



# COVID-19 Belgravia AUS Employee Guide

**IMPORTANT INFORMATION**

**1 OCTOBER 2020**

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# COVID-19 Belgravia Employee Guide

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## What's new in this issue?

- On page 3 of this issue we have included information on the newly available Employee Assistance Program available to Belgravia staff.

## What is the current situation?

Since our last update in on 28 August 2020, many States have relaxed their pandemic restrictions allowing our businesses to open up (with different degrees of limitations) and offer our unique experiences to the public. Some, notably Victoria and to a lesser extent NSW, have continued to impose restrictions following a spike of coronavirus cases in the community.

The second phase of JobKeeper started on 28 September 2020. Belgravia Leisure has passed the new employer test and is able to participate in the scheme and its nominated eligible employees are eligible to continue receiving JobKeeper payments albeit in a reduced form:

- **\$1,200 per fortnight** for all eligible employees working for 20 hours or more on average in the four weeks before either 1 March 2020 or 1 July 2020;
- **\$750 per fortnight** for all other eligible employees.

The current JobKeeper phase continues until 3 January 2021.

Details of the extended JobKeeper scheme are found later in this guide.

## How can I keep up to date with developments?

The Australian Government has made available a WhatsApp Channel for Covid-19 and a Coronavirus Australia app (available on Google Play or the Apple App Store) to allow people to stay up to date with developments.

State Governments and Territories are issuing their own individual directions to their populations which reflect the stage of recovery they are in. As States and Territories are moving unevenly on the lifting of restrictions and hard closure of State borders, we suggest that you keep an eye out for developments via reliable mainstream media channels and your own State Health Departments. The following links will take you to each state's and territory's Coronavirus update site.

<b>Victoria</b>	<a href="http://www.aus.gov.au/covid19-vic">www.aus.gov.au/covid19-vic</a>
<b>NSW</b>	<a href="http://www.aus.gov.au/covid19-nsw">www.aus.gov.au/covid19-nsw</a>
<b>Queensland</b>	<a href="http://www.aus.gov.au/covid19-qld">www.aus.gov.au/covid19-qld</a>
<b>South Australia</b>	<a href="http://www.aus.gov.au/covid19-sa">www.aus.gov.au/covid19-sa</a>
<b>Western Australia</b>	<a href="http://www.aus.gov.au/covid19-wa">www.aus.gov.au/covid19-wa</a>
<b>ACT</b>	<a href="http://www.aus.gov.au/covid19-act">www.aus.gov.au/covid19-act</a>
<b>NT</b>	<a href="http://www.aus.gov.au/covid19-nt">www.aus.gov.au/covid19-nt</a>

Go to <https://www.australia.gov.au/> for the latest official coronavirus news.

# Belgravia Employee Assistance Program (EAP)

Belgravia have partnered with Converge International to offer staff in Australia and New Zealand a fully fledged Employee Assistance Program (EAP). The counselling and advice services available to staff are summarized here:



The following Specialist Helplines are available as part of the program: Aboriginal and Torres Strait Islander Peoples Helpline, LGBTIQ Helpline, Domestic and Family Violence Helpline and Eldercare Helpline.

information about all EAP services are available online at <https://www.convergeinternational.com.au/> (Click "Portal Login" and Insert *User Name: Belgravia; Password:eap*). Bookings can be made on a confidential basis online or by calling 1300 687 327.

# Extension of JobKeeper to 28 March 2021

JobKeeper was originally legislated to run until 27 September 2020. Following an announcement in July 2020 by the Federal Government, the JobKeeper scheme has been extended until 28 March 2021 with some significant changes to the value of wage subsidies to employers and payments to employees and extension of the eligibility period for employees. There have also been changes to the turnover tests that employers have to meet to qualify as eligible employers to receive the JobKeeper wage subsidy. We are confident that we will remain an eligible employer under the new employer turnover tests.

The following Questions and Answers describe how the changes to JobKeeper may affect you:

## 1. What will change with JobKeeper?

Firstly, JobKeeper has been extended to 28 March 2021 and will therefore continue, for current eligible employers, beyond the original end date of 27 September 2020.

Secondly, eligibility rules have been relaxed somewhat giving eligibility to the JobKeeper Payment to up to an additional 400 of our staff who did not qualify in the first version of the legislation.

Thirdly, additional tests have been imposed on employers for them to be deemed eligible to participate. We believe that we will pass those tests and that we will continue to be eligible to participate on the JobKeeper employer subsidy scheme.

## 2. Do the amended rules have any impact on those who have been part of the scheme since 30 March 2020?

Those employees who have been part of the JobKeeper scheme since its inception will continue to be eligible for JobKeeper payments under the rules that apply after 27 September 2020 as described below.

