

Important Phone numbers

The Government's COVID-19 or Coronavirus Helpline - 1800 020 080

(Operating 24 hours a day, 7 days a week)

Bedford's COVID-19 Helpline:

0429 135 448, 0429 124 648, 0413 743 203

(8:30 in the morning until 4:30 in the afternoon)

Bedford's COVID HELPLINE email: covidhelp@bedfordgroup.com.au

Questions about COVID-19 or the Coronavirus

Some answers to questions that you might have about what is happening about the COVID-19 or the Coronavirus at Bedford.

The answers we are giving you about what is happening at Bedford might change from time to time, because there is so much new information coming out about the Coronavirus. This information is correct today, 19 November 2020.

Question: Do we know if anyone at Bedford has the Coronavirus?

Answer: No one at Bedford has been told by a doctor that they have the virus (this was on 19 November).

Question: What do I do if I think I have been near someone who has the Coronavirus or think I might have the Coronavirus?

Answer: Don't come to Bedford. Call your doctor and they will help you with what to do and where you can get tested to see if you have Coronavirus.

If the doctor tells you to stay home and keep away from other people (isolate) then you have to let us know. Call our helpline team on 0429 135 448 or

0429 124 648 or 0413 743 203 or email us on covidhelp@bedfordgroup.com.au.

Question: What do I do if I get tested and the doctor tells me that I have Coronavirus?

Answer: You will need to do all the things your doctor says and then as soon as you can, call our helpline team on 0429 135 448 or 0429 124 648 or 0413 743 203 or email us on covidhelp@bedfordgroup.com.au.

Question: What will Bedford do if I have to stay home and keep away from people?

Answer: We will write down that you are away. Then we will follow the government rules about the Coronavirus.

Question: I live in a group house and I have been told that I have to stay at home -what do I do?

Answer: You will need to stay home and let us know, so we can pay you Annual leave if you have any.

Question: Do I need to wear a mask when I'm at work?

Answer: Not right now, the government says that you don't need to - but you can if you want to. We will let you know if this changes.

Question: Will Bedford close?

Answer: Bedford is closed for a few days because of the State Government's directions. We are listening to what the government tells us to do and if anything changes, we will let you know.

Question: I have a Bedford Support Worker who helps me at home and when I'm out and about - will they still be coming?

Answer: We will continue to visit and support you for as long as the government says we can.

Question: I have a meeting booked to talk about my NDIS Plan - what do I do?

Answer: If you have to meet with Bedford or the NDIS about your plan you can do this over the phone.

If your appointment is with Bedford, we will call you.

If your appointment is with the NDIS they will get in touch with you. They might also be able to make your plan last longer, so that you don't have to meet with them for a while.

You can go to the NDIS website for help too (www.ndis.gov.au)

Question: What is Bedford doing about the Coronavirus?

Answer: We are keeping things really clean and are talking to everyone about hygiene, social distancing and how to keep themselves safe.

At the moment, visitors aren't allowed to come to Bedford to help stop the spread of the Coronavirus.

Question: What is Bedford doing about Adelaide Property and Gardens (APG) and the Laundry teams working outside of Bedford?

Answer: At the moment, these teams aren't allowed to work because of the Government restrictions.

Question: What does social distancing mean?

Answer: It means that, as much as you can, you should try not to be closer to another person than one and a half times the length of your arm, that is (1.5 metres).

Also, you shouldn't shake hands, give 'high fives', hug or sit too close to other people either. You can still wave and say hello to everyone though.

Question: I use public transport (buses and trains) to get to and from work, should I wear a mask?

Answer: The government tells us that if you cannot safely socially distance (remember the 1.5 metres) that it is a good idea to wear a mask. You can buy a mask at a chemist or the supermarket.

Question: What if one of my family is older (over 70) or gets sick easy - should I stay at home to try and keep them safe?

Answer: It's up to you but if you do, you have two days Carer's Leave per year and then you will be paid from your Annual (Holiday) leave if you some and then you can take Leave Without Pay. Your PTO or DSW can help you work this out.

Question: What do I do if I am in isolation/sick and I have no annual leave or sick leave?

Answer: Call Centrelink to find out what payments you may be able to receive. The government has started a new Paid Pandemic Leave Scheme in South Australia that you might be able to receive – you should ask them about this Scheme.

Question: I have a meeting booked to talk about my NDIS Plan - what do I do?

Answer: If you have to meet with Bedford or the NDIS about your plan you can do this over the phone. At the moment you cannot meet anyone in the same room because of the Government's directions.

If your appointment is with Bedford, we will call you.

If your appointment is with the NDIS they will get in touch with you. They might also be able to make your plan last longer, so that you don't have to meet with them for a while.

You can go to the NDIS website for help too (www.ndis.gov.au)

Question: I have a support worker from outside Bedford, but they aren't able to come anymore. Can Bedford help me?

Answer: Give our COVID-19 helpline team a call on 0429 135 448 or

0429 124 648 or 0413 743 203 or email the helpline team on covidhelp@bedfordgroup.com.au and someone will talk with you about it.

Question: What do I do if I have to stay at home?

Answer: Give our COVID-19 helpline team a call on 0429 135 448 or

0429 124 648 or 0413 743 203 or email the helpline team on covidhelp@bedfordgroup.com.au and we can arrange for you to get a copy of one of the workbook we put together that have lots of interesting things to do in them.

Question: What do I have to stay at home but don't have any food?

Answer: You can go for a quick visit to the supermarket on your own, or if you can't leave home, you could ask a friend or someone from your family to get some shopping for you contact places like Foodbank or the Salvos on the internet.

- Foodbank www.foodbank.org.au
- Salvos www.salvationarmy.org.au

Question: What do I do if I need my tablets or other medication and I am on my own?

Answer: If friends or family can't help, call your chemist and they may be able to deliver to your home. It's a good idea to have the telephone number for your chemist handy - maybe on your fridge.

Question: What do I do if I have any other questions or if I need help to understand things about the Coronavirus?

Answer: Give Bedford's COVID-19 helpline team a call during work time on 0429 135 448 or 0429 124 648 or 0413 743 203 or email the helpline team on covidhelp@bedfordgroup.com.au.