

COVID-19 Interacting with External Stakeholders/Public

Health & Safety – Fact Sheet

This document should be used as the minimum standard to apply during the COVID-19 pandemic. While DRNSW agencies and divisions may develop their own specific processes, these processes should meet the minimum requirements as set out in this fact sheet. All workers are to utilise social distancing and good hygiene practices to minimise risk.

All work activities that involve working with external stakeholders should be assessed for business-criticality and should be endorsed by the line manager before commencing.

Engaging with external stakeholders in office/reception areas

Ensure the COVID-19 Safe Workplace Checklist has been completed and the required controls have been implemented including;

- Posters and signage are clearly displayed with the relevant screening questions visible on entry into the workplace and public accessible areas
- Visual cues for social distancing are in place and limits are placed on the number of people who can enter an office space at one time
- Facilities are available to ensure personal hygiene standards are maintained, and
- The office is cleaned, and surfaces including high touch points are sanitised at minimum daily in accordance with the general workplace cleaning guidance

Engaging with external stakeholders in other locations

Continue to substitute face-to-face events by utilising video conferencing or other means in the first instance where practical to do so

Where face to face meetings or events are deemed essential;

- Keep groups as small as possible, however in larger groups choose an outside location if possible or ensure adequate ventilation if held indoors.
- If a non-face-to-face option is not possible, ensure face-to-face time is limited, that is make sure the gathering, meeting or training goes for no longer than it needs to
- Hold the gathering, meeting or training in spaces that enable workers to keep at least 1.5 metres apart and with 4 square metres of space per person – e.g. outdoors or in large conference rooms
- Limit the number of attendees in a gathering, meeting or training. This may require, for example, multiple training sessions to be held with small groups

References:

1. SafeWork Australia – COVID-19 Information for Workplaces <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical>
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