

UnitingCare COVID-19 Safe Plan

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1. Introduction

1.1 Background

The COVID-19 pandemic has created an exceptional set of circumstances and many workers, worker representatives and employers have concerns about working safely, especially for those who are required to continue working on site, outside of the home, and those who are returning to work as government restrictions ease. These concerns include the actions that should be taken to ensure workplace hygiene and cleanliness is achieved to the standard necessary to prevent the spread of infection.

COVID-19 is a respiratory illness caused by a new strain of coronavirus known as SARS- CoV-2. Symptoms can include sore throat, runny nose, diarrhoea, headache, loss of smell and/or taste, cough, shortness of breath, fatigue, vomiting or nausea.

The virus most commonly spreads from person to person by close contact with someone who is infectious. It may also spread when someone touches a surface that has recently been contaminated with the respiratory droplets (from coughing or sneezing) of an infectious person and then touches their eyes, nose or mouth.¹

1.2 Purpose

Under the Work Health and Safety Act 2011, Employers must assess risks and implement and review control measures to prevent or minimise exposure to these risks.

Due to the ongoing nature of COVID-19 and the likelihood that the Queensland (QLD) Government will continue to regularly implement restrictions and alter the risk level, employees and volunteers are reminded to read this document in conjunction with the relevant UnitingCare Safety Response Matrix. The UnitingCare Safety Response Matrixes can be found at: https://www.ucqcovid19.com.au/

This plan outlines how UnitingCare are managing COVID-19 including:

- The actions to protect employees and volunteers in UnitingCare workplaces from the risk of exposure to COVID-19 so far as is reasonably practicable;
- Implementation of the public health measures issued by health authorities including QLD Health and the Australian Government Department (Dept) of Health; and
- Consultation and communication with employees will be through UnitingCare's Health and Safety Consultation processes including employee nominated Health and Safety Representatives (HSRs), Health and Safety Committees or Safety Coaches/ Contacts and responding to relevant directives issued by Queensland Health.

1.3 Scope

This plan outlines how UnitingCare is managing COVID-19 to provide employees and volunteers with a safe and healthy work environment. This plan does not include:

- Workforce or workplace customisation planning or arrangements;
- Strategic crisis management arrangements as outlined in the UnitingCare Crisis Management Plan;
- Whole of UnitingCare pandemic arrangements as outlined in the UnitingCare Pandemic Plan;
- Site specific outbreak response procedures as outlined in the Outbreak Management Plans;

¹ Worksafe Queensland Keeping your workplace safe, clean and healthy during COVID-19: https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b/ recache



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- Restoration activities for a loss of services that are covered in Group and Service Business Continuity Plans; and
- Emergency response procedures covered in Fire and Evacuation Plans (FEP).

1.4 Document information

Version	Date	Amendment	Author
1.1	17 June 2020	Final Approved Version	Sally Philp
1.2	12 November 2020	Updated to reflect guidance from Worksafe Queensland and to refer to UnitingCare Safety Response Matrixes	Sally Philp
Document	Owner:	General Manager Work Health and Safety	
Authorised	l by:	Group Executive People and Culture	

1.5 Review process

The Health Safety and Wellbeing management system supports UCQ service stream management to be accountable for Health and Safety governance to maintain safe workplaces, including physical and psychological safety. The management system supports the systems of safe work while ensuring WHS due diligence responsibilities and a *people focussed* safety culture.

Leaders, managers and supervisory staff will risk assess HS&W hazards, evaluate the risk controls and report changes as outlined in the WHS Management System Framework.

The General Manager Health, Safety and Wellbeing in consultation with the relevant subject matter experts will review and update this document as government advice and/or directions change or any other significant changes occur.

2. Roles and responsibilities

Entity	Roles and responsibilities
Work Health and Safety Queensland (WHSQ)	Will ensure businesses are complying with requirements to prevent exposure to unacceptable health and safety risks
Employer (UnitingCare)	Provide employees with a safe and healthy work environment. Under the Work Health and Safety Act 2011 (WHS Act), UnitingCare must assess risks and implement and review control measures to prevent or minimise exposure to these risks
	Have a work health and safety plan (COVID-Safe Plan) that outlines how COVID-19 is being managed, as well as responding to any relevant directives issued by QLD Health
	 Identify workplace hazards (such as potential for transmission on the worksite or hazards resulting from a worker who tests positive for COVID-19 infection)
	Determine who might be harmed, and how (including workers and any other individuals in the workplace)
	Decide on control measures (including ways to prevent the spread of infection)
	Put controls in place
	Review the controls regularly