## 3. What are the changes?

The changes can be classified as: (1) Changes relating to employee eligibility rules to participate in the JobKeeper scheme and (2) Changes relating to JobKeeper payment rules.

### (1) Changes to JobKeeper Employee Eligibility Rules

- The relevant date threshold date of employment has been extended from 1 March 2020 to 1 July 2020 thereby increasing the employee eligibility window for the existing JobKeeper scheme and its extension.
- Any full-time or Part-time who was employed before 1 July 2020 will now also meet the date of employment threshold for JobKeeper payments
- A casual employee will be deemed to be an eligible casual employee if on 1 July 2020 they were an employee and they had completed 12 months of regular and systematic employment with their employer.

### (2) Changes to JobKeeper Payment Rules

- The single \$1,500 per fortnight JobKeeper payment rate will cease to be paid on 27 September 2020.
- **From 28 September 2020 to 3 January 2021** there will be two levels of JobKeeper payment rates paid to employers and employees which are dependent on the average weekly hours worked by employees:
  - **\$1,200 per fortnight** for all eligible employees working for 20 hours or more on average in the four weeks before either 1 March 2020 or 1 July 2020;
  - **\$750 per fortnight** for all other eligible employees.

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- **From 4 January 2021 to 28 March 2021** there will be two levels of JobKeeper payment rates paid to employers and employees which are dependent on the average weekly hours worked by employees:
    - **\$1000 per fortnight** for all eligible employees working for 20 hours or more on average in the four weeks before either 1 March 2020 or 1 July 2020;
    - **\$650 per fortnight** for all other eligible employees.
  - 4. **What do I have to do to be eligible to receive a JobKeeper payment if I was employed after 1 March 2020 or I was not a long-term casual employee on 1 March 2020?**

If our records show that you weren't eligible for nomination as an eligible employee for JobKeeper on 1 March 2020 but you are eligible for nomination as an eligible employee for JobKeeper on 1 July 2020 you will receive from us, via email, an advice to complete an online form where you give authority for Belgravia to receive JobKeeper payments on your behalf before it is passed on to you according to JobKeeper rules.
  - 5. **Do I need to do anything if I have already been receiving a JobKeeper payment?**

No. You don't need to do anything. Your payments will continue as per the JobKeeper rules. Please note that payment rules will reduce any payment you may receive from 28 September 2020 to 3 January 2021 and again from 4 January 2021 to 28 March 2021. (Please refer to item [3] above for payment details).
  - 6. **Is there an end date for the JobKeeper scheme?**

Yes. The rules extending the JobKeeper scheme after 27 September 2020 envisages an end date to the scheme on 28 March 2021. It is important to note that the legislation allows the Australian Government to end the scheme earlier at its discretion.

We remain committed to providing you information as it comes to hand. Please reach out to your manager if you have further questions.

## Preparing for a return to Work – Staff training

From time to time we will be updating this Guide with training events that we have sourced or arranged for our staff because they are relevant to the new work environment you will be working in. In some cases, these training programs will be deemed to be pre-requisites for staff before they return to work.

### COVID-19 INFECTION CONTROL (Compulsory for all staff)

Protecting our customers and our teams starts with protecting ourselves. The Australian government has developed COVID-19 infection control training. **All staff and team members must complete this training.**

This training module covers the fundamentals of infection prevention and control for COVID-19 including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

The course takes 20-30 minutes to complete. Here are the steps you need to take:

- Go to: <https://covid-19training.gov.au/login>
- Complete self-registration

- Enrol into **COVID-19 Infection Control Training**
- Launch and complete training
- Download your completed certificate

1. Upload your **Acknowledgment of Training Certificate** to [FlareHR](#)

Hints and Tips

[How to register for COVID-19 Infection Control Training](#)

[How to load a qualification or training certificate to FlareHR](#)

## LIVE STREAM TRAINING SESSIONS

Over the past few months we have been able to offer our Belgravia Health and Leisure Group employee network a series of short and informative live stream sessions, presented by our best subject matter experts!

By offering these live stream sessions, we are able to continue to engage and support our teams with relevant content and information. All the sessions also have an interactive Q & A included, allowing anyone and everyone to engage and learn about the topics presented at the time of the session.

To access these live stream sessions go to this [Live Stream Session Playlist](#) to select the session that is of interest to you.

## Are your personal contact and emergency contacts up to date?

During times like these, we will be sharing a lot of important information. We may also need to get in contact with you or a nominated emergency contact with short notice.

When was the last time you updated your personal detail such as address or phone number? Are your current emergency contacts up to date?

To update your personal details and your emergency contact details via [FlareHR](#)

## Looking after your mental health during the coronavirus outbreak

We recognise and understand the feelings of anxiety, distress and concern many people may be experiencing in relation to the constantly evolving coronavirus (COVID-19) situation.

