In response to COVID-19 she allows most of her staff to work from home with a roster for staffing the office as needed.

Stephen, who is one of Fatima’s agents, mentions he feels like he can’t ask for her help when struggling with a tricky problem.

Fatima wants to encourage her staff to contact her if they have any issues and to not feel like they can’t because they are not working together in the office. She decides to create a Whatsapp group for all of her workers and each morning sends a funny piece of trivia so that staff feel more connected. She also starts doing a daily catch-up with each of her workers and a weekly team meeting over the phone or videoconference.

She makes sure that her staff know they can call her with any problems and encourages them to contact each other to test or share ideas. If she notices she hasn’t heard from one of her staff, she checks in with them to make sure they’re ok.

#safeworkmonth #safetytogether

Together, we can create safer workplaces for everyone. Find out more at safeworkmonth.swa.gov.au or go to swa.gov.au/coronavirus.