	Consult with employees involving sharing of information, giving employees a reasonable opportunity to express views
Employees and Volunteers	Take reasonable care of their own health and safety and the health and safety of others in the workplace
	Comply with any reasonable policy or procedures that relates to health or safety in the workplace (including this plan)
	Section 3.2.1 of this plan outlines additional employee and volunteer responsibilities
Health and Safety Representatives (HSR) and Health and Safety	Health and Safety Representatives (HSR) and Health and Safety Committees (HSC) and Safety Coaches / Contacts (SC) provide the means to:
Committees (HSC) and Safety Coaches /	give workers a voice in health and safety matters at the workplace
Contacts	involve workers through participation and consultation
UnitingCare Crisis Management Team	Activated during a declared 'crisis' to strategically manage the event and as a decision-making authority.
(CMT)	Direct and track recovery progress and associated costs
	Analyse risks and consequences
	Represent service stream capability and report on recovery process.
	Internal and external communication lead
UnitingCare COVID-19 Operational Team	Activated in response to COVID-19 and performs duties as outlined in the UnitingCare Pandemic Plan
	Execute and coordinate the response on behalf of the CMT
Executive and Senior Leadership and	Support employees and volunteers with the transition back to UnitingCare workplaces
Managers	Ensure their teams are conducting themselves in accordance with health and safety policies and procedures (including this plan)

3. Communications

A dedicated COVID-19 website was activated in March, which is the central source of information for all employees and volunteers on UnitingCare's COVID-19 response. Critical updates, resources and materials, employee and volunteer guidance is regularly updated. Bookmark the site here: https://www.ucqcovid19.com.au/

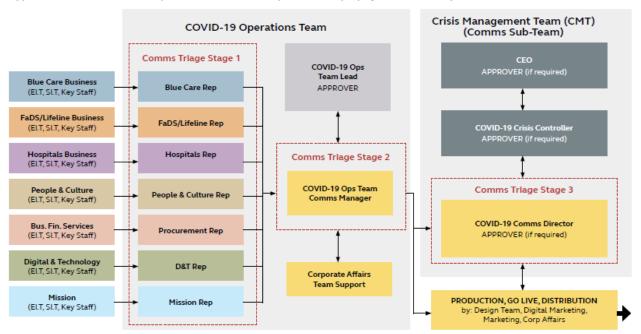
3.1 Communications framework

The below diagram is the communications framework when the UnitingCare CMT and COVID-19 Operations Team is activated.

During business-as-usual - when the UnitingCare CMT and COVID-19 Operations Team are not activated – all queries can be directed to the <u>UnitingCare Marketing and Corporate Affairs Team</u>.



Applies to ALL COVID-19 external (customer and stakeholder) and internal (employee and volunteer) materials and communications



3.2 Report and notification of a confirmed or probable case

The General Manager Health, Safety and Wellbeing will notify Work Health and Safety Queensland of a confirmed or probable case of COVID-19 as diagnosed by a medical practitioner or as notified by the QLD Public Health Unit (PHU) and arising out of the conduct of UnitingCare business or undertaking.

QLD Health will contact an employee / volunteer if they have a positive test for COVID-19. Employees / volunteers must self-isolate, follow the instructions of health authorities and inform their supervisor of the diagnosis. The employee / volunteer must not attend work.

A QLD Health PHU will advise an infected employee / volunteer when they are no longer infectious and can return to work.

A QLD Health PHU will contact UnitingCare, if required, for the purpose of contact tracing and will advise on what actions are required to protect other employees / volunteers who may have had close contact with the infected worker.

QLD Health will undertake contact tracing. This involves identifying people who have had close contact with someone with confirmed COVID-19 infection.

3.2.1 Employee / Volunteer responsibilities

If an employee or volunteer is feeling unwell and displaying symptoms of a respiratory illness including sore throat, runny nose, diarrhoea, headache, loss of smell and/or taste, cough, shortness of breath, fatigue, vomiting or nausea, they should not attend a UnitingCare workplace. The employee / volunteer should seek medical advice or attend a COVID-19 clinic for testing. The employee / volunteer should not return to the workplace until they have received a negative test result and have been advised by the QLD Health PHU or Medical Officer that they are fit to return. The employee or volunteer will need to confirm with their leader that they are fit to return to the workplace before entering a UnitingCare workplace.