- Try to maintain perspective
- Find a healthy balance in relation to media coverage
- Access good quality information
- Try to maintain a practical and calm approach
- Try not to make assumptions

We encourage everyone to review the advice and resources outlined below. Services Australia and Medicare have provided some useful guidance which can be found [HERE](#). Much of the material that follows is extracted from this Service Australia website.

## Belgravia Employee Assistance Program (EAP)

The Belgravia Employee Assistance Program is designed, in large part, to contribute to the mental wellbeing of our staff. Checkout the EAP portal at <https://www.convergeinternational.com.au/> (Click “Portal Login” and Insert *User Name: Belgravia; Password:eap*). There are resources that here that could be of interest and learn how the EAP services could be of direct benefit to you.

## Seeing a doctor

We all experience challenging emotional issues at different times. We can't always deal with these on our own. If you feel you need help and it's not an emergency, it's best to see your doctor.

When you see your doctor, they'll assess what help you need. This could include:

- making a mental health assessment
- creating a mental health treatment plan
- referring you to a psychiatrist or other mental health professional
- giving you a prescription for medicines to treat depression or anxiety.

Your doctor might ask you some personal questions to understand your situation. Sometimes it can be hard to talk to others about your mental health. You can read tips for [talking to your doctor about mental health](#) on the healthdirect website.

If your doctor [bulk bills](#), Medicare will cover the cost of the appointment. If your doctor doesn't bulk bill, you'll need to pay either:

- the full cost
- the difference between what they charge and what we cover.

If you pay the full cost, you can [make a claim](#) for the amount Medicare covers. Your doctor can also make a claim on your behalf.

## Mental health treatment plans

If you have a mental health disorder, you and your doctor can create a plan to treat it.

Your mental health treatment plan will have goals agreed by you and your doctor. It'll also have:

- treatment options
- support services available.

Keep in mind your health information and treatment plan will be private. Doctors can't share your information unless you agree to it.

## Mental health professional support

Your doctor can refer you to mental health professionals including:

- psychiatrists
- psychologists
- counsellors
- social workers.

You can read about the different types of [mental health professionals](#) on the healthdirect website. You can also use their [find a health service](#) tool to find one near you.

## Help with costs

A mental health treatment plan lets you claim with Medicare up to 10 sessions with a mental health professional each calendar year.

To start with, your doctor or psychiatrist will refer you for up to 6 sessions at a time. If you need more, they can refer you for further sessions. Health professionals set their own fees, so Medicare may only



cover some of the cost. Ask how much you'll pay and what you'll get back from Medicare when you make your appointment. If they [bulk bill](#), you won't have to pay anything. If you have [private health insurance](#), you may be able to get some money back. You can check with your insurer.

If you're impacted by the coronavirus (COVID-19) pandemic, you may be able to claim 10 extra sessions in your plan. You need to be subject to a public health order that either:

- restricts your movement in your state or territory, issued between 1 July 2020 and 31 March 2021
- requires you to self-isolate or quarantine.

Find out about accessing these [extra mental health help sessions](#).

## Rural and remote support

If you live in a remote area, it might be hard to see a mental health professional. You may be able to have a telehealth video consultation instead. You can claim for video consultation sessions with a mental health professional.

Ask your GP or mental health professional if they offer this service. You can also search the [find a health service tool](#) on the healthdirect website for mental health telehealth services.

Read more about [telehealth services for people in rural and remote areas](#) on the Department of Health website.

Find out more about [Medicare services for rural and remote Australians](#).

## Seeing a social worker

If you need someone to support you, Services Australia's service centre staff can connect you with a social worker. If you go through Service Australia's service centres, there won't be any cost to you.

Social workers can help you with:

- short term counselling
- referrals to support services.

You can talk to a social worker about:

- family and domestic violence
- thoughts of suicide or self-harm
- being a young person without support
- a personal or family crisis
- mental health concerns
- a natural disaster and how it's affected you.

To contact a social worker, you can either:

- call the [Centrelink employment services line](#) and ask to speak to a social worker
- visit a [service centre](#) and ask to speak to a social worker.

Find out more about [who social workers help](#) and the ways they can support you.

## Finding help online and by phone

### Service finder

You can use our [payment and service finder](#) to find mental health services in your state or territory. It includes support services for:

- family and domestic violence
- relationship troubles
- veterans and their families.

## Online therapy

Online therapy is an online treatment for mental health issues. It includes online programs that can be helpful for people with mental health problems such as depression and anxiety. You should talk to your doctor first to see if it's right for your situation.

You can read more about [online therapy](#) on the healthdirect website.

Here are some other online resources that may be of help.

