

# Coronavirus Update

FRIDAY 3 APRIL, 2020

Dear colleagues

Please see below the latest daily update for staff with information and actions Federation is taking to respond to the coronavirus COVID-19 situation. This includes contact details for staff to access HR and ITS support.

## **New Manager Support Line**

Human Resources has launched a new consultancy service for supervisors to access advice, information and coaching about how to manage a team in a virtual environment. Supervisors will be able to speak to senior human resources practitioners for guidance on team performance, communication channels, team motivation and the creation of a common vision.

The new Manager Support Line will commence on Monday 6 April. It will operate from 8.30am – 5.00pm Monday to Friday. Supervisors should call (03) 5327 9530 or email [manager.hrsupport@federation.edu.au](mailto:manager.hrsupport@federation.edu.au) to arrange a suitable appointment time.

## **Professional development programs**

There a number of virtual learning and development opportunities available for staff to attend while they are working remotely. Please review the [professional development - virtual-sessions](#) and register your interest in [ELMO](#) today.

## **Providing equal access to online delivery**

The university is committed to supporting students with a disability, medical or mental health condition in the transition to online delivery. The University's Disability Learning Access Unit (DLAU) is working with CLIPP to provide advice to academic and professional staff on designing and developing universally accessible online learning activities and resources. Staff should contact the DLAU on (03) 5327 9470 or email [disability@federation.edu.au](mailto:disability@federation.edu.au) for advice. A FedNews item will be posted on Monday 6 April with more detailed information and resources.

## **Accessing staff support**

### HR support

COVID-19 hotline – staff can call (03) 5122 6300 between 8.30am–5.00pm to speak to an HR staff member about working from home protocols, leave types, payroll enquiries and other HR questions related to the pandemic.

### ITS support

Off campus - call (03) 5327 9999 between 8.30am–5.00pm weekdays or use the online service portal.

On campus – for onsite assistance call 8888, otherwise please call (03) 5327 9999 between 8.30am–5.00pm weekdays or use the online service portal.

The ITS team has also established a [page with ITS advice for staff and students](#) on working from home. Please check this page regularly for answers to common IT issues.

### Updates on Federation's COVID-19 response

Please check our [COVID-19 webpage](#) for regular updates and advice for staff and students. This includes HR toolkits and forms.

**On behalf of the Critical Incident Response Team**

