

Staff FAQ's

Who is Edmen taking guidance from in relation to the COVID-19 pandemic?

Edmen is taking guidance from the Australian and NSW Government in particular the Department of Health in relation to the COVID-19 pandemic

If I am worried about having COVID-19, can I ask to get tested?

If you develop fever, cough, runny nose, shortness of breath and other symptoms and have travelled overseas in the 14 days before developing symptoms, you should see your GP or visit your local Emergency Department to be tested for COVID-19. If you are visiting your GP, please call ahead before seeing your doctor and tell them where you have travelled.

If you are become unwell with these symptoms without travel you should see your local GP and discuss your symptoms. There are other illnesses such as influenza that your GP may wish to test you for that can cause your symptoms.

Do I need to advise Edmen if I am unwell even if I don't believe it is COVID-19 related?

Yes. If you are feeling unwell, you must report to your service coordinator and advise them of your symptoms so they are able to help manage the risk.

If someone is being tested for COVID-9 at a site where I usually work, will I be notified?

Yes. We have processes in place where organisations are required to notify Edmen of any risks to our staff when working at any of their sites.

If a customer or organisation staff have presented to a site with flu-like symptoms and are required to undergo further testing, we will advise all staff affected by phone the details at hand and go through the organisations protocols to ensure further risk to other staff and customers is dramatically reduced as well as the risk to your family and the local community.

We will follow up with email confirmation of this discussion and send to all staff involved.

I am worried about work during this time, will I lose shifts?

Organisations across Australia are working hard to minimise risk to their vulnerable customers, this may include reducing support services to aid in being able to avoid contact with others in the community. In saying this, however the government has made it clear the Disability and health industry are essential services and the need to keep people working across these services is a priority.

We will work closely with our clients to manage the changes that are happening daily in their services, and our priority to manage your rosters collectively will be at the forefront of our planning, this may include redeploying of staff in to other services, or reworking rosters to ensure there is a balance of shifts across our workforce, particularly in our regional areas, where the impact may be greater.

If I contract COVID-19 while working on site am I covered by Workcover?

“Yes, you may be covered however; work needs to be determined as the main contributing factor. You will also be required to provide a timeline of events of how you were exposed. For further information on your specific state’s legislative requirements please visit the relevant websites:”

<https://www.workcover.nsw.gov.au/>

<https://www.worksafe.qld.gov.au/>

<https://www.safework.sa.gov.au/>

<https://www.worksafe.vic.gov.au/>

What if I feel like I’m not coping and need someone to talk to?

Edmen’s Employee Assistance Program is available to all staff, please contact your service coordinator for further information. This service is free and confidential for all staff.

Who should I contact if I have other questions?

You can speak with your Service Coordinator or your State Service Delivery manager on 1300 665 880

Important links:

<https://www.edmencss.com.au/blog/2020/03/edmen-coronavirus-protocol>

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-health-care-and-residential-care-workers>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>