COVID-19 Key Facts

Symptoms of COVID-19 include fever, flu-like symptoms such as coughing, sore throat and fatigue, and shortness of breath. The effect of the virus infection can range from a mild illness like a common cold to more severe disease. Most people (about 80 per cent) will recover easily, but people with underlying medical conditions (such as heart or lung disease causing pneumonia and severe acute respiratory syndrome) and the elderly would be at risk of more severe disease if infected. (Source: https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov)

The virus is most likely spread through close contact with an infectious person with COVID-19, or the droplets from their coughs and sneezes. The best way to prevent the spread of respiratory viruses includes staying home if you are unwell and frequently cleaning hands by using alcohol-based hand rub (70% v/v Isopropyl Alcohol) or soap and water.

If a student or staff member is diagnosed with COVID-19, current practice is that Queensland Health would activate its standard risk response protocols, which may include contacting those who may have been in close contact with the person, and provide advice of next steps. Other non-close contact with an infected person would be considered low risk and these people would be advised accordingly.

Definitions for Close Contact and Casual Contact (Source: CDNA National Guidelines for Public Health Units version 2.2, pg. 12)

**Close contact** is defined as:
- greater than 15 minutes face-to-face contact in any setting with a **confirmed case** including the 24-hour period before the onset of symptoms
- sharing of a closed space (such as small offices) with a **confirmed case** for a prolonged period (e.g. more than 2 hours) including the 24-hour period before the onset of symptoms

**Casual contact** is defined as:
- Casual contact is defined as any person having less than 15 minutes face-to-face contact with a symptomatic confirmed case in any setting, or sharing a closed space with a symptomatic confirmed case for less than 2 hours.

I’m a manager – what should I be doing in response to COVID-19?

- Communicate regularly with your team as new information becomes available. USMG, FEMS, DDOs, Executive Officers, and marketing/communication representatives receive an almost daily digest of important information. These leaders are required to review all the information provided and determine what is relevant to their organisational area, and action and communicate appropriately in a coordinated manner. Make sure all team members know about the COVID-19 FAQ page, plus the information hotlines listed on the bottom of this page.

- Managers are responsible for knowing where all members of their team are working from at any point in time, and have regular contact with their people wherever they may be working from. Working arrangements that have changed as a result of COVID-19 should be recorded in MyAurion (instructions here). The staff member has to maintain this themselves, and continue to keep updated as circumstances change.

- Many teams across UQ have been preparing and trialling working from home and developing business continuity plans (BCP). If you have haven’t already done so, this work should commence immediately.

  1. Prepare a list of critical operations, identifying who is able to carry out this work and whether this work can be done remotely. For work that cannot be done remotely, enact plans to ensure this work can continue on-campus for as long as possible (e.g. staff back-ups, social distancing of staff on-campus)

  2. Have a conversation with any team members who may be considered ‘high risk’ and encourage them to seek advice from their doctor if they haven’t already. You may wish to consider flexible working arrangements for the m. If you approve an arrangement, ensure the staff member records it in MyAurion (instructions here).

  3. Develop and implement a rotation roster, which will limit the number of people in a workspace at any one time through increased numbers of team members working from home. Ensure the approach suits local requirements, and where possible reflects consistency with other teams across your faculty/org unit. Rotation plans should be approved by the Authorised Officer (Level 3). Staff then need to record the WFH arrangement in MyAurion (instructions here). Example below:

    i. Split your teams into two groups. In week 1, Group A works from home Monday - Wednesday while Group B does this Thursday – Friday. In week 2, alternate the roster.

  4. Introduce the necessary adjustments to workspaces to ensure we are compliant with new government restrictions on social distancing. All workspaces must account for 4 sqm of space per person in addition to people being at least 1.5m away from each other. Local managers must ensure that all non-essential meetings are cancelled, or are conducted using technology.

- Read and become familiar with the new special leave entitlements available for staff impacted by COVID-19.
Responses to Frequently Asked Questions for staff/contractors are updated regularly [online].