An employee may need to obtain a medical certificate covering the days they are unfit for work.

If an employee is unwell and they attend a UnitingCare workplace, they will be directed to go home and seek medical advice. A volunteer will not be able to perform their volunteering duties.

Close Contact

If an employee / volunteer are considered a close contact, they will be directed to quarantine and must follow the direction provided by the QLD Health PHU whilst under the guarantine orders.



People who are not close contacts do not have to go into quarantine unless otherwise directed by the QLD Health PHU but should be alert to the signs and symptoms of COVID-19, monitor their health and continue to practice social distancing and hygiene measures.

Anyone who develops symptoms of COVID-19 must not attend workplace and seek immediate advice from their doctor.

If an employee or volunteer has quarantined for a period of not less than 14 days and has been provided a clearance from Qld Health PHU they are then required to present their clearance notice to their manager prior to being able to return to work. If they need a medical certificate for the period that they are unable to attend work then they should contact their GP.

If an employee / volunteer develops symptoms while in -quarantine, they should seek medical attention immediately.

If an employee or volunteer is unwell and is tested for COVID-19, they must remain in self isolation while waiting for the test results.

If the test returns negative, the employee or volunteer may return to work.

If the employee or volunteer tests positive for COVID-19 they will be required to quarantine, under the direction of QLD Health PHU.

3.2.2 Working from home and leave entitlements

For employees, refer to the COVID-19 Leave Management Guide for further information.

3.2.3 RiskMan COVID-19 Register

A COVID-19 RiskMan entry is mandatory for all 'confirmed' cases in employees, clients, patients and/or residents. A RiskMan entry should also be completed for 'suspected' cases in employees, clients and/or residents. For the purposes of a RiskMan entry, 'suspected' means someone who has advised they have or are being tested for COVID-19.

Refer to Service Group Key Information Points (KIPs) and Procedures at: https://www.ucqcovid19.com.au/.

4. Workforce management

Existing legislation, policies and practices in relation to wages and terms and conditions of employment continue to apply and are enforceable, unless varied through appropriate processes.

4.1 Employee transition in to and out of UnitingCare workplaces

Due to the nature and extended duration of COVID-19, COVID safe practices will exist and be required for the foreseeable future. For this reason, employee and volunteer transition in to and out of UnitingCare workplaces will be based on government and public health advice and/or direction guided by the level of community transmission of COVID-19 and the employee / volunteer personal circumstances.

The UnitingCare CMT is the decision-making authority for employee / volunteer transition in to and out of UnitingCare workplaces and will formally communicate this decision to all employees / volunteers accordingly. This includes decisions around the transitioning of high risk and/or vulnerable employees and volunteers, including persons over 70 years of age. For returning high risk and/or vulnerable employees / volunteers go to: COVID-19 Return to work checklist for employees and volunteers most at risk. Volunteers can also refer to the Volunteering safely during COVID-19 fact sheet.

Based on the uncertainty of this period, leaders should remind employees that are able to perform work from home to take laptops / battery charges and other essential items that are deemed critical to their work, home every night and regularly review the UnitingCare COVID-19 website: https://www.ucqcovid19.com.au/ for latest updates.

All leaders will work with individuals in their teams to determine the most suitable approach for transitioning employees and volunteers back into and out of UnitingCare workplaces and how this



will fit into the requirements of employee and volunteer activities in a business unit or function. The COVID-19 Managing the New Workplace Leader Guide has been developed to support leaders with these discussions. Leaders should also ensure the Work Health and Safety checklist and schedule are up to date.

4.1.1 Frontline and essential service delivery

To continue to deliver essential frontline services, there will be UnitingCare employees required to continue to work during restricted access periods such as frontline employees from Aged Care and Community Services, Family and Disability Services and Hospitals. This should be considered when reviewing the below sections as some of the information may not apply. Consult with your Leader or Work Health and Safety Representative if you have any questions.

