

Communicating COVID-19

Communicate

Businesses have a duty under the health and safety legislation to provide their workers information about health and safety in the workplace.

Therefore, during this pandemic management must provide regular updates to workers about the status of COVID-19 that are consistent with information provided by the [Department of Health](#) and the [World Health Organisation](#) (WHO).

This includes addressing the mental health of workers as there is likely to be a high degree of angst about the pandemic and what will happen to their working arrangements and employment.

Consider the tone, type and frequency of communications with infected workers especially those in self-isolation who are already in a state of worry and fear.

Consider

Discourage fear and false information amongst workers by having a designated person regularly checking the websites of the relevant authorities such as [Safe Work Australia](#) and then brief workers either in person, email, phone calls or online conferences.

Use this time to promote a culture of respect and understanding amongst workers by promoting an environment that's free of fear and discrimination. Toolbox Meetings can also be used to capture this communication between management and workers.

Workers should always be encouraged to ask questions and share information about their concerns.

Visitors

It is vital for businesses to remind visitors to their workplaces about the importance of good hygiene during a virus outbreak.

There should be information on display in the customer contact areas showing customers what they can expect from your business as well as what you expect from them whilst in your workplace.