

# COVID-19 Vulnerable Workers



# Introduction

Thank you for the  
opportunity to provide a  
scope outline for managing  
vulnerable workers during  
the COVID-19 Pandemic

Resile delivers services to help you with risk management related to HR, Occupational health, safety, productivity due to human and environmental health. Our Occupational Physicians are best placed to advise on and focus on the intersection between work and health. They spearhead the Resile Occupational Risk Consultancy team to give you informed choices before, during and at every stage of the work cycle, to help you manage your risk levels.

# The Resile Difference

Resile is an English word that has been in use since around 1529. It's also a cousin of "resilient" - both words derive from the Latin verb "resilire" which means to "jump back" or "recoil". "Resilient" focuses on the ability of something to "bounce back" from damage.

At Resile we provide a complete and holistic approach to Workplace Occupational Risk Consulting with the aim to deliver quality technical risk advice in a practical format allowing our clients to "bounce back" from damage.

Occupational Physicians spearhead our approach and are supported by a multidisciplinary team of occupational risk consulting professionals.

Combined we have over 30 years experiencing supporting our clients with risk management solutions

This experience tells us that the following needs to be taken into consideration with the COVID-19 pandemic.



**Dr Rob McCartney**

MBBS, FAFOEM (RACP)

## **Resile CEO**

Dr Robert McCartney is a physician who has specialised in the field of Occupational Medicine for over 20 years. His career goal is to maximise the health, wellbeing and productivity of working people.

Dr McCartney is a Fellow of the Australasian Faculty of Occupational and Environmental Medicine with the Royal Australian College of Physicians Dr McCartney is a founding Director of Resile.



## Context

On Sunday March 29, 2020 Prime Minister Scott Morrison and National Cabinet “Strongly Advised” that the following groups should stay at home as much as practical:

- People aged over 70
- People aged over 60<sup>1</sup> with a chronic illness
- Indigenous Australians over the age of 50

While this was not deemed mandatory (at this stage) it was “strongly advised” that the above vulnerable groups should “stay at home” and “self-isolate” for “their own protection” to the “maximum extent” for “their own protection” to “limit their interaction with others in the community”.

Many of our clients (and other employers) will be “encouraging” all of their employees who fall in these higher-risk categories to cease work and self-isolate.

Safework Australia remind us of the model Work Health and Safety (WHS) laws that require a person conducting a business or undertaking (PCBU) to ensure, so far as is reasonably practicable, the health and safety of their workers and others at the workplace. This includes providing and maintaining a work environment that is without risk to health and safety, even during a Pandemic.

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<sup>1</sup> Advice has since changed to 65 – see next page



## Vulnerable Workers

The Australian Health Protection Principal Committee has since advised on March 30, 2020

*AHPPC recommends that where vulnerable workers undertake essential work, a risk assessment must be undertaken. Risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This includes ensuring vulnerable people are redeployed to non-customer-based roles where possible. Where risk cannot be appropriately mitigated, employers and employees should consider alternate arrangements to accommodate a workplace absence”<sup>2</sup>.*

***“AHPPC considers that, based on the limited current evidence, the following people are, or are likely to be, at higher risk of serious illness if they are infected with the virus:***

- ***Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions***
- ***People 65 years and older with chronic medical conditions. Conditions included in the definition of ‘chronic medical conditions’ will be refined as more evidence emerges. The most current list can be accessed on the Department of Health website***
- ***People 70 years and older***
- ***People with compromised immune systems”***

