

FAQs for Business SA external stakeholders

1. Why has Business SA introduced this COVID-19 vaccination policy?

Business SA has a duty of care to provide our team members and also contractors, visitors and the public with the highest level of safety as borders reopen and South Australia experiences COVID-19 cases.

For this reason, we have put in place a range of measures which includes that staff, clients and visitors who meet or engage face to face with any of our team members are required to be fully vaccinated against COVID-19.

It is important to note that Business SA is not mandating COVID-19 vaccinations, but we are taking these measures in an abundance of caution to protect our team members, external clients and visitors and ensure business continuity to maintain provision of advice and support to South Australian businesses, many of whom will be looking to Business SA for guidance.

2. How will Business SA staff meetings with clients be managed?

Business SA staff cannot meet with a client face to face if they (both Business SA staff and client) are not fully vaccinated against COVID-19. Business SA needs to ensure the safety of all team members, clients, visitors and contractors regardless of their vaccination status.

Business SA staff and clients should consider alternatives to face to face meetings including virtual meetings or telephone discussions.

3. What type of proof of vaccination do Business SA staff require prior to meeting someone?

If a client or person is coming into the Business SA head office for a meeting, they will be required to provide evidence of their COVID-19 vaccination certificate at reception.

Proof of COVID-19 Vaccination can be provided in a range of ways:

- Download your COVID-19 digital certificate via the Express Plus Medicare mobile app or your Medicare online account through myGov.
- Add your COVID digital certificate to your Apple Wallet or Google Pay
- Instructions available on the Services Australia website
- Your vaccination provider may be able to print your immunisation history statement for you.
- You can call the Australian Immunisation Register on 1800 653 809 (Monday to Friday 8am to 5pm) and ask for your statement to be sent to you. It can take up to 14 days to arrive in the post.
- If you're not eligible for Medicare, call the Australian Immunisation Register and request your certificate be mailed to you or add your COVID certificate to your digital wallet using the Individual Healthcare Identifiers service (IHI service) through myGov.

4. How will Business SA manage events and ensure those who attend are fully vaccinated?

There will be several different approaches taken by Business SA in managing events. For events run out of Eventbrite, we will include a question regarding vaccination status into the event registration.

Attendees will be required to show evidence of their vaccination status upon entry (see **question 3** above).

It is important to note that whilst this is a position of Business SA, it is also a condition of a number of major venues including Adelaide Oval, The Convention Centre, Coopers Stadium, Adelaide Zoo, Festival Theatre. Business SA anticipates there will be more announcements from other venues and businesses over coming days and weeks.

5. If a Business SA staff member is attending a face-to-face meeting at a client or stakeholder's premises, does that entire workforce need to be fully vaccinated?

No, the entire workforce does not need to be fully vaccinated if you are able to meet in a separate room, i.e. not out in common areas and providing the person(s) meeting are fully vaccinated.

6. Do Business SA staff members need to wear a mask when meeting with clients?

Yes, Business SA staff members must wear a mask when meeting with clients internally and externally. Additionally, all training participants who attend Business SA training courses will be required to wear masks during training sessions.

Similarly, Program participants (including SAYES, Encore and BAP etc) will also be required to wear masks and attendees at Business SA events, such as Chamber Networking events will be required to wear masks.

The only preclusions that apply are if a person has a medical exemption from wearing a mask or is eating and/or drinking.

7. What are the mask requirements applying at Business SA's head office and for staff attending external engagements?

From 23 November 2021, all Business SA team members and tenants must wear a face mask other than sitting at their workstation or in their office. External visitors will also be required to wear a mask at all times while present at Business SA.

The following must be complied with:

1. Business SA reception team members will be required to wear a face mask when fulfilling reception desk activities.
2. If you leave your workstation or your office, you must ensure you are wearing a face mask until you return to your workstation or your office.
3. If you are in a meeting room, in the Atrium, in the kitchen, at the printer, in the bathroom, at reception, or any other workspace within our office you must wear a mask.
4. A mask is not required when eating or drinking or if you have a medical exemption that prevents you from wearing a face mask.
5. If you are attending a meeting on site or externally you are required to wear a face mask.
6. Any external visitor including courier delivery drivers will be required to wear a face mask when entering Business SA reception.

8. What can I do to protect myself against the spread of COVID-19?

Whilst Business SA has taken appropriate measures to ensure the safety of staff and clients, there are several measures you can take to further protect yourself. You can reduce the risk of getting COVID-19 or passing it on to others by:

- Washing your hands, particularly after going to the toilet or handling used tissues
- Wiping down frequently touched surfaces
- Covering your coughs and sneezes with a tissue
- Maintaining appropriate social distancing where possible.

It is also important to avoid touching your eyes, nose and mouth, or handling food, until you have washed your hands. Avoid contact with others if you are sick and if others are sick, keep your distance as much as possible.

Team members will also note increased and additional hygiene measures implemented in the workplace including, anti-bacterial wipes, ample signage, provision of masks, hand sanitizers etc.

9. When will Business SA's COVID-19 vaccination policy be reviewed?

Given the dynamic nature of the COVID-19 pandemic, this Policy will be periodically reviewed in relation to evolving circumstances and will be formally reviewed in mid-January 2022 prior to team members returning from the Christmas/New Year closure.

10. What do I do if I think I may have come into contact with a person(s) who has COVID-19?

If you believe you have come into contact with someone who has COVID-19 and/or suspect they may have COVID-19, it is important that you go and get tested for COVID-19 (see link above for testing information). You should also contact SA Health and monitor SA Health Alerts here: [Home | SA Health](#)

After your test, go straight home and self-isolate while you wait for your test result (which you should usually get within 2 days) and:

- Stay at home and do not attend work, school or childcare
- Wash your hands often with soap and water

- Cough and sneeze into a clean tissue or your elbow
- Avoid close contact with others, including members of your household.

You should also notify your employer and more particularly your Manager who will then be able to determine if anyone else may need to be tested or isolated and what other considerations need to be taken in the workplace.

11. What if I don't feel well and have cold and/or flu like symptoms?

Please do not attend the Business SA head office, external meetings or events if you have any of the symptoms associated with COVID-19 which can include fever (a temperature of 37.5°C or higher) or chills, cough, loss of taste or smell, sore throat, tiredness (fatigue), runny or blocked nose, even if mild, you must get tested for COVID-19 as soon as symptoms appear and obtain a negative result.

For more information on symptoms and how to get tested find out more [Testing for COVID-19 | SA Health](#)

Contacts

If you have any queries regarding these FAQs please contact Business SA on (08) 8300 0000.