



Good Prospects Speech Pathology Pty Ltd Coronavirus (Covid-19) Response Policy

Address:	9 Mary Street, Salisbury SA 5108
ABN:	58 609 947 506
Version:	2.0
Approval Date:	29 November 2021
Updated:	-
Review Date:	As required.



Contents

1. Overview and Purpose.....	4
2. Scope	4
3. What Is Coronavirus (Covid-19)?	4
4. Managing Covid-19 In the Workplace.....	5
4.1. Vulnerable Employees	5
4.2. Employee Expectations.....	6
4.3. General Hygiene Practices	6
4.4. Social Distancing	7
4.5. Modifications to Workplace.....	7
4.6. Employee Health Screening	8
4.7. Cleaning Protocols	8
4.8. Emergency Evacuation Procedures.....	8
4.9. Delivery Procedures.....	8
4.10. Personal Protective Equipment (PPE).....	8
4.11. Meetings.....	9
4.12. Employee Gatherings	9
4.13. Work Related Travel	9
5. Working from Home.....	9
6. Amended Client Protocols.....	10
6.1. Client Health Screening	10
6.2. Telehealth Appointments	10
6.3. Signage	11
6.4. Contactless Payments	11
7. Incident Management	11
7.1. Suspected and Confirmed Cases of Covid-19.....	11
7.2. Notification.....	12
7.3. Reporting.....	12
7.4. Returning to Work.....	12
8. Leave Arrangements	13
8.1. Personal Leave	13



8.2. Unpaid Pandemic Leave	13
8.3. Annual Leave at Half Pay	13
9. Employee Wellbeing	14
10. Additional Information	14
10.1. Relevant Contact Numbers	14
10.2. COVIDSafe Mobile Phone Application	15
10.3. Government Updates	15
11. Communication of This Policy	15
12. Review	15



1. Overview and Purpose

Good Prospects Speech Pathology Pty Ltd (**Good Prospects**) is committed to ensuring a safe and healthy work environment for its employees at all times. In this Coronavirus (**Covid-19**) policy, you will find:

- Details of the measures that Good Prospects are actively taking to mitigate the spread of Covid-19 and minimise the risk of infection to employees and clients.
- Information about the modifications to existing policies, procedures, and workplace practices, in response to the Covid-19 pandemic.
- The essential guidelines employees should follow during the Covid-19 pandemic outbreak, to protect themselves and their co-workers from a potential Covid-19 infection.
- The protocols to follow in the event of a suspected or confirmed case of Covid-19.
- The support available to employees during this time.

Good Prospects kindly requests that employees follow these rules diligently, to sustain a healthy and safe workplace, in this unique and unprecedented environment. It is highly important that we all respond responsibly and transparently to these health precautions.

Our aim is to give you the confidence and assurance, that we are taking your health and wellbeing seriously, and that any private health related and personal data that is discovered during this time, will be treated with the highest levels of confidentiality and sensitivity.

Please note that this policy is subject to change, with the introduction of additional and/or amended governmental guidelines.

2. Scope

This policy applies to all employees of Good Prospects.

In particular, there are several aspects of the policy which apply exclusively to our workers who work in our physical practice locations, across South Australia. However, we strongly recommend that our remote working employees also read through this policy, to ensure they are aware of the measures adopted by Good Prospects, and enable us to collectively and uniformly respond to this challenge that has presented itself.

3. What Is Coronavirus (Covid-19)?

Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus, which was first reported in December 2019 and later declared a pandemic by the World Health Organisation (WHO) in January 2020. Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases.

The virus that causes Covid-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes, or exhales. These droplets are too heavy to hang in the air, and quickly fall on floors or surfaces. People can be infected by breathing in the virus if they are within close proximity of someone who has COVID-19, or by touching a contaminated surface and then their eyes, nose or mouth.

Symptoms of Covid-19 can range from mild illness to more serious conditions such as pneumonia. Those with coronavirus may experience common symptoms such as:



- Fever.
- Respiratory symptoms.
- Coughing.
- Scratchy/Sore throat.
- Shortness of breath.

Other less common symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

4. Managing Covid-19 In the Workplace

Please find details below of the various practices adopted by Good Prospects, in their effort to protect employees and manage Covid-19 in the workplace.