General employee concerns

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<tr>
<th>Employee Query</th>
<th>Manager Response</th>
<th>Manager Considerations/Responsibilities</th>
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<tbody>
<tr>
<td>(1) I am afraid of contracting COVID19. I don’t feel comfortable:</td>
<td>• Refer to key facts about COVID-19 available <a href="#">here</a>, encourage employees to be informed of facts.</td>
<td>• Managers are responsible for putting in place appropriate contingencies to ensure business continuity for as long as possible. While many employees may be experiencing heightened anxiety at present, decisions to allow working from home or alternate work arrangements should be considered case by case to ensure usual University operations can continue.</td>
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<td>• Attending any UQ campus</td>
<td>• I will consider requests to work from home on a case by case basis. Currently, campus remains open so staff are required to continue to meet their day-to-day work commitments. However, depending on your individual circumstances, I may approve a change in your working arrangements (<a href="#">see considerations in next column</a>)</td>
<td>• Managers can approve requests that are outside any Business Continuity Planning measures or social-distancing measures on a case by case basis. Before approving a WFH arrangement, consider:</td>
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<td>• Commuting to or from work</td>
<td>• Depending on your circumstances, we can have a conversation about whether some flexible working arrangements should be considered (e.g. immunocompromised)</td>
<td>o any concerns or risks the staff member may have disclosed to you (e.g. ill family members at home)</td>
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<td>• Attending other work-related events</td>
<td>• The health and wellbeing of our staff and students is paramount, and we understand many students and staff may be feeling quite anxious. Please be assured, UQ continues to follow Government advice and protocols.</td>
<td>o the suitability of the position’s duties to be performed at home, including assessing any critical responsibilities of the role that can’t be completed at home and options available for alternate staff to pick up those responsibilities</td>
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<td></td>
<td>• All staff and students should practice healthy hygiene habits in line with government advice, including frequent handwashing, avoid shaking hands, and staying at home if unwell.</td>
<td>o the availability of other staff to pick up responsibilities that may not be suitable to be performed at home</td>
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- the message it sends if your team is all off site when the university is operating as usual
- how other team members (or teams) will be impacted if not all members are able to work from home
- we do not know the timeframes that UQ will continue to be impacted by COVID-19, and the ways we will be impacted will continually change. Any WFH arrangement agreed now should be reviewed at least weekly.
- Review with HR Relationship Manager/Business Partner to determine if alternative work arrangements should / are able to be considered.
  - Staff member should record approved arrangements in MyAurion.
  - If the role is not suitable for a working from home arrangement, or if you are unable to approve a WFH arrangement refer to scenario 5 in Special Leave arrangements.

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| (2) Am I allowed to work from home? | • I will consider requests to work from home on a case by case. Currently, campus remains open so staff are required to continue to meet their day-to-day work commitments. Depending on your individual circumstances, I may approve a change in your working arrangements (see considerations in next column)  
  • It is possible that due to COVID-19, access to UQ’s campuses may be limited. If this happens staff (where possible) will need to work remotely. We are/will be trialling working from home/elsewhere arrangements to enable social-distancing and/or Business Continuity measures. | As per (1) |

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• Review the [WFH guide to ensure you are ready to work from home if needed](https://www.example.com).
• The health and wellbeing of our staff and students is paramount, and we will continue to follow Government advice and protocols and alert you to any changes.
• All staff and students should practice healthy hygiene habits in line with government advice, including frequent handwashing and staying at home if unwell.
• The University’s incident management team is monitoring developments closely and programs of work are underway to ensure UQ can respond appropriately and effectively to changes.

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<td>(3) I’m immunocompromised and I would prefer to work from home/elsewhere. (OR) I’m pregnant and I would prefer to work from home/elsewhere.</td>
<td>I understand certain medical conditions may make some individuals more vulnerable. If you are concerned, we can discuss a flexible working arrangement. Review the WFH guide to ensure you are ready to work from home if needed. Decisions should be based on a risk assessment considering advice from your medical practitioner with respect to your specific condition and role. I will consider requests to work from home on a case by case. Under the guidance of Government, we are continuing to operate as usual so staff are required to continue to meet their day-to-day work commitments. Depending on your individual circumstances, I may approve a change in your working arrangements (see considerations from Q1)) All staff and students should practice healthy hygiene habits in line with government advice,</td>
<td>Aim to understand the individual's concerns in more detail. Before approving a WFH arrangement – you should consider the points mentioned in Q2 above. Speak with HR Relationship Manager/Business Partner on available options Staff member should record approved arrangements in MyAurion. Remind employee of our confidential EAP service should they require further support If the role is not suitable for a working from home arrangement, refer to scenario 7 in Special Leave arrangements. Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. The latest information about at risk groups can be reviewed <a href="https://www.example.com">here</a>.</td>
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Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. The latest information about at risk groups can be reviewed [here](https://www.example.com).
including frequent handwashing and staying at home if unwell.

