The complete guide to welcoming your team back post-lockdown

roubler.

Help your team transition back to work seamlessly

How to use this guide

This guide is designed to help you formulate and roll out a comprehensive plan to enable your team transition back into the workplace safely.

We recommend collaborating with your leadership team and consulting with your staff to develop this plan.

Your team's safety – and the safety of your customers – is of the highest priority, and this guide will help you effectively manage reopening your doors without putting your team at risk.

State-based restrictions and updates

Covid-19 affected communities and businesses differently across the country, leaving each state with its own set of restrictions and rules.

Make sure you are up-to-date on the latest information in your state, and how it affects your business and employees.

Victoria:
https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19

New South Wales:
https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules

Queensland:
https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions

Western Australia:
https://www.wa.gov.au/organisation/department-of-the-premier-and-cabinet/covid-19-coronavirus-latest-updates

South Australia:
https://www.covid-19.sa.gov.au/recovery

Australian Capital Territory:
https://www.covid19.act.gov.au/updates

Northern Territory:
https://coronavirus.nt.gov.au/updates

Tasmania:
https://coronavirus.tas.gov.au/facts/important-community-updates

roubler.

Key risks

Returning to work will naturally involve some level of risk. Exactly what the highest risks are for your team will depend on the unique nature of your business.

For example, if the majority of your employees rely on public transport to get to work, this will be a key area of focus. Or if you are located in a large shopping centre, this will present its own set of challenges.

Once you have identified these key risks, you will need to decide exactly how will you manage them. Be as detailed as possible, and try to approach the solution from all angles.

Safety and hygiene practices

Social distancing: Social distancing requirements are changing almost daily. Monitor the latest information from the government to understand exactly what measures you are required to take in your business.

Personal protective equipment (PPE): Consider the basics such as face masks and sanitiser, and ensure you have a reliable supply, as these items can be difficult to come by.

Additional safety measures: For customer-facing staff, additional measures such as sneeze guards at cash registers and service desks may need to be addressed before your team returns to work.

Air quality: Air quality is key to preventing the spread of Covid-19. Ensure your air conditioning system is working efficiently and schedule cleaning and maintenance.

Cleaning: Determine what regular cleaning will need to be done to ensure appropriate hygiene. Create a cleaning log as an active reminder to employees to maintain safe practices.

Checklists: Creating checklists or posters your team can review before they start each shift will help remind them to follow correct procedures, every time.

Training: Don't assume your staff know the best way to put on a face mask or wipe down a counter. Provide them with comprehensive training on all aspects of PPE and social distancing practices.

roubler.

Tracking apps and tools

Effectively tracking who is working, when, is essential to preventing the spread of Covid-19. The government's COVIDSafe app was created to help identify people who have been exposed to the virus.

Roubler's Employee Self Service mobile app includes a handy feature to help you check in on employees' health before they clock in for their shift. We can also generate a contact tracing report to help you know who worked, when, and at which location.

Asking your team to download and use these apps will help everyone in the workplace stay safe.

Rostering best practices

Isolate in teams: Customer-facing employees such as retail and hospitality workers may be at a greater risk of contracting Covid-19 than office-based workforces.

You can help mitigate this risk by grouping your employees into distinct teams, whose shifts do not cross over with those of other teams.

This will mean each team interacts with fewer people, helping minimise exposure and enabling thorough cleaning in between shifts.

Shift management software: Using the right rostering software will help you track exactly who was working, when, making it easier to identify any team members who may have come into contact with any confirmed cases.

Dealing with customers

Customer capacity and tracking: Over the months, many businesses have implemented customer tracking systems to comply with restrictions. Make sure to check government guidelines on how many people are allowed inside your premises at a time, and use a reliable digital tracking system that's easy for customers to use when checking in at your venue.

Queue management: Make sure you have enough room for customers to queue, either inside or outside your premises. You may need to work with neighbouring businesses or centre management to come up with a workable solution.

Other measures: Some businesses are taking additional measures based on government guidelines and risk factors, such as taking every customer's temperature as they enter. Work wvith your team to determine which additional measures are appropriate for your unique circumstances.

Policies: Based on the above, create a policy for your team and customers to follow, to ensure everyone's safety when they are on your premises. Communicate this policy via clear signage, as well as verbally where necessary.

