**ONE2ONE COVID-19 RESPONSE - FAQ’S**

In the wake of the COVID-19 pandemic, One2One would like to ensure our consumers, staff and homesharers are as minimally impacted by the pandemic as possible. Consequently, One2One has developed these frequently asked questions to keep our staff, homesharers and consumers informed, in response to this significant world health crisis.

One2One is committed to reinforcing the guidelines and recommendations of the Department of Health which include social distancing practices, minimising the number of people we are in contact with at any given time, and standard hygiene precautions (which include effective hand hygiene and the use of personal protective equipment where appropriate(PPE).

One2One is also committed to ensuring that all staff, homesharers and consumers are safe during the COVID-19 outbreak and beyond. **If in doubt, please contact your Coordinator or call our office on 6278 3900.**

**What if I believe I am a vulnerable employee/homesharer?**

There may be some One2One or consumer- engaged employees, who are more susceptible than others to contracting COVID-19. This might be because they:

* Are immunocompromised (an impaired immune system)
* Are pregnant
* Are older
* Have respiratory conditions (asthma, emphysema etc.) or
* Are recovering from surgery

If this is the case, we ask that you notify us through your Coordinator who will discuss alternative methods of continuing to provide support such as Tele-support or other approaches that minimise physical contact, where applicable.

**Should I get the Flu Vaccine?**

If staff, homesharers and consumers want to get a flu vaccine it remains the choice of the individual. One2One strongly advocates for vaccination against flu as encouraged by the Department of Health. You should engage with your health practitioner or local pharmacy in relation to the flu vaccine if you have questions. One2One’s preferred provider of the flu vaccination is:

**The GP Super Clinic**

**Opposite Midland Hospital (St John of God)**

**6 Centennial Pl,**

**Midland WA 6056**

One2One encourages staff and homesharers to contact any provider of their choice to book a vaccination and we will reimburse them for any out of pocket expenses incurred.

**What happens if I or my family member is sick with COVID-19?**

**If you or a family member are sick with COVID-19 you should immediately self-isolate and contact your Coordinator.**

If you are unable to come to work because you are sick, you can take paid sick leave. If you need to look after a family member or member of your household who is sick, or suffering an emergency, then you are entitled to take paid carer’s leave. These provisions are only available to permanent staff with leave accruals.

All staff are however entitled to 14 days unpaid ‘Pandemic Leave’ if they have no paid sick or personal leave. . The proposed ‘Pandemic Leave’ will give Award-covered employees the option of taking up to 2 weeks’ unpaid leave if required by government or medical authorities or acting on medical advice, to self-isolate or who are otherwise prevented from working by measures taken by government or medical authorities in response to the COVID-19 pandemic.  The leave would be available to all full-time, part-time and casual Award-covered employees and is not pro-rated.  There would also be no requirement that employees first exhaust paid leave entitlements.  Pandemic leave would also count in terms of the employee’s service for the purposes of accruing Award and NES entitlements.

If you are absent from work for more than 2 days, then you still need to provide One2One with the required evidence according to One2One’s Leave Policy. To access the leave policy, please visit the One2One website or contact the HR team for a copy via email [hr@one2onewa.com.au](mailto:hr@one2onewa.com.au)

Permanent employees that wish to take annual leave have the option of taking any accrued annual leave (this can be at full pay or half pay for twice the amount of leave). For further details on this provision, please contact our HR representative Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 9526 8547.

NB. If you believe you have contracted COVID-19, you will need to provide a fitness medical certificate before returning to work.

**What if I wake up with flu-like symptoms but don’t feel sick enough to go to a doctor?**

If you are feeling unwell, advice from the Health Department is to stay home and self-isolate. You must not attend work if you are not feeling well or have any flu-like symptoms.

In these circumstances you will need to take personal (sick) leave, until you are feeling better. You may be required to provide a doctor’s clearance to ensure you are fit and well before returning to work.

If you have no personal leave available, you may be eligible to access government assistance through the Jobseeker allowance initiative. If you want details on your options you will need to discuss your circumstances with our HR representative Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 9526 8547.

**What happens if One2One has concerns and directs me to stay home?**

Under work health and safety laws, One2One has a duty of care to ensure the health and safety of its employees and others at the workplace (as far as reasonably practical).

If you believe you are at risk of infection from COVID-19 (for example, because you have recently travelled, or have been in close contact with a confirmed case), One2One requests:

* You inform your Coordinator immediately.
* You must self-isolate.
* You seek medical advice and get tested.

We may discuss alternative working arrangements (this may include Tele-support or doing any outstanding training).

If an employer:

* requests an employee to stop work/isolate (not Government directed)
* closes the business/office/location using discretion (not Government directed) as an added precaution but employee’s role does not allow for working from home (i.e. works in a café, cleaner, factory worker, manual labour, mechanic etc.).
* closes business temporarily due to a downturn in work/business (refer to redundancy clause in agreement/awardif this is a prolonged situation).

then the employer will stand-down employees in line with their respective award, agreement or employment contract. Impacted employees may be eligible to access government assistance in the form of a Jobseeker payment. More information on the Jobseeker allowance can be found [here](https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment), alternatively contact our HR representative Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 9526 8547.

**What if I am a casual employee?**

If you are a casual employee and you are required to self-isolate and/or you contract COVID-19 and are unwell, you must not attend work.