4.1. Vulnerable Employees

SafeWork Australia identifies 'Vulnerable Employees' to be those who are at greater risk of more serious illness and health implications if exposed to Covid-19. The latest advice, categorises the following employees as 'Vulnerable':

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions.
- Persons 65 years and older with one or more chronic medical conditions.
- Persons 70 years and older.
- Those with compromised immune systems.
- Those sharing a household or with caring responsibilities for any person in one or more of the above categories.

These categories may increase or vary depending on the latest evidence.

Accordingly, Good Prospects encourages any employee who may be classified as a 'Vulnerable Employee' to identify themselves to their direct manager, so that a risk assessment can be conducted, taking into consideration:

- Their risk of exposure to Covid-19.
- The characteristics of the worker.
- Features of the workplace.
- The nature of the work.

Once a risk assessment has been completed, Good Prospects may determine which (if any) measures may be appropriate to put in place to minimise their potential exposure to Covid-19 and protect their health and wellbeing, as far as reasonably practical.

Measures may include:

- Additional adaptations to the workplace environment.
- Provision of additional Personal Protective Equipment (PPE).
- Commencement of a working from home arrangement or other flexible working practice (e.g. Telehealth).
- Temporary redeployment to a non-customer facing role, if possible, to minimise contact with general public.

All cases will be assessed individually, and no changes will be made to an employee's role or working conditions without prior consultation and mutual agreement.



4.2. Employee Expectations

Mandatory Requirements

- Employees are required to be double vaccinated and maintain the recommended level of booster shots

Good Prospects calls upon its employees to do their part in contributing to the safety and wellbeing of its employees in this fight against the Covid-19 pandemic. We request that employees:

- Stay at home if they feel unwell.
- Go home immediately if they become unwell.
- Who are unwell and presenting Covid-19 symptoms, get tested for Covid-19 with the relevant authority, and remain in isolation until they receive a result. They may return to work once a test is negative and their acute symptoms have resolved.
- Practice social distancing both inside and whilst outside of work, by avoiding unnecessary travel and staying away from large groups of people.
- Avoid public transport where possible. For those who usually commute to the office by public transportation and do not have other alternatives, working from home arrangements may be discussed as a precaution. In situations where travelling by public transport cannot be avoided, the using a mask and strong hand hygiene is advisable.
- Avoid coming into physical contact with any colleagues outside of work hours (for non-work purposes).
- Who are planning to travel voluntarily to a high-risk area or country with substantial Covid-19 cases, will be required to work from home for 14 calendar days, following their return to the State.
- Remain vigilant and monitor their own health, reporting any health issues or symptoms to their manager.
- Champion a safety culture for the benefit of themselves and their colleagues, which includes demonstrating awareness and compliance with all hygiene and Covid-19 specific safety protocols.
- Familiarise themselves with this policy and the associated procedures.
- Comply with all governmental directives and legislation relating to Covid-19.

4.3. General Hygiene Practices

Hand hygiene is one of the most effective ways of stopping the spread of infection. Hand hygiene refers to any method which effectively removes harmful microorganisms (germs). These include washing with soap and water or using an alcohol-based hand sanitiser.

You will find signage around the practice, which reminds you to wash your hands regularly, and informs employees of the most effective hand-washing techniques.

Good Prospects recommends that employees:

- Wash their hands regularly with soap and water (using the 20 second hand-washing rule) or clean them with alcohol-based hand rub.
- Wash their hands frequently. For example: before and after using the toilet, before and after eating or handling food, and if you cough or sneeze into your hands, after handling rubbish, and after smoking.
- Use liquid soap to wash their hands.



How To Wash Your Hands Properly

- 1) Use soap and running water.
- 2) Wet hands thoroughly and lather with soap.
- 3) Rub hands together for 15 to 20 seconds as you wash them.
- 4) Pay attention to the backs of hands, wrists, between fingers and under fingernails.
- 5) Rinse hands well under running water.
- 6) Dry hands with a single use disposable paper towel or a clean towel.



Other general hygiene practices that are recommended, include:

- Cover your mouth and nose when coughing or sneezing. Endeavour to cough or sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures, such as requesting sick leave or working from home.

4.4. Social Distancing

Good Prospects requests its employees to maintain and encourage others (colleagues and clients) to maintain the physical distancing principle of **at least 1.5 metres** separation, where possible.