Manager training: Make sure a manager on every shift is specifically trained in dealing with customers who do not follow social distancing practices. That way, if a team member feels unsafe, they will have someone senior who can help.

roubler.

Travel considerations

Public transport: Catching public transport, especially during peak hour, is still deemed unsafe. If your team relies on public transport to get to work, help them find alternative modes of transport such as car pooling to reduce the risk of infection. Always check with your state government guidelines first on rules about public transport before advising your team.

Mental health

Survey: Survey your team regularly to understand how they are feeling about returning to work, and where they may be struggling. We have put together a template to help guide you in the following pages.

One-on-one support: When all or part of the team is working remotely, it can be particularly difficult to gauge whether your team is suffering in terms of their mental health. Spend time with each of your team members individually, stay alert for clues such as body language or sudden changes in their appearance, and make sure you ask them how they are coping.

Free local services: Ensure your team knows how to access support if they need it. Many organisations offer free over-the-phone help for anyone experiencing mental health issues.

Employee assistance program: Many employers are offering free and anonymous counselling services to their employees, to help them with any mental health issues they may be experiencing.

Communicating your plan

Clear communication is key in times of uncertainty, to help make your team feel safe and listened to. Keep your team in the loop with your decisions, and make sure you ask for and act on their feedback.

Once you have created your Covid-19 plan, it is essential to communicate all the details with your employees. This will help ensure they understand how you plan to keep them safe during the Covid-19 pandemic, and what their responsibilities are.

As the Covid-19 situation is in a constant state of flux, it's important to stay on top of the latest government guidelines. Communicate any changes that affect your team immediately – don't wait for rumours to take hold.

roubler.

Physical wellness

Sick leave policy: Make sure employees understand what their sick leave entitlements are before they get sick. This will help encourage team members who are unwell to stay at home.

Flu shots: Many businesses are providing free flu shots for their team, to help maintain their overall health during the pandemic and reduce the risks should employees get sick.

Manage any Covid-19 cases

Government guidelines: If the worst should happen, and a team member or customer tests positive to Covid-19, it pays to be prepared. Ensure you follow government guidelines and instructions for team members who have been exposed.

Communication: Clear communication with your team during this time is also essential. Chances are they will be feeling frightened and exposed. Ensure everyone is aware of exactly what the potential risks are based on their level of exposure, and work with them to answer their questions, alleviate their concerns, and ensure they have access to the proper testing.

Ongoing review

Constant change: As the Covid-19 situation continues to evolve, you will need to check the latest information from the government regularly, and amend this plan accordingly.

Important note:

This document is intended as a guide only and does not replace the latest advice from the state government. Please obtain independent legal advice prior to acting on anything in this document.

roubler.

Support and information for businesses

It's no doubt that businesses of all sizes have been impacted by Covid-19, even causing issues in continuing operations and paying staff.

Luckily there is plenty of support and information available for Australian businesses. We've put together a list of useful resources below.

Metro and regional Victoria restriction roadmaps:
https://www.coronavirus.vic.gov.au/coronavirus-covid-19-restrictions-roadmaps

Six principles of COVIDSafe workplaces in Victoria:
https://www.coronavirus.vic.gov.au/six-principles-covidsafe-workplaces

Keep your staff employed with JobKeeper 2.0:
https://roubler.com/au/resources/blog/jobkeeper-extension

Keep your apprentices and trainees employes with JobTrainer:
https://treasury.gov.au/coronavirus/businesses/apprentices-and-trainees

Temporary cash flow boost:
https://treasury.gov.au/coronavirus/businesses/cash-flow-pay-bills

Credits and loans for SMEs:
https://treasury.gov.au/coronavirus/sme-guarantee-scheme

Support for non-profit businesses:
https://www.ato.gov.au/General/COVID-19/Support-for-not-for-profits

Support for paying your energy bills:
https://www.energy.gov.au/covid-19-information/support-australian-businesses

Increase your instant asset write-off:
https://www.ato.gov.au/Business/Depreciation-and-capital-expenses-and-allowances/Simpler-depreciation-for-small-business/Instant-asset-write-off

Accelerate your depreciation deductions:
https://www.ato.gov.au/Business/Depreciation-and-capital-expenses-and-allowances/Backing-business-investment---accelerated-depreciation

Workplace health and safety information:
https://www.safeworkaustralia.gov.au

Roubler features to help your business:
https://roubler.com/au/resources/blog/healthy-and-happy-covid-19

Return to work survey template

Step 1: Create the survey

We recommend copying and pasting these questions into Typeform or Surveymonkey. This will help you collect the results and analyse the data quickly and easily.