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| (4) My child’s school is closed as a result of COVID-19, what do I do? | • If you are able to, working from home is appropriate in this scenario. If your responsibilities are not suitable to working from home, I may be able to explore some alternative tasks for you to undertake from home.  
• If you cannot work from home, you will need to apply for Carer’s Leave (Carer’s Leave may be taken at a fractional rate alongside a work from home arrangement)  
• If you have exhausted all Carer’s Leave, you will need to apply for Annual Leave or other forms of paid or unpaid leave.  
• If you become sick while you are caring for others, please let me know as soon as possible and the leave may change to Personal Leave (Sick). | • Before approving a WFH arrangement – you should consider the points mentioned in Q2 above.  
• Speak with HR Relationship Manager/Business Partner on available options  
• Staff member should record approved arrangements in MyAurion.  
• Remind employee of our confidential EAP service should they require further support  
• If the role is not suitable for a working from home arrangement, refer to scenario 7 in Special Leave arrangements. |
| (5) I am concerned that people I care and have responsibility for, could be at risk because I work at UQ. | • All our students and staff who join us on campus following recent travel are required to comply with Federal Government restrictions and will have been granted access to Australia by the Government after meeting these restrictions.  
• I understand certain medical conditions may make some individuals more vulnerable. If you are concerned, we can discuss a flexible working arrangement. | • Aim to understand the individual’s concerns in more detail.  
• Before approving a WFH arrangement – you should consider the points mentioned in Q2 above.  
• Speak with HR Relationship Manager/Business Partner on available options  
• Record approved arrangements by following these instructions.  
• If the role is not suitable for a working from home arrangement, refer to scenarios 5 or 7 in Special Leave arrangements. |
- Decisions should be based on a risk assessment considering advice from your medical practitioner with respect to your specific condition and role.
- I will consider requests to work from home on a case by case. Under the guidance of Government, we are continuing to operate as usual so staff are required to continue to meet their day-to-day work commitments. Depending on your individual circumstances, I may approve a change in your working arrangements (see considerations in next column)

- Remind employee of our EAP service should they require further confidential support.

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. The latest information about at risk groups can be reviewed here.
### Employee has been directed to self-isolate

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<td>(6) I have been directed to self-isolate. What do I need to do?</td>
<td>• Can I confirm if you have received written direction to self-isolate from:&lt;br&gt;  - Queensland Health (written quarantine order)&lt;br&gt;  - medical professional (OR)&lt;br&gt;  - government travel advice&lt;br&gt;• [If yes]&lt;br&gt;  1. Is the job able to be completed from home?&lt;br&gt;     a. Are you well enough to work from home and you are set-up to do (guidelines)?&lt;br&gt;  2. If you are unable to work from home (or too unwell) you should apply for the appropriate leave arrangements.&lt;br&gt;  3. You should follow the healthcare advice provided, continue to monitor your health and if you become unwell, call ahead to your GP / doctor / UQ Health advising them of the symptoms / other relevant information before attending a clinic in person&lt;br&gt;  4. How frequently would you like to stay in touch?&lt;br&gt;  5. Remember to monitor our FAQ page that will be updated with the latest advice&lt;br&gt;  6. Please let me know if you are required to be tested and if you are confirmed with COVID-19 so I can take the necessary next steps&lt;br&gt;• [If not] Written direction to self-isolate can only be provided by Queensland Health, a medical practitioner or as a result of a government travel restriction therefore:&lt;br&gt;  - I will consider requests to work from home on a case by case. Currently, we are continuing to operate as...</td>
<td>• Record approved arrangements (e.g. WFH) by following these instructions.&lt;br&gt;• At present, Queensland Health are providing the instruction to self-isolate. If this changes, we will update this information.&lt;br&gt;• Request a copy of the written direction notice (e.g. written quarantine order from Queensland Health).&lt;br&gt;• In some circumstances, we may require medical clearance to return to work if the person was unwell while self isolating.&lt;br&gt;• Australians travelling overseas are encouraged to regularly review the Smartraveller website and subscribe for updates.&lt;br&gt;• As always, if supervisors have other team members presenting symptoms, please ask them to go home, seek medical advice and have them keep you informed.</td>
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This is not the same as someone who wishes to voluntarily ‘self-isolate’:<br>  - as a result of recent travel (regardless of country)<br>  - because they feel unwell

Refer to responses in section ‘Employee Sickness’.
usual so staff are required to continue to meet their day-to-day work commitments. Depending on your individual circumstances, I may approve a change in your working arrangements *(see considerations in Q1)*

- The health and wellbeing of our staff and students is paramount, and we will continue to follow Government advice and protocols and alert you to any changes.