Note that this does not apply to members of the same household, family members, and other regularly associating people who are attending as a group.

4.5. Modifications to Workplace

Good Prospects has taken significant steps to modify the workplace to reduce or mitigate the risk of Covid-19 infection. Measures which can be observed, include:

- Displaying government issued signage around the practice(s), in relation to topics such as:
 - General information about Covid-19 and tips to stop the spread.
 - Reminders to go home/stay at home if unwell.
 - Safe and effective hand-washing techniques.
 - Coughing/sneezing etiquette.
- Alcohol Based Hand Sanitiser has been purchased and made available to employees and clients at various points around the practice, such as Reception, Treatment Rooms, Entry/Exit Points and Bathrooms.
- Amendments to the physical venue layout such as, moving chairs and tables to facilitate social distancing.
- All amenities have been well stocked with sufficient hand soap, running water and hand towels, to ensure that adequate hand washing facilities are available.
- Amenities are then subsequently monitored frequently, by:
 - Replenishing stock regularly.
 - Reporting and addressing maintenance issues promptly.
- Installation of doorbells and intercoms in offices to enable team member to vet client vaccination status
- Client declaration of being COVID safe including not having been recently in any current hotspot



4.6. Employee Health Screening

Employee temperature checks will be carried out regularly, with the frequency being determined as appropriate in response to government alerts and advice (e.g. the frequency will be increased in response to identified clusters).

Good Prospects expects its employees to take ownership of their own health, by remain vigilant, monitoring any Covid-19 symptoms; reporting any symptoms as soon as they arise and remaining at home or away from the workplace.

4.7. Cleaning Protocols

Good Prospects has engaged the support of professional cleaning service providers at its practices, to ensure that all areas are disinfected to the required standards, to protect its staff and clients from Covid-19. Cleaning is carried out on a weekly basis.

Between weekly cleaning services, Reception staff have been engaged to conduct frequent (minimum of twice per day) and thorough disinfection of treatment rooms, common areas (e.g. Reception, Waiting Rooms, Kitchen and Lunchroom/Break-Out Areas). Extra care and attention is being taken, especially in relation to high touchpoints (door handles, bathroom doors, EFTPOS facilities, counters, tabletops, backs of chairs, food preparation areas etc).

Employees who have used objects, toys or books are responsible for cleaning them after each use and it is recommended that children in particular do not have physical access to resources cupboards e.g. for when they want to choose a game to play

Professional cleaning personnel have been instructed to clean bathrooms on a weekly basis – paying attention especially to taps, door handles, toilet flushes, bin lids and other frequently touched points.

4.8. Emergency Evacuation Procedures

If employees are required to evacuate the premises due to an emergency, they are request to place their mask (if they have access to one) over their mouth and nose, before evacuating the premises, following the instructions of the relevant Warden.

Employees are to head to the nominated muster point for that building but must maintain social distancing at all times.

4.9. Delivery Procedures

In order to minimise contact between employees and site visitors such as delivery personnel, employees are reminded to select ‘contactless’ delivery options where offered.

Employees accepting deliveries (e.g. Reception staff), are also encouraged to request delivery personnel to use hand sanitiser as they enter the practice to drop of parcels. Electronic paperwork is also preferred.

4.10. Personal Protective Equipment (PPE)

All employees and clients are encouraged to wear face coverings in appropriate circumstances or when in close face-to-face contact with another person, for their own safety and comfort. This practice is encouraged more so in times of crisis, in line with government alerts or updates (e.g. as clusters are identified).



For employees who are engaging directly with clients e.g. Speech Pathologists who require their mouth to be visible in order to provide effective treatment, a face shield may be a more appropriate choice of PPE, as opposed to a face mask.

4.11. Meetings

In-person business meetings should be conducted virtually where possible, especially those with external, non-company parties. Employees can make use of the collaboration tools available to them, such as Zoom and/or telephone calls.

4.12. Employee Gatherings

Employee gatherings, including events such as (but not limited to): social events, team building session, training sessions, which require groups of employees will be postponed or adapted to accommodate for appropriate social distancing measures.

For example, meetings may be relocated to a larger space to allow for attendees to be spaced out in line with social distancing guidelines.

4.13. Work Related Travel

All work-related travel, both domestic and international, will be cancelled or postponed until further notice.

