

## Notification Plan

Q: *How* and *When* should businesses be notified by Government that they are an exposure site? Could there be an Opt-In, inbound call centre approach where businesses report?

- *Prior* to being listed publicly as an exposure site
- Once notified, the business should be provided with a clear response plan and reopening plan. What are the fines?
- The notification should immediately trigger financial support for the business and its workers
- For Business to Business scenarios, who is responsible for notifying their clients, between 3<sup>rd</sup> parties?

## Response to Exposure Plan

Q: What needs to be *considered* from small business in response?

- The risk generated from the exposure - Casual / Close / Vaccinated / Unvaccinated (Government should issue a tiered response based on risk matrix)
- The frequency of rapid antigen testing for workers – logistics and cost
- Cleaning requirements – logistics and cost
- Which workers should isolate and for how long?
- Support for businesses & workers required to close – cleaning cost & lockdown losses
- What is the Liability / Workers comp implications?
- How does this differ for/ impact on small businesses who are deemed critical retail?

## Reopening Plan

Q: *What* needs to be considered in the reopening plan?

- Immediate notification for business that they are safe to do so
- Certification that the business is safe to open (e.g a sign to display to the public)
- National Approach for consideration of Supply Chain Issues – skilled & unskilled worker shortages, migration, logistics
- Step Down Approach (# days) to furloughing of workers & businesses as vaccinations rates climb

## Preparation Plan

Q: How can small business **mitigate** the risks & impacts of exposure?

- Encourage their employees to get double vaccinated - Liability issues, incentive limitations
- Reduce infection risk - infection control training, ventilation, workers protections (masks, sanitiser), info specifically for small businesses managing large complexes with many customers and workers entering & leaving
- Rearrange rosters - splitting workers into “teams” (independent groups with no crossover exposure)

Q: What can Government give small businesses to **prepare**?

- Clear information on obligations - QR code location, checking vaccination status of customers, density limits
- Information on what to expect in the event of becoming an exposure site and the questions they will be asked. Response should be tiered according to the risk matrix based on exposure (Casual / Close / Vaccinated / Unvaccinated)
- How to access rapid antigen testing (RAT) – frequency, cost and clarity on testing process
- Clear signage supplied – involvement of police if behaviour is aggressive
- Guidance & instruction on how to manage customer aggression
- Clear & equitable allocation of exemptions – large vs small, critical vs non-critical

Q: What should be included in a **revised** 2021 COVID Plan?

- Ventilation requirements
- Screens
- Density limits
- CCTV monitoring in place to assist in the tracing process
- Monitoring worker movements (e.g. clear timesheets for employees)

## Why does a National Standardised Approach *matter* to small business?

- Impact on supply chains across borders
- Addressing the shortages with skilled & unskilled workers, migration
- The impact on small business communities located on borders
- Differing definitions between states of:
  - Critical Supplier
  - Critical workers
- Payment times are increasing; surety around reopening means improved cash flow for all small businesses
- Small business communities hold events with interstate attendees

## Clear Communications

- Gives the small business the maximum time to plan
- Clear communications to indicate that everyone is open for business
- Avoiding isolating small businesses and business communities
- What's the consequences of a business' actions with FairWork / SafeWork & legal liability?
- Consistent understanding of the requirements for those not COVID "hardened" such as regional areas reliant on tourism therefore making it easier for those small businesses to engage easily with customers

## Business Support

- Re-employment of workers: What happens to workers who are refusing vaccination? Will they receive the COVID-19 Disaster Payment? Or JobSeeker?
- Step Down approach to financial support small businesses as they re-open
- A Time to Recover Loan support mechanism to assist small businesses as they rebuild and deal with long term debt