Step 2: Send the survey

Send the survey out to the relevant team members, letting them know you value their feedback and that their responses will be used to inform your business's return-to-work approach.

Step 3: Analyse the results

This is your chance to really understand what your team's experience has been of Covid-19, and how you can help them make the transition back into the workplace.

Step 4: Devise an action plan

Based on the feedback you have received, create an action plan to address your team's experiences, questions and concerns.

Step 5: Communicate

Have your non customer-facing employees been more happy and productive working from home? It could be time to review your work-from-home policies.

Is your team concerned about hygiene practices? Make sure you clearly communicate how you will ensure their safety, as well as what their responsibilities are.

Survey questions

1. Full name..

2. What were your usual working arrangements before Covid-19?
   - ☐ I usually worked in the office
   - ☐ I usually worked in a customer-facing role

3. How well would you say the business has dealt with the Covid-19 situation so far?
   - ☐ Very well
   - ☐ Somewhat well
   - ☐ Neither well nor poorly
   - ☐ Somewhat poorly
   - ☐ Very poorly

4. How well would you say you personally have been coping with the Covid-19 situation so far?
   - ☐ Very well
   - ☐ Somewhat well
   - ☐ Neither well nor poorly
   - ☐ Somewhat poorly
   - ☐ Very poorly

5. Compared to when Covid-19 first started affecting the business, how well do you feel you're coping?
   - ☐ Better
   - ☐ Worse
   - ☐ About the same

6. Have you been working from home during Covid-19 or were you temporarily laid off?
   - ☐ Working from home (continue to question 7)
   - ☐ Temporarily laid off (continue to question 16)

roubler.

7. How satisfied have you been with your work from home arrangements?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

8. Compared to when you first started working from home, are you feeling more or less optimistic about working from home?

☐ More optimistic
☐ Less optimistic
☐ About the same

9. Overall, would you say you have been more or less productive working from home?

☐ More productive
☐ Less productive
☐ About the same

10. Would you say you have spent more or less quality time with your team?

☐ More quality time
☐ Less quality time
☐ About the same

11. Have you had all the equipment you needed to work from home?

☐ Yes
☐ No

12. Do you have a dedicated workspace where you can work from home?

☐ Yes
☐ No

13. Generally speaking, did online communications methods work well for you (i.e. Zoom, email etc)?

☐ Yes
☐ No

14. What are the biggest challenges you've faced while working from home? Tick as many as apply.

☐ Social isolation
☐ Access to tools/information
☐ Childcare
☐ Communication with coworkers
☐ Internet connectivity
☐ General workspace setup
☐ Switching off from work
☐ Too many distractions
☐ General anxiety around Covid-19
☐ Other...

15. What are the biggest advantages you've experienced while working from home? Tick as many as apply

☐ Flexible working hours
☐ Time and head space to think
☐ Fewer interruptions
☐ Less stress
☐ Better communication with coworkers
☐ Dedicated time with my team
☐ More structured communication
☐ Other...

16. How do you normally get to work?

☐ Walk
☐ Public transport
☐ Drive
☐ Carpool
☐ Other...

17. Have you felt closer to or more distant from your colleagues during this period?

☐ Closer
☐ More distant
☐ About the same

18. How are you feeling about returning to work?

☐ Very positive
☐ Somewhat positive
☐ Neither positive or reluctant
☐ Somewhat reluctant
☐ Very reluctant

19. Would you mind providing a few details on why you're feeling this way? This will help us help you make the transition.

....

20. How confident are you about the general hygiene practices we have in place for when you return to the workplace?

☐ Very confident
☐ Somewhat confident
☐ Neither confident nor concerned
☐ Somewhat concerned
☐ Very concerned

21. What would make your transition back to work easier and less stressful?

....