### Lifeline Self Help Tools

- Lifeline has available free resources you can access about a range of mental health issues.

### Smiling Mind

- Smiling Mind is a unique tool developed by psychologists and educators to help bring balance to your life.

### Headspace: Meditation & Sleep

- Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.

### Calm – Meditation & Sleep

- Calm is the perfect mindfulness app for beginners, but also includes hundreds of programs for intermediate and advanced users. Guided meditation sessions are available in lengths

### Shine - Self-Care & Meditation

- Learn a new self-care strategy every day, get support from a diverse community, and explore an audio library of over 500+ original meditations, bedtime stories, and ambient music to help you shift your mindset or mood.

## Mental health websites

[The Head to Health](#) website has helpful resources from a range of mental health websites. It has information about:

- supporting yourself
- supporting someone else.

The [Reachout Australia](#) website has information to support young people experiencing mental health issues.

## Mental health phone lines

If you're in crisis and need support, call Lifeline on 13 11 14. They're open 24 hours a day, 7 days a week. The [Lifeline](#) website also has helpful information on crisis support and suicide prevention.

If you're between the ages of 5 and 25, you can call the kidshelpline on 1800 551 800. They're open 24 hours a day, 7 days a week. They offer a phone counselling service. The [kidshelpline](#) website also has helpful information for kids, teenagers, young adults and parents.

You can find other [mental health helplines](#) on the healthdirect website.

You can also find a list of [mental health programs](#) on the Australian Department of Health website. There is a range of programs to suit different mental health needs.

Here are some other organisations you can contact by phone for support:

**Lifeline**

13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

<b>Beyond Blue</b>	1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
<b>MensLine Australia</b>	1300 789 978	<a href="https://mensline.org.au/">https://mensline.org.au/</a>
<b>Kids Helpline</b>	1800 551 800	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
<b>Headspace</b>	1800 650 890	<a href="https://headspace.org.au/">https://headspace.org.au/</a>
<b>ReachOut</b>		<a href="https://au.reachout.com/">https://au.reachout.com/</a>
<b>Life in Mind</b>	02 4924 6900	<a href="https://www.lifeinmindaustralia.com.au/">https://www.lifeinmindaustralia.com.au/</a>
<b>SANE forums</b>	1800 187 263	<a href="https://saneforums.org/">https://saneforums.org/</a>
<b>Mood Gym</b>		<a href="https://moodgym.com.au/">https://moodgym.com.au/</a>

## Getting support when you're pregnant

Being pregnant and having a baby can bring up confusing emotions. If you're pregnant, or have been in the last 12 months, your doctor can refer you for counselling. Medicare may help cover the costs of up to 3 sessions. Read more about [pregnancy counselling](#) on the Australian Department of Health website.

You can also read more about [Medicare services for conceiving, pregnancy and birth](#).

## Caring for someone with a mental health disorder

Caring for someone with a mental health issue can be challenging emotionally and financially. Centrelink offers support through:

- [Carer Payment](#) - an income support payment if you give constant care to someone
- [Carer Supplement](#) - an extra yearly payment for some carers
- [Carer Adjustment Payment](#) - a one-off payment for carers of children under 7 with severe illness or major disability.
- 

You can use the [Carer Gateway](#) website to find other kinds of support. This includes practical, social, and emotional help.

Read about [how to support someone with a mental health condition](#) on the Head to Health website

## Is there someone you should ask "R U OK?"

### A CONVERSATION CAN CHANGE A LIFE

Look after yourself and look after each other. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in

HOW TO ASK <https://www.ruok.org.au/how-to-ask>

## Supporting people with a disability

The NDIS has great resources to assist people with a disability and their care givers on important issues such as social distancing, and health and safety.

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response>



## Handwashing, are you doing it often and right?

The single best thing you can do to play your role in the preventing the infection rate of COVID-19, or any virus, is to wash your hands with soap for 20 seconds.

Ask yourself, “do I ever wash my hands for less than 20 seconds?” Maybe you get busy? Surely a quick rinse is better than no rinse at all?

Soap will kill the virus. Find out how and find out why you **MUST** wash with soap for **20 seconds!**

<https://www.youtube.com/watch?v=-LKVUarhtvE>

## Media contact and social media policy

Covid-19 is topical in the news media. We remind you of your obligations under the company’s media policy. Only nominated personnel are authorised to make statements to the media. If you are approached by news media in person, email or telephone, politely take their details and let them know you will forward them to an authorised spoke person.

To create clarity about what is and *is not* acceptable comments about the business, all employee agreements contain contractual obligations which include confidentially and non-denigration clauses. Good judgement should be used to ensure that no unauthorised or reputationally damaging commentary is made on social media and other media channels.

## Key Contacts

Please, as always, refer to your line management with any general questions or questions relating to this publication.