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## Supporting our customers and people during COVID-19

The health and safety of our customers and people is of critical importance.

We are actively monitoring the coronavirus (COVID-19) situation, following advice from authorities, and making sure we are prepared to keep delivering essential services to our valued customers.

### **We have increased safety measures in place:**

- Our employees have undertaken additional infection control training.
- We are accessing Personal Protective Equipment (PPE) (like masks and gloves) and have been trained to use it appropriately.
- We are undertaking increased cleaning of our sites and disinfecting all equipment after every use.
- We have strict self-isolation rules for our employees who are feeling unwell, who may have been exposed to coronavirus, or who have recently travelled overseas.
- We are asking our customers to inform our staff if they are feeling unwell, or have travelled recently.
- We are reinforcing standard transmission precautions with our teams, including hand-washing hygiene.
- Our people have been mandated to get vaccinated for influenza (the flu) by the end of April 2020.

### **We have telehealth services available to provide support to you in your home:**

- We have a range of telehealth services available to support people to stay safe and healthy without having to leave their homes.
- People in isolation or quarantine for coronavirus can see any eligible health provider through new Medicare telehealth items.
- We also offer allied health services remotely which can be accessed by calling 1800 464 663. This includes support over the phone or skype with services like occupational therapy, physiotherapy, speech pathology and nutrition.

### **We are all working to stop the spread of coronavirus by:**

- Always practice good hand hygiene and regularly wash your hands for at least 20 seconds using soap and hot water;
- Ensure you cough into your elbow – not hand;
- Avoid touching your face;
- Practice social distancing – where possible keep at least 1.5m away from other people; and
- Do not attend large gatherings of people.

### **Where do I go for more information?**

- Call your local GP if you are unwell or have any questions around symptoms you are experiencing.
- Call the Commonwealth Department of Health's national hotline if you have questions about coronavirus: **1800 022 222**