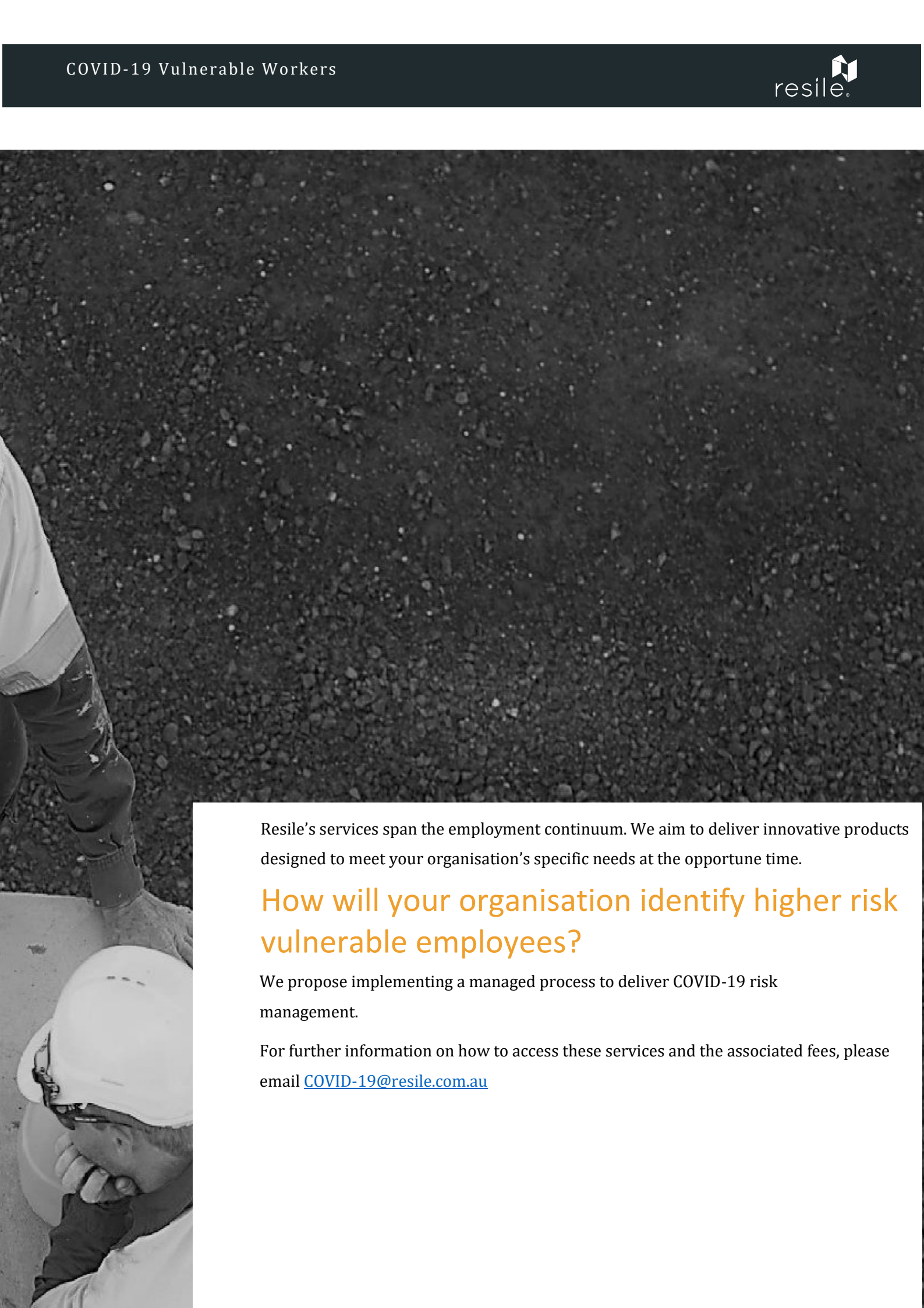
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<sup>2</sup> <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-advice-to-national-cabinet-on-30-march-2020>



**Resile  
Recommends:**





Resile's services span the employment continuum. We aim to deliver innovative products designed to meet your organisation's specific needs at the opportune time.

## How will your organisation identify higher risk vulnerable employees?

We propose implementing a managed process to deliver COVID-19 risk management.

For further information on how to access these services and the associated fees, please email [COVID-19@resile.com.au](mailto:COVID-19@resile.com.au)

## COVID-19 Intra-OPP©

Intra-OPP© our online risk assessment tool can assist in identifying high risk workers persons through delivery of evidence-based tools that assist in determining risk (including psychosocial risk).

### Initial Contact (teleconsultation) with vulnerable workers

Once identified and understanding the employer policy Resile are offering an initial teleconsultation with each employee in this high-risk group to assess risk further and provide the employee and employer with advice.

### Formal Risk Management

Provision of Occupational Physician tele-consultations with workers if determined necessary via the initial risk assessment.



## COVID-19 Vulnerable Workers Risk Management

### Step 1: COVID-19 Intra-OPP©

Our online risk assessment tool can assist in identifying high risk workers through utilisation of evidence-based tools that assist in determining risk (including psychosocial risk).

#### How will it work?

- We provide you with a link to the COVID-19 Intra-OPP©
- This is distributed by your company representative to the nominated workforce
- The link remains open for completion by your workforce for a specified time
- At the end of the specified timeframe, Resile will compile and analyse the provided workforce data utilising our risk matrix profile, developed by our Workplace Occupational Risk Consulting Team

Resile will create a customised report that your company can use to identify and categorise your vulnerable workers into their level of risk (physical and psychosocial) and recommended actions for each risk group.

This will include advice on health risks and management of psychosocial aspects of the COVID-19 situation.

#### Fees (Excluding GST)

<b>COVID-19 Intra-OPP©</b>	\$10 per Intra-OPP©
<b>Report</b>	\$1,600

## Step 2: Initial Contact (teleconsultation) with vulnerable workers

Once your company receives their risk profile it will have been determined that individuals with high risk profiles require risk assessment.

This will include scheduling a teleconsultation with a the Resile Medical Team who will determine if a compromising medical condition is well or poorly controlled and recommend management to address their risk. This ensures the worker (if they desire) can safely return to work during the COVID-19 Pandemic.

