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**From:**  
**Sent:** Tuesday, 24 May 2022 7:01 PM  
**To:** EA - RIA - Senior Reps; HOLLOWAY, James  
**Subject:** RE: DRAFT: In-person liaison guidance [SEC=OFFICIAL]

Thanks

I've put in a few comments for reactions – perhaps something we discuss at next week's SRep call once scheduled?

On the proportion of in-person liaisons I think the 6-monthly office plans is the best place for this – more frequent reviews 😊

Cheers,

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**From:**  
**Sent:** Tuesday, 24 May 2022 3:27 PM  
**To:** EA - RIA - Senior Reps HOLLOWAY, James  
**Subject:** RE: DRAFT: In-person liaison guidance [SEC=OFFICIAL]

One thing we could cover in the guidance is what proportion of liaisons we should (ideally) be doing in person, and how we present that choice to contacts.

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**From:**  
**Sent:** Tuesday, 24 May 2022 4:49 PM  
**To:** EA - RIA - Senior Reps HOLLOWAY, James  
**Subject:** DRAFT: In-person liaison guidance [SEC=OFFICIAL]

Hi all

I've adapted the existing RIA guidance for in-person liaisons. I thought the existing suggestions about confirming good health with contacts remained reasonable, so my edits were mainly to make them more general across states and to link to the relevant Bank and government policies.

[D20/293465](#) (v)

[D20/293465](#) (e)

Interested in views, including from those who have recently had in-person liaisons.

The next step from here would be to run this guidance by the Bank WHS team.

## PROCESSES FOR IN-PERSON LIAISON MEETINGS AT THE CONTACT'S OFFICE

### Before the meeting

#### *Initial organisation*

If RIA staff are happy to meet the contact in-person at their premise, the following wording could be used via email or verbally:

*'We are happy to conduct the meeting in person at your premises or virtually, whichever you would prefer.'*

If the contact seeks an in person meeting wording similar to the following is to be included in the calendar invite:

*"If you are unwell on the day please advise us and we will reschedule or revert to a video conference, in accordance with [public health guidelines](#). We will do the same if our staff are feeling unwell. An RBA staff member will contact you on the morning of the meeting to confirm that all parties are in good health.'*

If the contact notes special arrangements for attending their premise because of the pandemic the LO/liaison organiser should note these in the internal calendar invite.

#### **Morning of meeting**

On the morning of the meeting the LO (or liaison leader in LO's absence) should call the contact (or their PA/other staff member as appropriate) to a) advise that attending RBA staff are feeling well, and b) confirm that the contact is feeling well. If the meeting is scheduled before 10am the call can occur the afternoon beforehand. Offices intending to call the contact before the meeting should take this into account when setting the time of the meeting, particularly on Monday mornings. Staff should not leave to attend the premise unless confirmation that the contact is feeling well is provided beforehand.

In the event that RIA cannot call the contact or an appropriate staff member to gain confirmation they are feeling well the following email could be sent, or staff can attend the site on the assumption the contact would not attend the office if they were unwell.

*'Good morning XX,*

*Could you please confirm you are feeling well, and are happy for our team to attend your premise for an in-person meeting today? We can confirm our staff are feeling well. Please note that without confirmation we cannot conduct our meeting in-person and will need to hold our discussion over video conference.*

*Kind regards,'*

If a RIA staff member is unwell on the day and another two team members are unable to attend the meeting in-person then the meeting can either be moved to a teleconference (first preference), or rescheduled. If the former, the following wording could be used:

*'Dear XX,*

*Could we please conduct today's discussion via teleconference (details below)? There has been a change in circumstances that prevents us from attending in person today.*

*Dial-in details*

*Phone: XX XXXX XXXX*

Code: XXXXX XXXXX

Speak soon,

YY'

### **Attending the premise**

- Where government requirements prohibit it, RIA staff must not offer to shake hands with contacts. Should contacts offer their hand staff can either politely decline or offer an elbow, whichever they are more comfortable with. An example of a polite refusal could be 'I'm very sorry but we're not shaking hands at the moment'. If government requirements allow handshakes, it is up to the personal preferences of staff whether they choose to do so.
- If hand sanitiser is on offer RIA staff should use it upon entry and exit of the premise, and obey other health procedures as signed at the premise (e.g. social distancing).

### **In the event a contact is unwell**

If a contact appears unwell on arrival, the meeting must not take place – the health and safety of staff is the Bank's first priority. Explain that unfortunately you will need to reschedule the meeting. 'I'm really sorry but we are under strict instructions not to conduct any in-person meetings should someone appear visibly unwell. We will reschedule for another time.'

Be polite, but be firm. If required, you could highlight the fact that since RIA staff meet multiple contacts per week it would be inappropriate for us to hold the meeting.

Staff who attended the premise should inform office members and the Senior Representative of the situation. If the interaction with the unwell person meets the definition of a 'close contact' under state or federal health definitions, then the office should not conduct in-person meetings for a period of time governed by the current health advice, and staff are required to monitor for any symptoms. The wording below could be used to inform the contacts you had planned to meet in-person that you can no longer do so.

