
Supporting our people and customers 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 our staff are prepared to keep delivering essential services to our valued customers.

We have increased safety measures in place:

- All our employees are all required to undertake additional infection control training
- Our employees have access to Personal Protective Equipment (PPE) (like masks and gloves) and been trained to use it appropriately
- We are undertaking increased cleaning of locations and disinfecting all equipment after every use.
- To protect both staff and customers, we have strict self-isolation rules for staff who are feeling unwell, who may have external exposure to coronavirus, or who have recently travelled overseas.
- We are reinforcing standard transmission precautions with our teams, including hand-washing hygiene.
- All our staff are required to get vaccinated for influenza (the flu) by the 10 April 2020.

We have developed new ways of working to support you safely, where and when you want:

- Dedicated staff members to deliver services for your location, to limit the number of people coming into your RACs whilst maintaining essential health services;
- Remote consultations for clients, where practicable;
- Provide a month-ahead roster with a dedicated person to your facility;
- Extend our service offering to provide care benefits and transfers; and
- Utilise our external ACFI team to remotely assist with funding re-submissions.

Our dedicated staff member at your facility will be able to:

- Be part of the response team at your site for client safety;
- Prescribe equipment for clients to use;
- Follow strict personal protection and infection control; and
- Maintain a log of change in status linked to ACFI funding.

Other measures we are taking to minimise the impact of Coronavirus includes:

- Reinforcing Standard Transmission Precautions (including hand hygiene) with our teams;
- Ensuring our staff have personal protective equipment; and
- Rolling out targeted guidance and training on infection control for our staff, to help support them stay infection free.

Where do I go for more information?

- Email us at comms@zenitas.com.au 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**