This consult also provides the worker with reassurance that it is safe for them to continue at work in their essential role provided appropriate management is in place.

A report is provided to the company representative and should be shared with the worker.

Where a worker is recommended to undergo formal Risk Management or have a Health Management Plan, your company may access Step 3.

### Fees (Excluding GST)

<b>Teleconsultation &amp; Report</b>	\$91.85 per worker (tele consult no longer than 15 minutes in length)
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## Step 3: Formal Risk Management

Step 2 ensures a prompt return to work where possible, however some workers will have a level of risk that cannot be managed in the workplace without intervention or formal risk management.

Other workers may require a formal Health Management Plan.

This is where our team of Occupational Physicians get involved.

### Fees (Excluding GST)

**Combination of  
phone or video  
conference**

\$125.66

**Consult < 10 mins**

**Combination of  
phone or video  
conference**

\$251.33

**Consult > 11 mins <  
20 mins**

**Combination of  
phone or video  
conference**

\$382.54

**Consult > 21 mins**

**Via email - Basic  
Report**

\$149.37

**Via email - Standard  
Report**

\$302.39

**Via email - Complex  
Report**

\$746.86

### Health Management Plans

- Initial Plan;
- All plan progress reports;
- Discharge Summary

\$185.40 per plan



## Terms & Conditions

- Preferred service dates may be tentatively booked at the time of proposal issue but cannot be secured without a signed acceptance or PO. If a conflict arises, the company will be advised in writing before the preferred service date is cancelled.
- All cost estimates are valid for a period of 60 days from date of issue. Costs are estimated based on information provided at the time of briefing. Resile reserve the right to review any estimates should the scope of work vary.
- Prices are quoted for services and equipment with a two-week lead time (minimum). A shorter lead time will be accommodated wherever possible, but additional fees may occur due to the hire of equipment and services at short notice.
- If required for invoicing purposes, the Client must provide a valid Purchase Order prior to work commencement. Payment terms 14 days from date of invoice unless otherwise agreed.
- Prices will maintain at the same rate for the term of the financial year but may be subject to change with 30 days written notice.
- For all telemedicine appointments, a clinical service fee of 80% (of the cost of the scheduled teleconsultation) will be charged for failed contact attempts by our physicians (2 attempts within 25 minutes of the scheduled teleconsultation) or if a telemedicine appointment is cancelled with less than 4 business hours' notice.
- Cancellation fees will apply if cancellation of a site visit occurs within 1 week of the service delivery. A fee of 50% of the proposed cost for the scheduled trip will be administered.
- When a day rate is quoted for onsite work, it is based on a standard 8 hour working day. Longer days are possible but need to be negotiated with Resile prior to the commencement of work. Unless otherwise stated, all quotes are based on work being undertaken on standard working days. This means any day other than a Saturday, Sunday or public holiday in that place in which the work is to be undertaken.
- Any additional hours requested by the Client when a Resile representative is on site, will be accommodated whenever feasible, and will incur an additional fee based on a pro-rata calculation of the day rate.
- When Resile representatives are required to travel in order to undertake work, the current ATO rate for mileage will apply. Meals, transport, accommodation and tolls will be on-charged to the client for each company representative for each day onsite, inclusive of a 10% booking fee.
- When consumables & incidentals are required for project work, these will be ordered, supplied and on- charged to the Client by Resile, inclusive of a 10% handling fee.
- When required, Resile will source additional personnel of suitable ability, qualification and experience to be involved in the provision of services.
- An initial invoice for pre-work elements will be issued, followed by monthly invoices.
- Resile will not be responsible for failure of performance due to causes beyond its control (Force Majeure), including acts of God or nature; labour disputes; sovereign acts of any federal, state or foreign government; or shortage of materials.
- Fees are based on the Qld Workers' Compensation schedule however are NOT claimable from Workcover in any State. Any Qld Workers' Compensation schedule fee increase on the 1st December of each year will result in a review of our phone and video conference fees.
- All fees listed are based on business hours only and do not include public holidays.

## Acknowledgment and Acceptance Form



Resile Pty Ltd  
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Hamilton Q 4007

p / 07 3339 6000  
f / 07 3268 6301  
e / admin@resile.com.au  
w / resile.com.au  
ABN 12 162 895 712

Having read this proposal and Resile Pty Ltd Terms and Conditions the company agrees to enter into the contract for the provision of services set out in this proposal.

If you require these services to be billed under a PURCHASE ORDER, please insert this number below or the service will be billed without this reference.

**PURCHASE ORDER NUMBER:**

I am authorized to sign and accept this contract on behalf of the company.

\_\_\_\_\_  
Print Name  
Company Representative

\_\_\_\_\_  
Print Position Held

\_\_\_\_\_  
Signature  
Company Representative

\_\_\_\_\_  
Print Date Signed

We thank you for your business and look forward to being your trusted health risk management advisors.