22. In terms of working arrangements, is there anything you would like to do differently now?

☐ More flexibility around the hours I work
☐ The opportunity to work from home
☐ I'm looking forward to business as usual resuming
☐ Other...
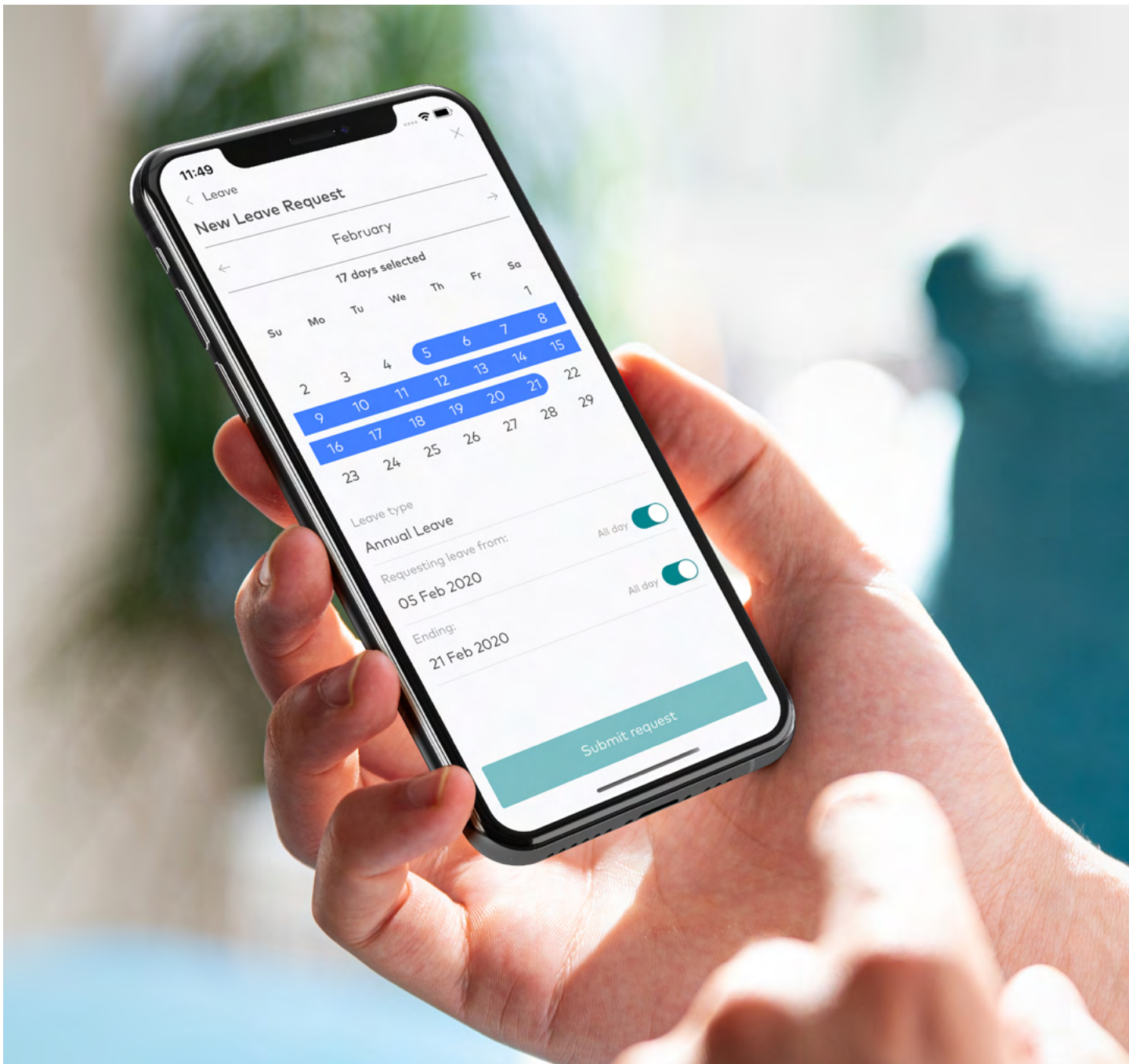
roubler.

Find out more

Want to learn more about how to effectively transition your team back to work?

Call us on 1300 833 137
or email info@roubler.com

roubler.

www.roubler.com