

# IMPORTANT NOTICE TEMPORARY AMENDMENT TO CODE OF CONDUCT FOR METROPOLITAN MELBOURNE

NOTICE

**The Victorian Government has announced Stage 4 Restrictions which include an outline of businesses and industries that are CLOSED or OPEN for ON-SITE WORK.**

From reading through government communications and guides to business, the Distribution Standards Board, in partnership with The Real Media Collective submissions, engagement with Australia Post and public government communications, provides the following temporary recommendations and amendments to the Letterbox Distribution Code of Conduct during this period. These temporary additions to the Code of Conduct address the COVID-19 pandemic and the Victorian Government Stage 4 Restrictions in place across Metropolitan Melbourne.

#### **Distributors / Walkers please note:**

- 100% of material delivered to Walker's is to be via contactless delivery.
- Walkers are recommended to assist in the traceability of their distribution. The DSB recommends downloading the federal government's COVIDSafe App or other recording of movement solutions, i.e. a diary log of time, day, route and area walked upon each delivery. Refer to the DSB Delivery Log Sheet on the DSB website.
- Distributors and Walkers must complete a Victorian Government Worker Permit within the 'Printing and Support Services' industry sectors approved for 'open for on-site work' by the Victorian government. The Victorian Government has also prepared a Worker Permit template, FAQ and Information section on their website for further information: <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/permitted-worker-scheme> Refer to the DSB Worker Permit Notice on the DSB website.
- Walkers, where possible, are encouraged to limit their distribution to local areas, 1hr time-frame and within a consistent delivery route.
- Walkers must comply with the 8pm to 5am curfew - no letterbox distribution required after 8pm or before 5am.
- 100% of Walker distribution to the letterbox must be contactless - no door knocking, no handing to recipients
- Walker routes are to be reduced to two days per week - Tuesday or Wednesday.
- Walkers are to comply with government regulations, as per all other Victorian citizens are required to do so under instruction from the Department of Health and Human Services - this includes wearing masks at all times when distributing.
- Walkers should aim to distribute as a single operator and not partnered. In the instance a Walker requires assistance to deliver, this delivery should be with a member of their immediate household only and compliant with all other government advice.

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THE DSB PROVIDES CONTACT POINTS FOR QUERIES:

**HOTLINE: 1800 676 136**

or via our website

**E-FORM: [ww.therealmediacollective.com.au/dsb-standards/](http://www.therealmediacollective.com.au/dsb-standards/)**

**IMPORTANT TO NOTE:**

Government notices and announcements overrule any and all DSB Notices. The DSB clearly advises all Victorians to remain safe and well during this time and consider all Victorian Government Health Notices and Advice including mask wearing, staying within 5km from home, staying home if unwell, staying home if pending a COVID-19 test result, not leaving the home after 8pm or before 5am and more. These can be found: <https://www.dhhs.vic.gov.au/coronavirus>

## Who is the Distribution Standards Board (DSB)?

The DSB is the self-regulatory body of the letterbox distribution industry. The Charter sets out the DSB's commitment to providing a high level of standards for all letterbox distribution.

The DSB is designed to govern the industry via agreed guidelines to ensure catalogues and unaddressed advertising mail is delivered to the highest standards.

The primary function of the Charter is to maintain agreed levels of privacy, litter control, cooperation with local authorities and compliance with all environmental guidelines.