Employees will still be required to travel between different Good Prospects' various South Australian practice locations, to service their clients, as per their contractual agreements.

5. Working from Home

Employee may **request** to work from home in the following scenarios:

- If you are feeling unwell, but you are fit and able enough to continue working and fulfil the duties of your role.
- If you have received a positive Covid-19 diagnosis, but you are asymptomatic and feel well enough to work.
- If you are a parent and need to stay at home with your children due to inability to make suitable childcare arrangements.

Employees will be **required** to work from home for a minimum of 14 calendar days, in the following scenarios:

- If you have received a positive Covid-19 diagnosis.
- If you have been in close contact with someone who has been infected by Covid-19.
- If you belong to the same household as someone who has been infected by Covid-19.
- If you need to provide care to a family member infected by Covid-19.
- If you have recently returned from a high-risk area with a high number of Covid-19 cases (based on government advice).

All requests to work from home are subject to approval and must adhere to Good Prospect's **Working From Home Policy**, including a formal submission of a **Working From Home - Health and Safety Checklist**.



All employees who enter into a Working from Home arrangement must discuss expectations with their direct manager. We will endeavour to provide employees with suitable equipment (e.g. laptop or tablet) to fulfil their regular duties.

6. Amended Client Protocols

Good Prospects has implemented the following amended client protocols to ensure the safety of its staff and clients.

6.1. Client Health Screening

- All clients will be health screened upon arrival for their appointment and be required to provide proof of vaccination before entering the building or they will not be admitted. Once proof has been provided, the date of the 2nd vaccination will be recorded in their electronic file in client alerts.
- Masks will need to be worn by all clients over the aged 12 and above.
- If a client has a medical exemption for either vaccination or mask wearing, they will need to provide proof of this prior to attending an appointment and each situation will be assessed on a case by case basis according to our risk management framework.
- This may include a temperature check, which will be carried out by Reception staff, using a touch free thermometer device. Reception staff will be trained to effectively administer this check, to determine that the client's temperature falls within a 'normal' range. Those with a temperature above 37 degrees Celsius will not be permitted to attend their appointment.
- Reception staff will ask clients a series of questions pertaining to their health, to determine whether they are unwell, displaying any Covid-19 symptoms, have recently travelled to a high-risk area, or if they have been in contact with anyone else who recently has.
- If Reception staff are not present or unable to carry out these checks, therapists will be responsible for conducting the relevant client health screening prior to commencement of the appointment.
- Clients who are discovered to satisfy one or more of the above criteria, will be politely informed that they are unable to attend their appointment and that they must leave the practice immediately, to protect the health and safety of staff and other clients. Reception staff will be in contact to reschedule their appointment as soon as possible.
- All NDIS cancellations (including refusals due to the above circumstances) will incur full charges after one grace period. Similarly, private clients will incur a \$50 AUD cancellation fee.

6.2. Telehealth Appointments

Telehealth appointments will be available and adopted in the following scenarios:

- Available to 'vulnerable' clients who are unable to attend a face-to-face appointment due to health risks.
- As a method of protecting 'vulnerable' staff members, by reducing their interaction with the general public.
- For staff or clients who share a household with/have caring responsibilities for a 'vulnerable' individual.
- If a 'Working from Home' agreement has been approved for a particular employee.
- During times of government mandated 'Stay at Home Orders'.



Where possible, Good Prospects prefers its employees to conduct Telehealth appointments from a practice location, but understands that there may be times where a working from home arrangement may be more appropriate or even necessary (e.g. during government mandated 'Stay at Home Orders').

In these cases, Good Prospects' Working from Home Policy must be adhered to, and employees must submit a formal application including a completed health and safety checklist, prior to the commencement of the working from home arrangement.

6.3. Signage

Signage will be displayed on the external entrance to the practice door, advising clients who are unwell, displaying Covid-19 symptoms, who have recently travelled to a high-risk area, or who have recently been in close contact with someone who has, not to enter the practice under any circumstances, and to reschedule their appointment. Signage about double vaccination status will also be visibly displayed. All team members and clients are required individually to QR code in or sign in.

6.4. Contactless Payments

The practice prefers to accept contactless payments for the foreseeable future. Cash payments will be discouraged where possible, and only accepted if absolutely necessary, to avoid the spread of Covid-19.

