cancelled?

- If you have any questions or concerns about an event you are attending at MCEC, please contact the event organisers directly.

What travel restrictions and advice is currently in place in Australia as of 18 March?

- Smart Traveller advises all Australians: do not travel overseas at this time. This is our highest advice level (level 4 of 4).
- Smart Traveller recommends if you are already overseas and wish to return to Australia, you do so as soon as possible by commercial means.
- Please note that the advice is constantly changing and that you should always check [Smart Traveller](#) and [Department of Home Affairs](#) for the most current overview of impacted countries.

Where can I get further information?

- For Victorian updates - [Department Health and Human Services](#)
 - For national updates - [Department of Health](#)
 - For advice on travel restrictions: [Department of Home Affairs](#) and [Smart Traveler](#)
 - For international updates - [World Health Organisation](#)
 - [World Health Organisation resources](#)
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