

CORONAVIRUS UPDATE: NEW DELIVERY PROCEDURES

Dear Members,

As at today, over 100 cases of Coronavirus have been confirmed, in Australia.

We wrote to you last week where we explained we had urged Australia Post to consider enhanced delivery procedures in order to minimise the risk of members being exposed to, and spreading of, the virus.

We therefore welcome new procedures implemented by Australia Post, which by now should have been communicated to employees across the country.

Those new procedures have been reproduced below, for your convenience.

Making a delivery at an address to reduce exposure

To minimise the risk of contracting or spreading Coronavirus virus, workers being required to make a deliveries to customer's doors should implement the following process and ask the following questions:

After ringing doorbell/knocking on door to get customer's attention, step back from the door to a distance of approximately 2m (2 large steps)

1. Ask the person answering the door:
 1. Are you unwell and if so, have you been or do you have any reason to suspect that you've been exposed to someone diagnosed with or suspected to have the Coronavirus
 2. Are you in self-isolation due to having had contact with someone with suspected or diagnosed Coronavirus or travelled through mainland China, Iran and Republic of Korea

2. If the customer says "Yes" to either of these questions, advise the customer to:
 1. Stay where they are and do not exit
 2. I am not going to ask you to sign for this item, I will advise my manager that you suspect that you've been exposed to someone diagnosed with or suspected to have Coronavirus or are in self-isolation due to having had contact with someone with suspected or diagnosed Coronavirus or have travelled through mainland China, Iran and Republic of Korea and are unable to sign for this delivery
 3. I am going to place your parcel on the ground where I am standing and leave

4. Please only collect your parcel once I have left
5. Return to vehicle, wash hands with soap and water or with sanitizing gel at first available opportunity
6. Report to manager on return to base and log incident into OneSafe

We recognise that some customers may not understand why we're doing this.

If a customer is angry or disappointed at this please advise:

- "I understand your frustrations and I know this is disappointing in relation to this. Please understand that Australia Post has a duty of care to the community and to employees to make sure our people, our customers and the community are safe and we don't want to contribute to the issue."

IMPORTANT

If you suspect you may have come in to contact with a confirmed case, please do not attend your doctor's practice, unannounced. Call your local general practice to receive instructions on what to do next.

Should you require assistance with any of the above, please contact your State Branch Official, immediately.

Yours faithfully,



Nick Townsend
BRANCH SECRETARY

11 March 2020