4.2 Restricted access strategy

Due to the nature of the COVID-19 pandemic, it is likely that UnitingCare workplaces may need to re-enter a restricted access phase. The triggers for restriction of access at physical sites / facilities are as follows:

- A region or service is placed in isolation;
- There are increases in the level of community transmission that place large numbers of employee, volunteers or clients/residents at risk;
- Government restrictions are increased significantly;
- There is an employee, volunteer or client/resident who tests positive, and employees or clients/residents are considered at risk of transmission;
- There is a significant outbreak in any of our facilities, such that multiple clients/residents, employees or volunteers are infected or placed in quarantine; or
- There is direct government intervention in one of our sites/facilities due to COVID-19.

If this occurs, leaders are to refer to the <u>COVID-19 Leave Management Guide</u> and ensure the <u>Work Health and Safety checklist and schedule</u> are updated and / or completed.

Based on the uncertainty of this period, leaders should remind employees that are able to perform work from home to take laptops / battery charges and other essential items that are deemed critical to their work, home every night.

Any changes to working arrangements across UnitingCare will be formally communicated through the CMT.

4.2.1 Considerations for transitioning employees and volunteers to the workplace

A leader-led approach will be undertaken in the transition of employees to UnitingCare workplaces. Leaders will need to consider:

- What work needs to be completed in a UnitingCare workplace and what work can be completed remotely;
- Employee / volunteer outputs, quality of work and preferences with working arrangements to ensure both the completion of expected outputs and employee satisfaction;
- If an employee is in a high-risk category, either from a health or role perspective, allowing the
 employee to continue working from home on a full-time basis for a further temporary period
 of time, or returning to the UnitingCare workplace as needed;
- If a volunteer is in a high-risk category, either from a health or role perspective, consideration should be given to the ability to minimise their risk and should only return to the workplace where by this risk is able to be minimised;
- Employee / volunteer personal circumstances (e.g. caring responsibilities, health, etc.) and how this will impact the transition back to the UnitingCare workplace;



- Dividing employees or teams into different groups and returning them to a UnitingCare workplace on a rotational basis. For example (note, these are examples only):
 - Alternating weekly pattern:
 - Week 1: Group 1 is in the office on Monday- Wednesday, Group 2 is in the office on Thursday - Friday;
 - Week 2 Group 2 is in the office on Monday- Wednesday, Group 1 is in the office on Thursday - Friday; Or
 - o Group 1 is in the office one week and Group 2 is in the office the following week etc.
- Staggering start and finish times during the day for employees / volunteers, as appropriate and in consideration of personal circumstances (e.g. caring responsibilities, health, etc.) and other employees and volunteers in UnitingCare workplaces.

4.2.2 Recording of arrangements

Leaders will be required to facilitate the recording of employee and volunteer transition arrangements, either via the **Transition to the Workplace Register** or a system using a **QR code** (complying with local instructions)

Where a suspected or confirmed case in a UnitingCare workplace occurs, recording employee transition arrangements in either the **Transition to the Workplace Register** or **via the QR code** will assist with contact tracing and ensure we are working in accordance with health and safety requirements.

Leaders must monitor the arrangements in place to ensure they are in line with health and safety requirements.

4.3 Working from Home

Employees working from home, either on a part time of full time basis, should ensure completion of the Work Health and Safety checklist and schedule.

Leaders should ensure they have regular contact with employees working from home in order to maintain appropriate work processes and to support employees as needed. Please refer to the Managing the New Workplace Leader Guide for further support and information.

4.4 Transport

Employees that ordinarily travel to work on public transport should consider driving their personal car, where possible. If there is community transmission of COVID-19 in Queensland or the risk rating in the Safety Response Matrix is Moderate or above, employees and volunteers who travel to work on public transport and are unable to socially distance, should consider wearing a mask.

Where there is a requirement for employees to pay for parking themselves, UnitingCare employees may be eligible to salary package the cost of car parking when attending the workplace through their salary packaging provider.

For employees' salary packaging through Access Pay, further information can be obtained from customerservice@accesspay.com.au or on 1300 133 697.

For employees' salary packaging through Remserv, further information can be obtained from 1300 303 940.

4.4.1 Travelling in vehicles for business purposes

The number of people who can travel in a car at any time should be reduced to a maximum of two people. In a five-seater vehicle, only two people should be travelling in the vehicle at the same time – the driver and a person behind the front passenger seat. Only one person should be in a single cab vehicle. (Safe Work Australia).

These measures mean:

• more vehicles are on the road at one time; and



more employees are driving and for longer periods than usual (if driving by themselves).

