

Glen Innes Severn Council



Pandemic Business Continuity Plan 2020 / 2023

Document Number: WHS:PLN:002:6.0	Version No: 6 Date: 23 April 2020	Review Date: April 2023	Responsible Officer: WHS Coordinator
Related Documents: Business Continuity Plan, WHS Health Monitoring Procedure, Vaccination Policy, Working from Home Policy and Agreement			

Document Control

Version	Resolution No	Date Released	Responsible Officer	Amendment
1.0	17.04/11	28 April 2011	WHSC	• First version.
2.0	14.03/12	27 March 2012	WHSC	• Updated to reflect current health requirements.
3.0	13.08/13	22 August 2013	WHSC	• Updated to reflect current health requirements.
4.0	16.05/16	26 May 2016	WHSC	• Updated to reflect current health requirements.
5.0	18.09/19	26 September 2019	WHSC	• Updated to reflect current health requirements.
6.0	6.04/20	23 April 2020	WHSC	• Rewritten and updated to reflect current pandemic health requirements.

- The Pandemic Business Continuity Plan is a controlled document.
- All versions, electronic and hardcopy, will be controlled and issued by the WHS Coordinator or Records Section.
- Unauthorised versions are not to be stored, circulated or used.
- Out of date versions are to be returned to the WHS Coordinator / Records Section for destruction or archiving.

Consultation

Pandemic Business Continuity Plan Consultation

Glen Innes Severn Council acknowledges its responsibilities in promoting a safe work place and effective implementation of the Pandemic Business Continuity Plan.

The review of Glen Innes Severn Council's Pandemic Business Continuity Plan has been completed in line with *Work Health and Safety Act 2011*, *Work Health and Safety Regulation 2017*, *Glen Innes Severn Council Emergency Management Plan (EMPLAN)* and in consultation with the following parties.

Delegate	Signature	Date
Management Executive Team (MANEX) <ul style="list-style-type: none">Craig Bennett		17/03/2020
Management Executive Team (MANEX) <ul style="list-style-type: none">Keith Appleby		16/03/2020
Management Executive Team (MANEX) <ul style="list-style-type: none">Graham Price		10/03/2020
Management Executive Team (MANEX) <ul style="list-style-type: none">Anna Watt		17/03/2020
Local Emergency Management Officer (LEMO) <ul style="list-style-type: none">Cameron MacLachlan		16/03/2020
(Acting) Risk and Compliance Coordinator <ul style="list-style-type: none">Dennis McIntyre		28/02/2020
(Acting) Manager Community Services <ul style="list-style-type: none">Anthony Williams		10/03/2020
Manager Administration and Human Resources <ul style="list-style-type: none">Peter Sayers		05/03/2020
Media and Communications Officer <ul style="list-style-type: none">Helen Grant		17/03/2020
Work Health and Safety Coordinator <ul style="list-style-type: none">Ann Blunt		18/03/2020
Health and Safety Representative (HSR) <ul style="list-style-type: none">Steven McAllister		14/03/2020
Health and Safety Representative (HSR) <ul style="list-style-type: none">Rick Little		16/03/2020

Applicability

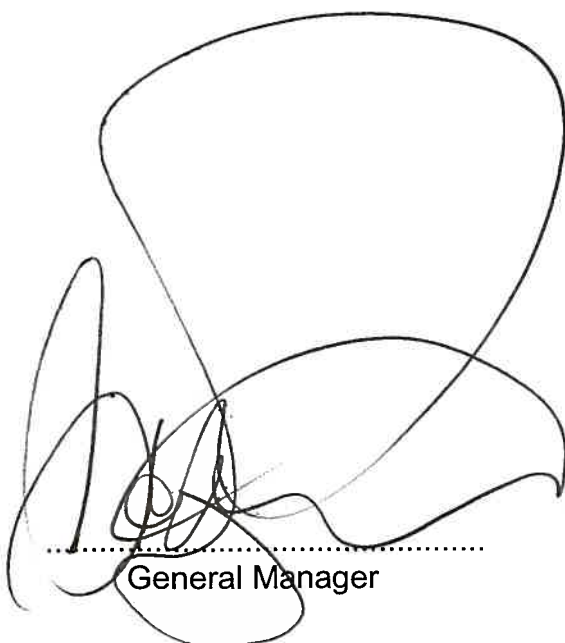
This plan applies to all workers of Glen Innes Severn Council, including contractors, work experience students and volunteers. It also applies to visitors attending Council worksites.