**Employee Sickness**

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| *(7)* I have cold or flu symptoms. What should I do? | **If employee is at work:**  
- If you are unwell please go home and follow the normal University personal leave provisions.  
- If you have been in close contact with a confirmed case, or returned from moderate risk areas within the last 14 days you must immediately call your usual GP or go to UQ Health Care (but call ahead before presenting to the practice) and provide them with your symptoms and travel history prior to attending in person.  
**If employee is unwell and at home:**  
- If you are unwell please follow the normal university personal leave provisions.  
Any members of the UQ community who are in Australia and showing symptoms should contact their General Practitioner (doctor) or a health professional, so that any appropriate precautionary measures can be taken regarding treatment. **You must** phone | **Symptoms of COVID-19** include fever, flu-like symptoms such as coughing, sore throat and fatigue, and shortness of breath.  
- Follow up with employee and agree on check in plan for absence period.  
- Employee applies for sick leave through MyAurion as per normal personal leave provisions per below.  
- In some circumstances, we may require a medical clearance to confirm the individual is able to return to work  
**Personal Leave provisions include:**  
**Personal (sick) leave**  
Employees are entitled to personal (sick) leave if they are not fit for work because of an illness or injury affecting them. Commencing from the first day of employment, employees accrue personal leave and accumulate 10 days of (cumulative) leave after each 12 months of full time service. Part time staff accrue leave on a pro-rata basis. Casual staff are entitled to unpaid personal (sick) leave. |
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### Staff member responsibilities
Employees should notify their supervisor and apply for leave as soon as practicable. A medical certificate or statutory declaration will be required for personal (sick and carer’s) leave if it is taken for more than 3 days consecutively or otherwise in some specific circumstances.

### What should I do if I am showing symptoms of the COVID-19 (coronavirus) or have been in close contact with a confirmed case?

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<tr>
<th>If employee is at work:</th>
<th>If employee is unwell and at home:</th>
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<tr>
<td>• If you are unwell please go home and follow the normal University personal leave provisions. If you have been in close contact with a confirmed case you must immediately call your usual GP or the UQ Health Care and provide them with your symptoms and travel history prior to attending in person.</td>
<td>• If you are unwell please follow the normal University personal leave provisions</td>
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Any members of the UQ community who are in Australia and showing symptoms should contact their

### Personal Leave provisions include:
- Notify HR Relationship Manager/Business Partner
- Symptoms of COVID-19 include fever, flu-like symptoms such as coughing, sore throat and fatigue, and shortness of breath.
- Follow up with employee and agree on check in plan for absence period.
- In some circumstances, we may require a medical clearance to confirm the individual is able to return to work.
- Employee applies for sick leave through MyAurion as per normal personal leave provisions per below

### ahead, explaining your symptoms and travel history, rather than attending in person.

- As an alternative to your usual GP or if you don’t have one, UQ Health Care can be contacted for appointments. St Lucia: (07) 3365 6210

Out-of-hours care can be obtained by telephoning your local medical practice and finding out after hours alternatives or by ringing Health Direct Hot Line on 1800 022 222. Anyone contemplating attending a hospital emergency department should contact the hospital first for instructions.

To keep from spreading respiratory illness to others, you should practice good hygiene by covering your coughs and sneezes and washing your hands thoroughly, for at least 20 seconds with soap and water. You should also wear face protection, and clean and disinfect frequently touched objects and surfaces.

### (8)

What should I do if I am showing symptoms of the COVID-19 (coronavirus) or have been in close contact with a confirmed case?

- Notify HR Relationship Manager/Business Partner
- Symptoms of COVID-19 include fever, flu-like symptoms such as coughing, sore throat and fatigue, and shortness of breath.
- Follow up with employee and agree on check in plan for absence period.
- In some circumstances, we may require a medical clearance to confirm the individual is able to return to work.
- Employee applies for sick leave through MyAurion as per normal personal leave provisions per below
General Practitioner (doctor) or a health professional, so that any appropriate precautionary measures can be taken regarding treatment. **You must** phone ahead, explaining your symptoms and travel history, rather than attending in person.