'Dear XX,

*Could we please conduct today's discussion via videoconference? We recently attended an event where someone was visibly unwell and are avoiding in-person meetings for the time being.*

*Dial-in details*

*Phone: XX XXXX XXXX*

*Code: XXXXX XXXXX*

*Speak soon,*

*YY'*

## PROCESSES FOR IN-PERSON LIAISON MEETINGS AT THE RBA OFFICE

If a contact asks to meet at the RBA's premises this can occur if:

- State government health restrictions permit it.
- The Bank's [policy on visitors](#) permits it.
- Contacts must sign in to the Visitors Register (as per normal procedure).
- Hand sanitiser and anti-bacterial wipes must be available for use on entry/departure.
- The meeting is conducted in a socially distanced manner.

The following health questions would be asked of our contacts prior to arrival in a similar manner as above:

- Are you experiencing any cold or flu symptoms?
- Are you currently awaiting COVID-19 test results?
- Are you a close contact of someone who has tested positive for COVID-19?

If the answer to any of the questions is 'yes' the meeting will either be rescheduled or changed to a teleconference. If the answer is 'yes' to the final question Bank staff should refer to state government health [guidelines](#) to determine whether the meeting can take place.

## ADDITIONAL LINKS AND RESOURCES

This document is intended to evolve with government and Bank guidance. However, RIA management will ensure that the activities of each office align with restrictions and regulations within their state(s), which can change quickly.

Some general links:

- [RBA COVID-19 Guidance](#)
- [Australian Government guidance](#), with links to state websites
- [Duties under WHS laws](#) (SafeWork)

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**From:** HOLLOWAY, James  
**Sent:** Wednesday, 25 May 2022 2:32 PM  
**To:**  
**Cc:** EA - RIA - Senior Reps  
**Subject:** RE: Arrangements if staff contract COVID while travelling for work reasons [SEC=OFFICIAL]

Yes, we can do a little COVID update, with this, in person liaisons, SMP debriefs etc

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**From:**  
**Sent:** Wednesday, 25 May 2022 2:30 PM  
**To:** HOLLOWAY, James  
**Cc:** EA - RIA - Senior Reps  
**Subject:** RE: Arrangements if staff contract COVID while travelling for work reasons [SEC=OFFICIAL]

Thanks very much James – perhaps we can communicate this to the team on Monday’s call 😊

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**From:** HOLLOWAY, James  
**Sent:** Wednesday, 25 May 2022 12:20 PM  
**To:**  
**Cc:** EA - RIA - Senior Reps  
**Subject:** RE: Arrangements if staff contract COVID while travelling for work reasons [SEC=OFFICIAL]

I have confirmed with HR that the Bank will cover costs in this situation.

HR will also look for a suitable opportunity to communicate this to Departments.

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**From:**  
**Sent:** Monday, 23 May 2022 7:12 PM  
**To:** HOLLOWAY, James  
**Cc:** EA - RIA - Senior Reps  
**Subject:** Arrangements if staff contract COVID while travelling for work reasons [SEC=OFFICIAL]

Hi James,

Hope the offsite went well today 😊

With visiting Victoria this week and Policy week trips back to Head Office resuming from June it’s reminded me to ask what the Bank’s policy is if a staff member contracts COVID while travelling for business reasons? I assume the Bank would pay for their accommodation and food expenses during the 7-day isolation period as they do for the remainder of the work trip, but it would be good to have this confirmed as the answer will no doubt impact staff’s willingness to travel for work reasons for more than a few days.

I’m not sure if this has been discussed among EA senior management yet, but it would be great to find out and share with our teams.

Thanks!

Western Australian Office  
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w: [www.rba.gov.au](http://www.rba.gov.au)

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**From:**  
**Sent:** Thursday, 2 June 2022 10:03 AM  
**To:** HOLLOWAY, James  
**Subject:** RE: ECG Strategic Statement - Input Welcome [SEC=OFFICIAL]

Hi James,

I wonder whether it might be worth putting something about RIA initiatives in this Strategic Statement.

Under 'strategic priorities - external engagement': setting up our indigenous liaison program under the RAP

Under 'key achievements – contribution to external communication effort': add number of debrief sessions (or number debrief session attendees – showing the reach of our communication)

Under opportunities: restarting our regional liaison tours post-covid and returning to face-to-face debriefs/larger events for contacts.

Thanks,

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**From:** JONES, Bradley  
**Sent:** Tuesday, 31 May 2022 11:34 AM  
**To:** COCKERELL, Lynne  
ROSEWALL, Tom  
EA - Senior Managers and Reps  
HOLLOWAY, James  
EA -  
Managers  
**Cc:** SIMON, John  
ELLIS, Luci  
**Subject:** ECG Strategic Statement - Input Welcome [SEC=OFFICIAL]

Hi all

It has been six months since our last ECG Strategic Statement was presented at Exco. We will be presenting again in a couple of weeks and would value your input.

Please include your suggestions by **cob next Monday June 6**.

Thanks, Brad

**Brad Jones** | Head | Economic Analysis Department  
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