

COVID-19 Belgravia AUS Employee Guide

IMPORTANT INFORMATION

SEPTEMBER 2021

COVID-19 Belgravia Employee Guide

Contents

WHAT'S NEW IN THIS ISSUE?.....	ERROR! BOOKMARK NOT DEFINED.
HOW CAN I KEEP UP TO DATE WITH DEVELOPMENTS?	2
COVID-19 INFECTION CONTROL – STAFF TRAINING	2
MHELP – STAFF TRAINING.....	3
HOME FITNESS NETWORK.....	3
EMPLOYEE ASSISTANCE PROGRAM	4
ARE YOUR PERSONAL CONTACT AND EMERGENCY CONTACTS UP TO DATE?	4
COVID-19 DISASTER PAYMENT	4
ANNUAL LEAVE FLEXIBILITY	4
LOOKING AFTER YOUR MENTAL HEALTH DURING THE CORONAVIRUS OUTBREAK	5
IS THERE SOMEONE YOU SHOULD ASK “R U OK?”	9
SUPPORTING PEOPLE WITH A DISABILITY	9
HANDWASHING, ARE YOU DOING IT OFTEN AND RIGHT?	9
MEDIA CONTACT AND SOCIAL MEDIA POLICY	9
KEY CONTACTS.....	10

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 independently on State border control matters, 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.

Victoria	www.aus.gov.au/covid19-vic
NSW	www.aus.gov.au/covid19-nsw
Queensland	www.aus.gov.au/covid19-qld
South Australia	www.aus.gov.au/covid19-sa
Western Australia	www.aus.gov.au/covid19-wa
ACT	www.aus.gov.au/covid19-act
NT	www.aus.gov.au/covid19-nt

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

COVID-19 INFECTION CONTROL – Staff training

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. You can complete it during work hours or at home. If you complete it at home, you will receive ½ hour payment of your wages on production of the completion certificate. 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](#)

MHELP – Staff training

There's no health without mental health.

Mental health issues are very common. They're the number one reason for New Zealanders and Australians to visit their GP.

Physical activity has a critical role to play in preventing the onset of mental health illness and it's treatment.

MHeLP is a cutting-edge Mental Health eLearning Program developed under the guidance of international mental health and exercise experts.

Designed for the New Zealand and Australian leisure and community support sectors to equip workers and volunteers with strategies to support themselves and others mental health.

It is completely free, self-paced and earns learners two continuing education credits (CECs).

HOW TO SIGN-UP TO MHELP

1. Click '[Sign-up now.](#)'
2. Enter your email address. Set and confirm a password
3. A confirmation email will be sent to you from the Belgravia Foundation, click the link in the email to confirm your account.
4. You will be directed to the learning portal. Enter you First Name and Last Name into the info screen.
5. Click the green SAVE button on the bottom of the screen
6. Click the purple Start button to launch the course.

Home Fitness Network

We are excited to share with you, the Home Fitness Network developed collaboratively by the Belgravia Group of brands and our partner, Les Mills. The Home Fitness Network combines exercise, nutrition and community support in one place.

JOIN THE HOME FITNESS NETWORK

Developed by and for our Belgravia Group family, we invite you, our valued team members to enjoy complimentary access starting now. Your access includes fitness, nutrition and wellbeing programs to support a healthy body and mind.

GET STARTED

If you're an existing Home Fitness Network member, use your current email address you use to access your new Active World profile to login to access the Home Fitness Network website. Click the link below to get started.



<https://hfn.activeworld.com.au/login>

- Login: your current Home Fitness Network email address
- Password: **HFN2020**

If you're brand new to Home Fitness Network, follow these steps to gain access:

1. www.belgraviahomefitnessnetwork.com and click **REGISTER**
2. Select your facility (the venue you work at) from the drop-down menu, then work through the registration prompts
3. Enter the promo code **STAFFHFN** to enable your access
4. **DONE!**

Employee Assistance Program

The mental health of our people is a priority. As an employee you have access to our 24/7 employee assistance program. We have extended this access to your family members. To access this service call 1300 OUR EAP.

Are your personal contact and emergency contacts up to date?

During times like these, we may need to share 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](#)

COVID-19 Disaster Payment

A support payment for workers adversely affected by a state public health order.


This is a lump sum payment to help workers unable to earn income due to a COVID-19 lockdown, hotspot or period of restricted movement. It is administered by federal government via services Australia.

Access detailed information on the program via [COVID-19 Disaster payment](#)

Annual Leave Flexibility

We know public health orders have an impact on our people. We have some flexible options available to employees affected by a stoppage of work.

Double leave, half pay arrangements



Employees impacted by a stoppage of work can take their annual **leave** at **half pay**, doubling the period of coverage which may be useful to preserve leave balances.

This means an employee can get 1 week of annual **leave** (including annual **leave** loading if applicable) for every 2 weeks of annual **leave** they take.

Advance annual leave payments

We acknowledge the challenges public health ordered lockdowns have on our people. This is especially true for employees with limited access to annual and long service leave.

Full time and part time employees with insufficient leave balances during a government lockdown may be eligible to access up to 2 weeks (prorata) of annual leave paid in advance.

Request for advance paid annual leave can be made in writing to your manager who can assess eligibility.

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.

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

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 confidentiality 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.