As an alternative to your usual GP or if you don't have one, UQ Health Care can be contacted for appointments. St Lucia: (07) 3365 6210

Out-of-hours care can be obtained by telephoning your local medical practice and finding out after hour's alternatives or by ringing Health Direct Hot Line on 1800 022 222. Anyone contemplating attending a hospital emergency department should contact the hospital first for instructions

To keep from spreading respiratory illness to others, you should practice good hygiene by covering your coughs and sneezes and washing your hands thoroughly, for at least 20 seconds with soap and water. You should also clean and disinfect frequently touched objects and surfaces.

**Personal (sick) leave**
Employees are entitled to personal (sick) leave if they are not fit for work because of an illness or injury affecting them. Commencing from the first day of employment, employees accrue personal leave and accumulate 10 days of (cumulative) leave after each 12 months of full-time service. Part time staff accrue leave on a pro-rata basis. Casual staff are entitled to unpaid personal (sick) leave.

**Staff member responsibilities**
Employees should notify their supervisor and apply for leave as soon as practicable. A medical certificate or statutory declaration will be required for personal (sick and carer's) leave if it is taken for more than 3 days consecutively or otherwise in some specific circumstances.
Other queries

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| (9) I want to change location to a different building/campus to reduce my risk of potential exposure. (If the staff member is immunocompromised or pregnant refer to question 3 above.) | • All our students and staff who join us on campus following recent travel are required to comply with Federal Government restrictions and will have been granted access to Australia by the Government after meeting these restrictions.  
• Depending on your circumstances, we can have a conversation about whether some flexible working arrangements should be considered (e.g. immunocompromised)  
• The health and wellbeing of our staff and students is paramount, and we are continuing to follow Government advice and protocols and will alert you to any changes.  
• All staff and students should practice healthy hygiene habits in line with government advice, including frequent handwashing, avoid shaking hands, and staying at home if unwell. | • Direct employee to COVID-19 webpage for further information  
• Remind employee of our confidential EAP service should they require further support  
• Review with HR Relationship Manager/Business Partner representative to determine if alternative work arrangements should be considered. |
### Manager queries

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| (10) I have a staff member being tested for COVID-19, what should I do? OR A member of my team has been in contact with a confirmed case, what should I do? OR A member of my team has tested positive to COVID-19, what should I do? (Start at 6) | 1. Support them during this challenging time. You are representing the University as a leader and staff must feel the support of the University at this time.  
2. Notify AskHR (+61 (07) 3365 2623)  
3. Remind employee of our confidential EAP service should they require further support.  
4. To minimise unnecessary stress and maintain employee confidentiality, supervisors should not broadly communicate to others that an employee is being tested / has been in contact with a confirmed case; HOWEVER, supervisors should use their judgement in advising team members who work closely with the staff member who has been in contact with a confirmed case, (e.g. they may see cleaning being done or have to take on additional duties).  
5. If a negative test result is confirmed, the staff member can return to work once they receive confirmation by their treating medical practitioner that they are allowed to return to work and if they do not present any symptoms.  
6. If a positive test result is confirmed, current practice is that Queensland Health will contact UQ Health, Safety & Wellness directly who will begin appropriate protocols and advise on appropriate communication approach.  
7. If a positive test result is confirmed, advise staff member that they will need to obtain a medical clearance to return to work once they have recovered  
8. If you have other team members presenting symptoms please ask them to seek medical advice and have them keep you informed. |

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| (11) A student who interacts with my staff members is being tested for COVID-19, what should I do? OR A member of my team has been in contact with a confirmed case, what should I do? | 1. Notify Student Services (+ 61 (07) 3365 1704) or toll free (within Australia): 1800 512 391)  
2. Remind student they can reach out to Student Services if they should require further support  
3. To minimise unnecessary stress and maintain student confidentiality, supervisors should not broadly communicate to others that a student is being tested / has been in contact with a confirmed case; HOWEVER, supervisors should use their judgement in advising team members who have interacted with the student (e.g. they may see cleaning being done)  
4. If a negative test result is confirmed, the student can return to campus once they receive confirmation by their treating medical practitioner that they are allowed to resume their studies and if they do not present any symptoms.  
5. If a positive test result is confirmed, current practice is that Queensland Health will contact UQ Health, Safety & Wellness directly who will begin appropriate protocols and advise on appropriate communication approach.  
6. If you have students or team members presenting symptoms please ask them to seek medical advice and have them keep you informed. |