If there is a situation involving a client/resident which is outside of these guidelines, please raise with your General Manager for discussion.

4.5 Support mechanisms

The following mechanisms are in place to support UnitingCare during and outside of a pandemic:

Employee Assistance Program: Benestar on 1300 360 364

• UnitingCare Chaplains: missionteam@ucareqld.com.au

• Lifeline: 13 11 14

4.6 Education and training

All employees and volunteers, prior to returning to UnitingCare work locations, are required to understand the requirements outlined in this plan and raise any questions and concerns with their leader.

For employees who have access to SABA, training packages are available to support education for infection control practices, hygiene, and Personal Protective Equipment (PPE). Whilst these are not compulsory for all employees to complete, we would encourage all employees to undertake this learning.

5. Safe, clean and healthy workplace

UnitingCare has implemented and will continue to maintain health and safety measures to keep employees and volunteers safe.

5.1 Temperature testing

Prior to entering some UnitingCare workplaces, employees and volunteers will be required to undergo temperature testing, to ensure compliance with specific government and regulatory requirements. If an employee has a temperature of 37.5 degrees Celsius or higher they will be directed to leave the workplace and if suitable conduct their work from home for the day or alternatively access personal/carers leave if they are feeling unwell.

The employee or volunteer will then need to monitor their temperature and be 'afebrile' (have a temperature of less than 37.5 degrees Celsius) without the use of paracetamol for 48 hours before returning to a UnitingCare workplace.

5.2 Social distancing

All employees and volunteers adhere to social distancing requirements by maintaining a physical distance from others of 1.5 metres. Please refer to the <u>Managing the New Workplace Leader Guide</u> for further information.

The maximum amount of people in an elevator will be in accordance with the directions provided by building management and advice from <u>Safe Work Australia</u>. If an elevator is at maximum capacity and employees or volunteers are unable to maintain recommended social distancing, they will need to wait for the next available elevator.

All employees and volunteers should limit the number of people in an enclosed area. Refer to the Queensland Government Roadmap to Easing Restrictions for the most current guidance on group gatherings and per person allowance for indoor premises.

UnitingCare workplaces will have signage displayed in meeting rooms outlining the number of people allowed in lunch, crib, waiting and meeting rooms. Seating arrangements will be set up to ensure 1.5 meters distance.

5.2.1 Deliveries, contractors and visitors

Employees and volunteers should have no personal deliveries to UnitingCare workplaces.



Employees and volunteers should refer to the relevant UnitingCare Safety Response Matrix found at: https://www.ucqcovid19.com.au/ .The status of deliveries, contactor and visitor access will be dependent on the associated risk level in place at the time (as declared by QLD Health).

5.2.2 Workstations

Where workstations are less than 1.5 metres apart, employees are to maintain one spare workstation on either side to ensure social distancing requirements can be met.

Any employee or volunteer who works from a UnitingCare workplace is requested to wipe their workstation prior to starting work and leaving the workplace at the end of the day. To mitigate the risk of infection, technology device sharing is not permitted unless an agreement and process has been put in place in consultation with the Work Health and Safety Representative.

5.2.3 Desk sharing

The term desk sharing refers to working arrangements where employees move between workplaces and do not have an allocated workplace. Where possible, desk sharing should not occur. If it is not reasonably practicable to cease desk sharing then the implementation of the UnitingCare desk sharing guideline are to be adhered to, to minimise the risk of the potential spread of infection. Leaders should consider the implication of implementing desk sharing arrangements and consult with their Health and Safety Representative prior to implementation.

5.2.4 Communal and meal areas

Employees and volunteers are to adhere to the social distancing requirements listed above in communal and meal areas.

Before and after use of a communal or meal area, the employee or volunteer is required to wash or sanitise their hands.

Should the use of communal area cutlery and crockery be required, employees and volunteers should thoroughly wash the items prior to use, and immediately place into a dishwasher following use.

5.3 Meetings, conferences, events and activities

Employees are reminded to refer to the relevant Safety Response Matrix on the UnitingCare COVID-19 website (https://www.ucqcovid19.com.au/) to determine the status of meetings and events based on the risk level as declared by QLD Health.

Meeting rooms have been marked in accordance with social distancing requirements. All employees should continue utilising the virtual meeting capability such as Skype, Microsoft Teams, Zoom, teleconferencing etc.