7. Incident Management

The following section outlines the procedures to follow in the event of a suspected or confirmed case of Covid-19 in one of Good Prospects' practices.

7.1. Suspected and Confirmed Cases of Covid-19

All suspected cases are to be reported to the Principal Speech Pathologist and Managing Director, **immediately** and treated as with caution until the individual's test results are received. Good Prospects is committed to following the below steps towards resolution:

1) Isolate

Isolate the issue. If applicable, send the individual home or to seek health care (e.g. to obtain a Covid-19 test from a professional body). Isolate contaminated space if applicable (e.g. cordon off and prevent access to treatment room).

2) Identify Close Contacts

Determine who the individual had close contact with. Compile a list of names and contact details, as well as dates and times of contact location and duration (if known).

3) Seek Advice

The Principal Speech Pathologist and Managing Director will be responsible for seeking advice from the relevant Health Authorities and taking their direction in relation to next steps.

4) Clean and Disinfect

Arrangements are to be made with the practice's nominated professional cleaning provider, to thoroughly clean and disinfect the contaminated area, before it is reopened and returned to use.



7.2. Notification

In line with advice from relevant government and health authorities, Good Prospects will co-operate in the notification of affected parties in relation to a suspected or confirmed case of Covid-19. This may include notification of:

- Employees.
- Clients.
- Neighbouring Business (e.g. in shared spaces such as Gawler and Prospect sites).

All relevant parties will be notified as soon as practically possible.

7.3. Reporting

Good Prospects will take the following steps, in terms of reporting obligations for any incidents.

- 1) Complete a Workplace Health & Safety Incident Report.
- 2) Report the incident to the relevant governmental and health authorities (in applicable scenarios).

All records will remain confidential.

7.4. Returning to Work

Employees who are confirmed to have a positive Covid-19 diagnosis, following a test result, may return to work only after they have fully recovered, with a medical certificate confirming their recovery and that they are fit for work.

7.5. Incidents in Schools

Given that Good Prospects provides services to children enrolled in schools, the following protocols are to be noted:

1. If a child attends any Good Prospects' practice and is later confirmed to be a positive Covid-19 case, the treating employee will be required to undergo testing and self-isolate for 14 days.

All other close contacts (i.e. those who come into direct contact with the infected individual) will also be required to do the same. This may include Reception staff and/or Allied Health Assistants who have supported the treating employee in delivering treatment to the client.

Other employees who are present in the practice on the day, but who do not have direct contact with the infected individual are not required to self-isolate. However, they must monitor closely the development of any symptoms and remove themselves from the working environment immediately, should they notice any symptoms develop.

2. If a Good Prospects employee attends a school to deliver treatment, which is later fully or partially closed or instructed to self-isolate, the employee will be required to isolate if they attended the school premises during the potential infection window (as advised by health authorities).

No other employee of Good Prospects will be required to isolate in this scenario.



3. If a child attends any Good Prospects' practice and is later instructed to self-isolate due to a suspected or confirmed case at their school, no employee of Good Prospects will be required to self-isolate.

However, employees must monitor closely the development of any symptoms and remove themselves from the working environment immediately, should they notice any symptoms develop.

8. Leave Arrangements

8.1. Personal Leave

Employees who experience Covid-19 or cold symptoms, or who feel unwell, must go home. They have the option to request personal leave if they are unfit for work and unable to carry out their regular duties.

We ask that employees experiencing these symptoms seek medical attention in line with government advice.

8.2. Unpaid Pandemic Leave

Until further order of the Fair Work Commission, employees who are employed under the *Health Professionals and Support Services Award*, can access up to 2 weeks' unpaid pandemic leave if they are prevented from working:

- a) As a result of being required to self-isolate:
 - i. by government or medical authorities; or
 - ii. acting on the advice of a medical practitioner.
- b) By measures taken by government or medical authorities in response to the pandemic (for example, an enforceable government direction restricting non-essential businesses).

The leave is available to full-time, part-time and casual employees, and does not need to be accrued. All eligible employees are entitled to take a full 2 weeks' leave. This amount is not pro-rated for part-time or casual employees.

Employees also do not have to use all their paid leave before accessing unpaid pandemic leave. Unpaid pandemic leave does not affect other paid or unpaid leave entitlements and counts as service for entitlements under awards and the National Employment Standards (e.g. long service leave).

