

ACU Announcements

Wednesday 1 April 2020

Dear staff

So far ACU's move to operating online is looking positive, and our systems are working smoothly. The first week of classes has been progressing well while we have been adapting to working remotely.

We are pleased to see that where there have been glitches, you have been getting in touch for assistance. It's important that you let us know via [Service Central](#) if you are experiencing difficulties and we will work with you to address these.

I would like to provide some information on the latest developments in relation to our COVID-19 response.

Services available

All staff who have not been identified as essential on-campus staff are now working remotely, but it's important to note that campuses are still open at this stage, and there are still services available.

- [Service Central](#) is available and has an online knowledge base, or you can contact them directly from 8am till 8pm Monday to Friday.
- Libraries remain open with some changes to hours and services. Information on opening hours is available via the [Library website](#). You will need a staff ID card to access the libraries, and social distancing measures must be observed.
- University wifi is still operating on all campuses.
- Cafes on campus will be open until the end of this week. They will be closed from Monday 5 April.
- ACU Medical Centres on the Brisbane and Melbourne campuses remain open. Please check the website ([Brisbane](#), [Melbourne](#)) for information about services and opening hours. All services will be bulk billed at this time.

Many of us are feeling anxious or distressed about COVID-19 and its impact on our families, on being isolated at home, and about our finances.

If these feelings are starting to affect your mental or physical wellbeing, we encourage you to:

- contact the [staff Employee Assistance Program \(EAP\)](#)

- [talk with an ACU counsellor](#) via Skype, phone or online chat, or access
- contact ACU's [Campus Ministry](#).

Flu vaccines

Fluvax (private) is now available at the ACU Medical Centres. Please call ahead for an appointment to ensure a minimal wait time and meet the requirements of social distancing.

Please note that this is not the subsidised flu vaccine program that is organised by the university every year for ACU staff members. Arrangements for the university's flu vaccine program is being brought forward and information will be communicated soon.

Staff building access

There is limited access to campus buildings. If you have essential items that you need to collect from your office, you should do so where practicable and while this is still possible. If your security card does not allow after-hours access you will need to make sure you do so during business hours.

The Australian Government's wage stimulus and JobKeeper payments

ACU is exempt from this stimulus measure and therefore employees at ACU are not eligible for JobKeeper payments. You or your household may be eligible for other support. Government information can be found [here](#).

It has been no mean feat for a large number of staff to shift our operations online. I am encouraged to see how much patience and goodwill has been generated throughout this process.

Please make sure you stay alert for additional updates, and check the ACU [FAQs](#), which will be updated to reflect this announcement by the end of today.

On behalf of Dr Stephen Weller and the Critical Incident Response Group

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