



COVID-19 Policy PP18V05

Effective date of Policy January 2023

Date of next review January 2024

Be Heard Philosophy

AIM: To outline to our employees' action steps to take in the event an employee has symptoms or is diagnosed with COVID-19. This is to keep employees, visitors, clients and contractors safe, to continue to serve our clients with high standards and to stop the spread of the virus as quickly as possible.

1. Responsibility

- Management
- Staff
- Contractors

2. Implementation

PRINCIPLES

Management responsibilities:

- Implement COVID-Safe Plan
- Undertake inspections of the workplaces.
 - Ensure adherence to 1 person per 4sqm or as directed under Government advice
- Continuously consult with employees on COVID-19 and any updates
- Ensuring everything is being done to maintain physical distancing
- QR code check in where applicable

Employee responsibilities:

- Take reasonable care for their own health and safety
- Take reasonable care for the health and safety of others
- Comply with any reasonable instruction by the Company
- Cooperate with any reasonable policies and procedures of the Company
- Report when feeling unwell or showing symptoms of COVID-19 immediately
- Use hand sanitiser regularly
- Wash hands regularly

- Follow social distancing guidelines of 1.5 meters
- Always wear an approved face mask, unless exemption applies
- Follow COVID-Safe Management Plan

What do I do if I suspect I have symptoms of COVID-19?

- It is important that you do not attend work if you have any COVID-19 symptoms, these include but are not limited to runny nose, loss of taste or smell, sore throat, coughing, headaches etc.
 - If you have symptoms or suspect you may have COVID-19 – we encourage and recommend you visit your nearest COVID testing location or call your local GP for further guidance.
- Notify your manager via phone call or email providing your symptoms and whether you have been a close contact or attended an exposure site.

What do I do if I receive a Positive COVID-19 test result?

- Notify you manager via phone call and email immediately
- Stay home in isolation and adhere to all government isolation requirements
- Follow all medical and health advice to recover from your infection

Your manager will discuss the leave options available to you as per your employment contract, Fair Work and any other Government options.

- You are to self-isolate and work from home if possible, for 10 days and then can return to face to face work:
 - Once cleared from the infection (being given the all-clear from a medical professional or have a negative test result)
 - Negative test result and no symptoms
 - Positive results after 7 days with no symptoms but have a GP clearance letter to return to work
 - Negative results after 7 days but symptomatic but have a GP clearance letter to return to work

What if a Family Member or Household Member receives a Positive COVID-19 test result?

- Notify your manager via phone call and email immediately
- You are to monitor yourself for symptoms for 7 days and complete a RAT test before each shift within those 7 days
- If your RAT tests remain negative you are cleared for work, if they become positive follow the positive test result protocol
- You are also to notify any clients you have sessions with in the 7 days post contact to allow them to make an informed decision of what they are comfortable with for their child and family
- If you are a carer of an infected family member / dependent, please submit a leave request for carer's leave. Your manager will also discuss other options of leave available to you.
- You should also telephone your healthcare provider or the local public health department, giving them details of your symptoms and seek further instruction

What if any employee of Be Heard is diagnosed with COVID-19?

- A member of the team will text and email any contacts within the company notifying them of the update
- Any sites required will undergo comprehensive health certified cleaning
- Employees will work from home if they are able to work from home
- All employees will be asked to monitor themselves for symptoms
- Be Heard will follow all professional health advice and notify the team of what is required
 - Internal investigation and tracing will occur to identify who that person could have been in close contact with and notify them to get tested immediately

What if any client or client's family member of Be Heard is diagnosed with COVID-19?

- A member of the family will notify the Be Heard director of the cases
- Families will be offered remote services where possible
 - Positive cases must isolate for 10 days and be symptom free or show GP clearance before face-to-face support resumes
- All family members are to monitor for symptoms
- Positive cases must return a negative test result or have GP clearance before sessions resume
- Be Heard will follow all professional health advice and notify the team of what is required

What if any client or client's family member of Be Heard is has been in contact with a positive case or is a household or household-like contact of someone with COVID-19?

- A member of the family will notify the Be Heard director of the cases and contact
- Families will be offered remote services where possible
- Household contacts must complete RAT tests prior to sessions and return negative results for sessions to take place within the 7 days after contact.
- All family members are to monitor for symptoms and test is they become symptomatic
- Be Heard is to be notified immediately if any clients or household members test positive during the isolation period
 - If the client or family member has been in direct contact with a positive case but is not classified as a close contact by government classifications, we ask you to monitor for symptoms and complete a RAT test if you have any symptoms arise
- Be Heard will follow all professional health advice and notify the team of what is required

What if I am a close contact but not a household contact?

- Notify your manager and clients as soon as possible
- Families will be offered remote services where possible

• If you have been a close contact in a non-household setting you are to test and if negative can continue to work. Be sure to as always monitor for symptoms an if you do become symptomatic test.

3. Review

Date Reviewed	Modifications	Next Policy Review Date
October 2021	Creation of Policy	October 2022
February 2022	Update of policy	February 2023
March 2022	Update of policy	March 2023
May 2022	Update of policy	May 2023
January 2023	Update of Policy	January 2024

IMPORTANT NOTICE AND DISCLAIMER

This is an important notice to all Families, staff, contractors, and other users of this Policy.

1. This Policy has been prepared by Be Heard based on the information available as at the issue date. Be Heard reserves the right to vary this Policy at any time, including to take into account any changes to the legislation and legislative instruments that may apply from time to time.
2. While all reasonable care is taken in preparing this Policy, Be Heard does not make any warranty about or accept any responsibility for whether the Policy complies with, accurately interprets or adequately implements all legislation and legislation instruments that may apply from time to time.
3. To the greatest extent permitted by law, Be Heard disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented in this Policy.