Where teams are planning a team event such as a birthday or Christmas party, they must comply with either this plan if the venue is a UnitingCare site or the COVID Safe Plan for the venue.

5.3.1 Conferences

Many organisations have introduced virtual attendance at conferences. This is the recommended option in the current environment however, if you are required to attend or present at a conference, please ensure the venue has a COVID-safe plan in place, as well as:

- ensuring social distancing of 1.5m is adhered to;
- · maintaining hand hygiene and cough etiquette; and
- referring to QLD Health directions on the maximum number of people allowed to gather.

Refer to the Queensland Government Roadmap to Easing Restrictions for the most current guidance on group gatherings and per person allowance for indoor premises.

Leaders should consider the implications of having all team members at the one location and the ability to continue to deliver essential business functions, balanced with the need to celebrate and /or mark the significant contribution employees have made.



5.3.2 Risk based approach

As part of the UnitingCare HS&W Management System Framework a Risk Assessment should be conducted for an event or activity. Go to: <a href="https://www.wise.ncb/whs.es/who.com/who.co

5.4 Distribution or sharing of food

In this COVID-19 environment, the distribution or sharing of individually packaged food items that are store purchased such as packets of chips, individually wrapped lollies and chocolates etc. are allowed in the workplace. Food that is cooked in a commercial kitchen where there is a COVID Safe Plan and hygiene practices in place as well as individually packaged per serve / per person portions is allowed.

The distribution or sharing of home cooked foods is <u>not allowed</u>, even if they are individually wrapped. Sharing of platters of food is also not allowed.

5.5 COVID-19 hygiene guide

Hand washing and hygiene posters have been displayed throughout UnitingCare workplaces in areas such as bathrooms and kitchenettes. Employees and volunteers are to adhere to the requirements outlined in the posters.

Washing of hands is the most effective way to remove germs. To assist with hand hygiene practices UnitingCare has strategically placed hand sanitiser throughout workplaces in accordance with guidance provided by Infection Control Practitioners from UnitingCare Hospitals.

Employees and volunteers should discuss queries regarding hand sanitiser with their leader.

5.6 Workplace cleaning

Cleaning products have been made available throughout UnitingCare workplaces. Regular cleaning services of communal areas have increased in response to the COVID-19 pandemic. For workplaces that do not have daily cleaning services, employees and volunteers should wipe down their work areas before work and when leaving for the day, as well as the communal area before and after use.

Employees or volunteers should discuss queries regarding cleaning or cleaning products with their leader.

5.7 Infection control

Employees and volunteers working within services such as Aged Care and Community Services, Family and Disability Services and Hospitals are reminded to refer to site / service specific outbreak management plans and infection control procedures for further information on infection control matters. For example, the procurement, use and disposal of personal protective equipment and the additional measures that are required to be taken in UnitingCare workplaces that are of a clinical and care setting.

5.7.1 Personal Protective Equipment (PPE)

Requests for PPE as part of the business as usual allocation (outside of COVID-19) are to be through normal procurement / supply avenues. Requests for PPE due to COVID-19 should follow the established processes outlined on the COVID-19 website. Go to: https://www.ucqcovid19.com.au/ in the 'Business Unit updates' section.



5.8 Influenza vaccination

From 1 May 2020 – 30 September, anyone accessing or working in a Residential Aged Care Facility (RACF) must have an up to date influenza vaccination and must provide proof the vaccination to the facility before entering. This includes employees, volunteers, visitors, contractors, allied health professionals and General Practitioners. Those with a genuine medical reason for declining will need to discuss with their leader and provide a medical certificate. This requirement does not apply to residents.

Whilst it is not mandatory, UnitingCare employees who do not work or require access to a RACF (i.e. Hospitals, FaDS, Corporate) have been offered onsite influenza vaccinations and strongly encouraged to get vaccinated. Employees that nominate to visit a General Practitioner to have the influenza vaccination will be reimbursed the vaccination fee only, not the General Practitioner fee.

5.9 COVIDSafe Application

It is recommended employees and volunteers download the COVIDSafe application on their work and personal mobile device to assist with facilitating contact tracing should an outbreak occur.

The <u>Managing the New Workplace Leader Guide</u> has been developed to support leaders with the implementation of this plan.

END OF UNITINGCARE COVID-19 SAFE PLAN