8.3. Annual Leave at Half Pay

Employees covered by the *Health Professionals and Support Services Award*, can take their annual leave at half pay, and double their time off work, if their employer agrees. This means an employee can receive payment for 1 week of annual leave, for every 2 weeks of annual leave they take.

Employees must submit requests in writing to their direct manager. If approved, a formal agreement will be made in writing and Good Prospects will keep a record of the arrangement.

An employee on leave at half pay accumulates annual leave and personal and carer's leave as if they were on leave at full pay.



9. Employee Wellbeing

Good Prospects takes the emotional and mental wellbeing of its employees seriously.

In conjunction with the various measures that have been adopted in an effort to protect the physical health of its employees, Good Prospects has also taken steps to protect the emotional and mental wellbeing of its employees, by making counselling services available to all employees.

By providing access to heavily subsidised external professional services, Good Prospects aims to provide employees with the tools and support that they need to address any stress or challenging emotions that they are experiencing as a result of the Covid-19 pandemic and its implications. These can be issues that employees are facing in either their personal or professional lives.

Good Prospects' preferred service provider is **Progressive Psychology**, and their details can be found in the table below. They can be contacted via email or telephone to secure a 100% confidential appointment.

Email Address	reception@progressivepsychology.com.au
Telephone Number	0477 798 932
Address	Telehealth from Victoria
Website URL	www.progressivepsychology.com.au

We guarantee that the details of employees who make appointments will not be disclosed to Good Prospects management team, nor will the reason(s) for accessing the services be shared. Further to this point, employees are not required to disclose the following to any member of staff or management:

- a) That they have accessed the service.
- b) The date or time of their appointment (*Unless for the purpose of accessing personal leave, if appointment is made during business hours.*)
- c) Their reason(s) for accessing the service.

For further information about the services available, employees may refer to the Practice Manager for a confidential discussion.

10. Additional Information

10.1. Relevant Contact Numbers

Employees may find the below contact numbers useful, should they require more information during this difficult time.

Authority	Phone Number	Service(s) Offered
SA COVID-19 Information Line	1800 253 787	Offers local information and advice on general COVID-19 information for South Australians. Operates from 9:00 am to 5:00 pm every day.
National Coronavirus Information Helpline	1800 020 080	Provides information and advice on coronavirus (COVID-19) from an Australia wide perspective.
SA COVID-19 Mental Health Support Line	1800 632 753	Provides mental health support for people surrounding COVID-19. It is available to people to maintain their mental health and wellbeing.



Red Cross Telecross REDi Service	1800 188 071	Register for a free, daily phone call checking on the welfare of vulnerable South Australians in response to COVID-19.
---	--------------	--

10.2. COVID Safe Mobile Phone Application

Good Prospects encourages all employees to download the [COVIDSafe Application](#) to their personal mobile phone device. The COVID Safe application, which was designed by the Australian Government, helps state and territory health officials to quickly identify and contact people who may have been exposed to Covid-19 (called 'close contacts'), which speeds up contacting people exposed to coronavirus and as a result, helps to slow the spread of Covid-19. It is compulsory to QR code or sign in for all staff and clients

Downloading the COVIDSafe application is completely voluntary, however is something that Good Prospects encourages its employees to do, to protect themselves, their family and friends and save the lives of other Australians.

Given that QR coding in is compulsory when entering a business, all employees and their clients are required to QR code in or sign in physically

10.3. Government Updates

Good Prospects will monitor major updates broadcast by:

- a) The Australian Government at a local State level as well as Commonwealth level; and
- b) The relevant Health Authorities.

All major updates and information affecting employees or business operations will be shared via email communication or, in more urgent cases, by telephone call.

11. Communication of This Policy

This policy is communicated to all new Good Prospects employees upon commencement of their employment, during induction. Thereafter, a copy of the policy is available to all employees on Good Prospects internal document storage system (Office 365) under the **Policies and Procedures** folder.

Any changes or updates to the policy will be released via email announcement to all employees.

12. Review

This policy is subject to change and will be continuously reviewed in line with changing requirements as issued by the relevant Governmental and Health authorities, at both State (SA) and Commonwealth level.

Good Prospects may also review this policy to meet changing business demands and requirements.