

COVID-19 FAQs for Staff - 3 April 2020

Below are some answers to questions you have been asking.

1. I have booked leave but can no longer travel due to COVID-19. How do I cancel my leave?

Talk to your leader who can do this for you in PayGlobal.

2. I don't feel well but I don't think I have the coronavirus. What should I do?

Don't come to work if you are unwell (as is always advised). Please let your leader know that you are unwell and unable to work. If you are not deemed "at risk" of the coronavirus and have a regular cold/illness, take the usual steps.

3. I need to take leave (not sick leave) for other reasons, related to the coronavirus. What should I do?

Speak with your leader who can guide you, with support from the People and Culture team.

4. Where can I get PPE?

Speak to your leader. Chorus has set up PPE mobile units for In-Home Support Workers, Mental Health Support Workers, and Gardening and Home Maintenance Workers at Carlisle, Mandurah, Safety Bay and Kwinana.

5. What protocols can we put in place to enable us to do a face-to-face appointment with a customer who is finding it difficult to connect to phone/online support if a lockdown is implemented in WA?

Discuss it with your leader. Teams are continually working on service adaptation. There may be other examples that can guide you. Remember, safety first! If it is an essential service for that customer, a face-to-face service with social distancing and good hygiene should be possible. Lockdown will not change that.

6. What happens to our jobs and pay if/when the government calls a lockdown and we have to stay at home?

Community care has been deemed as an essential service. We will continue to adapt our services where necessary to keep everybody safe, but Chorus services will continue in the event of a lockdown.

7. Is Chorus offering flu vaccinations?

Flu vaccination vouchers were emailed to all staff and volunteers on Friday 27 March. If you didn't receive your voucher, please speak to your leader. All staff and volunteers are strongly encouraged to avail of the flu vaccination.

8. Do pets get COVID-19 or can they be a carrier?

There is no conclusive evidence. But it is unlikely. The advice is to wash your hands after touching your pets.

9. How do I shop by list if shops won't take cash?

There is a dedicated shop by list team to manage an adapted Chorus shop by list service. Please email: shopbylist@chorus.org.au to find out how you can use this service. We will primarily support staff and customers in using Woolworths Priority Assistance schemes however we will also be purchasing online supermarket vouchers so groceries can either get delivered to customers or be picked up by Chorus support workers. The customer will be invoiced monthly for this service. Claire Marsh is providing updates on Yammer on these and other relevant services.

10. How will my minimum hours be affected due to cancelled services?

At this stage, minimum hours will not be affected. In fact, for the moment, you will be paid your 13-week average at a minimum. This decision will be reviewed on a continual basis, in line with our funding situation and our service delivery.

11. Is there any risk of us losing our jobs?

At this time, Chorus funding is secure and Chorus jobs are safe. We are in a good position. As always, there are no guarantees ongoing and if our funding situation changes in the future, we may need to review this. For now though, there is no risk of Chorus people being fired due to the coronavirus.

12. What would I do if schools close and I can't work?

We are continuing to find new ways of working. Please speak with your leader to find the best solution for your circumstance.

13. What do I do if my customer isn't worried about COVID-19 and still wants to go to all the normal places?

Explain to the customer that we are unable to do some of the usual activities due to the virus and the government's restrictions. Chorus priorities are to keep people safe (including customers) and meet customer needs. Where necessary we are adapting services to achieve these goals.

14. How do I practise social distancing when supporting someone who is vision impaired?

Your safety and that of the customer must be maintained. Speak to your leader about whether a service can be adapted to make it safer. If it is impossible to practice social distancing while providing an essential service to meet the customer's need, you need to practise strict hygiene measures - hand hygiene in particular.

15. How do I practise social distancing when I am in a car driving a customer?

- Ask the customer to sit in the rear left side of the car.
- Maintain good hygiene.

Tip:

Be careful what emails you click on! There are COVID-19 scams going around.