Managing COVID-19
Staff Communication Guide

Resources for small and medium business
February 2022
Introduction

COVID-19 is in the community.

You may encounter situations where staff, who have COVID-19, have been at work.

Being prepared for COVID-19 cases or an outbreak will help you respond quickly, reduce the risk, and with minimal disruption to services and activities.

Regular communication with your staff is an important step in managing COVID.

In this pack, you will find tools, including checklists, posters, email and copy, intranet/newsletter copy to support your internal communications.

To assist you in communicating with your customers, clients and external stakeholders, the Small Business Development Corporation has also created a toolkit.

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What you can do

• Communicate regularly with your staff.

• Use the assets included in this pack to help ensure there is awareness and knowledge about:
  - COVID-19 symptoms
  - what to do if you or your staff suspect they have COVID-19
  - how to reduce the risk of COVID-19 in your workplace

• Employers and employees should take reasonable steps to identify and inform others who may have been exposed to a case. Given WA’s high caseload environment, please do not wait to be contacted by the Department of Health. Act quickly and manage the communication with staff in line with the close contact definition and isolation protocols which have been in place since February 8.

Everyone should familiarise themselves with the detailed guidance for the management of COVID-19 in the workplace available on the [WA Health](http://wa.gov.au) website.

• Direct people to the Western Australian Government’s COVID-19 website for current information and updates: [wa.gov.au](http://wa.gov.au)
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Testing and isolation flow chart

As COVID-19 cases increase across WA, it’s important to understand what a close contact is and what to do if you or a staff member tests positive for the virus. A testing and isolation flowchart has been developed for you and your staff to follow.

Testing, isolation and close contact definitions

Testing, isolation and close contact frequently asked questions have been published on wa.gov.au.
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Poster

Display these posters around your workplace or staff room to help educate employees on how to stay safe, explain who is a close contact, and what the symptoms are for COVID-19.
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Intranet banner/tile

An intranet banner has been developed for use in staff emails or your intranet.

Intranet content

Regular communication through your internal channels will help staff feel informed. We’ve provided some examples of content that can be used for emails or on your intranet.

Draft content:

- What to do if you have flu like symptoms
- How to use a Rapid Antigen Test (RAT)
- What to do if your workplace has a COVID-19 case

DOWNLOAD INTRANET TILE & CONTENT
Guidance and talking points

It is important staff have access to regular information and a forum to ask questions. Use consistent messages that set clear direction and help staff understand decisions. Provide regular updates regarding COVID-19 to ensure staff understand their responsibilities.

Some guidance and talking points have been developed to support your next email or video update.

Topics you should consider:
• Importance of recognising the symptoms
• What to do if staff suspect they have COVID-19
• Tips on how to reduce the risk of COVID-19 in the workplace
• Acknowledgement for staff assistance and patience throughout the COVID-19 journey.
Managing COVID-19 Animation

Click the image to download our latest animation on managing COVID-19 at work. A helpful addition to email or use on your intranet/electronic newsletter.
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Checklist - Small and Medium Businesses

Use this checklist to help you manage the steps you have taken to communicate with your staff.

Download Checklist
For further information

wa.gov.au