One2One is committed to supporting you during this time and may consider a form of payment to support you (while you are unwell) should you be unable to access Jobseeker assistance. If you are affected adversely by this pandemic and need to know your options, contact our HR representative Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 95268547.

**What if I want to stay home as a precaution?**

If you want to stay at home as a personal precaution against exposure to COVID-19, you will need to discuss alternative work options (such as Tele-support if applicable) with your Coordinator, or apply to take some form of paid or unpaid leave, (e.g. annual leave or long service leave). These requests are subject to the normal leave application process.

**What if I am suffering financial distress as a result of being unable to work or losing hours?**

One2One like many employers, is not currently eligible for the Jobkeeper allowance. We strongly encourage staff whose work has been impacted by the pandemic to consider applying for government assistance through the Jobseeker allowance. To find out more about the Jobseeker allowance, find detailed information [here](https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment). If you have any further questions, please contact Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 95268547.

**What happens if a Consumer chooses not to have a service?**

This would be a normal cancelled service and it will be the consumers’ decision. You will be paid according to your employment contract as per One2One’s cancellation policy.

You are encouraged to engage with the consumer and your Coordinator to review possible alternative roles such as Tele-support or other minimal/non-contact supports. If alternative work is not available you will need to discuss your options with our HR representative Alfred Carere via email [alfred@one2onewa.com.au](mailto:alfred@one2onewa.com.au) or via phone 08 95268547.

**What if a Consumer asks me to get tested?**

There are no obligations on people to get tested unless either themselves or a family member has travelled, has been exposed to COVID-19 or are displaying symptoms like those of COVID-19. We are mindful of the burden currently placed on the health system and want to work with the system to ensure only necessary testing is conducted. As expected, we want to assure consumers, we are providing a safe service and we will work with them, educate them and assure them we are operating a safe service to ensure they are never placed at risk. If a consumer has a genuine concern about staff displaying symptoms of COVID-19 they are encouraged to speak to their Coordinator who will follow up the concerns and manage them effectively.

<https://www.mediastatements.wa.gov.au/Pages/McGowan/2020/03/Dedicated-pathway-for-WA-Health-staff-needing-to-be-tested-for-coronavirus.aspx>

in WA COVID-19 testing at COVID clinics is only available to individuals who:

1. Have fever (temperature of 38 degrees or above) or who had one in recent days
2. Have an acute respiratory illness AND
3. Meet one of the following criteria:

* Can provide evidence of recent overseas travel (for example, airline ticket or passport stamp) OR
* Have been in close contact with a confirmed COVID-19 case OR
* Are a health care worker, aged care worker, disability support worker, pharmacist or WA police officer.

**What if we believe a consumer should be quarantined or tested?**

If you have concerns about a consumer (either they or a family member has travelled or believe has been exposed to COVID-19 or is displaying symptoms) then this needs to be raised with a Coordinator promptly.

If you believe that you are genuinely at risk of exposure to COVID-19 in a consumer’s home regardless of additional safety measures or advice, please discuss this with your Coordinator. Our responsibilities under occupational health and safety legislation and general duty of care, dictate that One2One does not expect you to work in an environment that you feel will expose you to a high risk of infection, due to unsafe practices. If in doubt, please ask your Coordinator for advice or alternative options.

**What if a consumer is tested or diagnosed with COVID-19?**

As recommended by the Department of Health, the consumer would need to self-isolate and/or go to hospital. One2One will assess various strategies to best support them depending on their circumstances and professional medical advice. One2One is currently continuing all essential support to consumers and will implement Individual Consumer Emergency Support Plans as soon as the need arises.

**What training do I need to attend during this time?**

We need to keep all our employees and consumers safe so we will continue to offer essential training during this time.  Some of this will now be offered in an online format.  Manual Tasks will need to be facilitated face-to-face however our training provider partnerships have provided information about the strict guidelines they will follow to ensure they are operating in accordance to recommended social distancing practices and necessary precautions to make sure the environment is safe. Training will be provided on an individual basis and assessed for relevance and priority by your Coordinator.

All One2One staff including Directors, CEO, Managers, Coordinators and Support Workers have completed the Department of Health Infection Prevention and Control training for COVID-19. All existing and new staff will be required to complete this training as a mandatory prerequisite to employment. The following links enable access to the mandatory training modules (one of these must be completed) : -

**Department of Health**

[**https://covid-19training.gov.au/**](https://covid-19training.gov.au/)

**Disability Services Consulting (accessible via One2One website)** [**https://training.disabilityservicesconsulting.com.au/products/infectionfree**](https://training.disabilityservicesconsulting.com.au/products/infectionfree)

Staff supporting consumers with critical care needs (or with COVID-19) will also be required to complete an additional comprehensive infection prevention and control training course developed by the Cerebral Palsy Alliance (staff will be advised by their Coordinator).

**How can I access the appropriate Personal Protective Equipment (PPE) to ensure safety?**

Personal Protection Equipment including gloves and hand sanitiser are now in our supplies and masks are being urgently sourced. We will keep you updated on when and how you can access these. If you purchase your own PPE for work, keep your receipts and we will reimburse you. If you need access to PPE, please contact Glen Ottley on 6278 3900.