Implementation / Communication

This Plan will be communicated to all new employees at their induction. Revised versions of the Plan will be communicated to managers by the Work Health and Safety Coordinator, for highlighting and discussion at all team meetings and communication to current contractors and volunteers.

Review

This Pandemic Business Continuity Plan will be in effect for three (3) years from April 2020. It will be reviewed in April 2023, or earlier if pandemic requirements change.



.....
General Manager

12/5/20
.....
Date

Table of Contents

- 1. Introduction.....6**
- 2. National and State Framework for an Emergency Pandemic6**
- 3. Predicted Impact of a Pandemic.....6**
- 4. Objectives of the Pandemic Business Continuity Plan.....7**
- 5. Definitions7**
- 6. Pandemic Procedures Flow Chart.....8**
- 7. Council’s Role and Responsibilities9**
- 8. Activation of the Pandemic Business Continuity Plan.....9**
- 9. Critical Operational Functions of the Council..... 10**
- 10. External Agency Responsibilities 17**
 - Health information 18
 - Legislation 18
 - Other Resources 18

1. Introduction

The World Health Organisation (WHO) defines a pandemic as the worldwide spread of a new disease. A pandemic occurs when a new virus (historically influenza) *emerges and spreads around the world, and most people do not have immunity.*

A pandemic may force Council to take extraordinary measures. The delivery of services to the community may have to be adjusted, even stopped. Such actions will have financial impacts for Council, businesses and governments alike.

During a pandemic, Glen Innes Severn Council's priorities are to:

- maintain the essential services that Council provides to the community;
- communicate with the community about Council core business; and
- support other government agencies to manage the impact of a pandemic.

Council's response to a pandemic will be guided by advice from the NSW Department of Health and other emergency service providers.

As it is not possible to accurately predict the behaviour of a pandemic in advance, this Plan identifies strategies and resources that may be utilised to cover likely scenarios. It also identifies key services that must be maintained, and resources / personnel required to ensure business continuity.

2. National and State Framework for an Emergency Pandemic

Internationally, the peak body for the management of pandemic outbreaks is the United Nations' World Health Organisation (WHO). The WHO maintains an extensive global monitoring program for all communicable diseases.

In Australia, the Federal Government has developed The National Action Plan for Human Influenza Pandemic (NAP HIP) which presents options on how to best respond to a pandemic.

The NSW Government has developed a NSW Human Influenza Pandemic Plan, a sub plan of the NSW State Emergency Management Plan (EMPLAN). This plan will help support and coordinate efforts during such outbreaks, and minimise, where possible, the short and long term social and economic disruption to the population of NSW.

3. Predicted Impact of a Pandemic

A pandemic may last between 12 – 18 months, with up to three (3) pandemic waves. Each wave could span 4 – 12 weeks.

Modelling the potential impacts of pandemics involves a high degree of uncertainty. Factors such as the virulence and infectivity of the next pandemic strain limit our abilities to characterise the next pandemic with any accuracy.

It is estimated that businesses should plan for 30% to 50% staff absences for periods of approximately eight (8) weeks at the peak of a pandemic. Staff absences can be expected for many reasons:

- Illness/incapacity (suspected/actual/post-infection);
- Employees needing to stay at home to care for ill family members;
- Others needing to stay at home to look after children (as schools/child care centres are likely to be closed);
- People feeling safer at home (e.g. to keep away from crowded places such as shopping centres and public transport);
- People fulfilling other roles within the organisation or volunteer roles within the community.

These impacts would significantly affect day to day operations and the ability of Council to recover to full operations once the risk has passed, highlighting the importance of pandemic business continuity planning.

4. Objectives of the Pandemic Business Continuity Plan

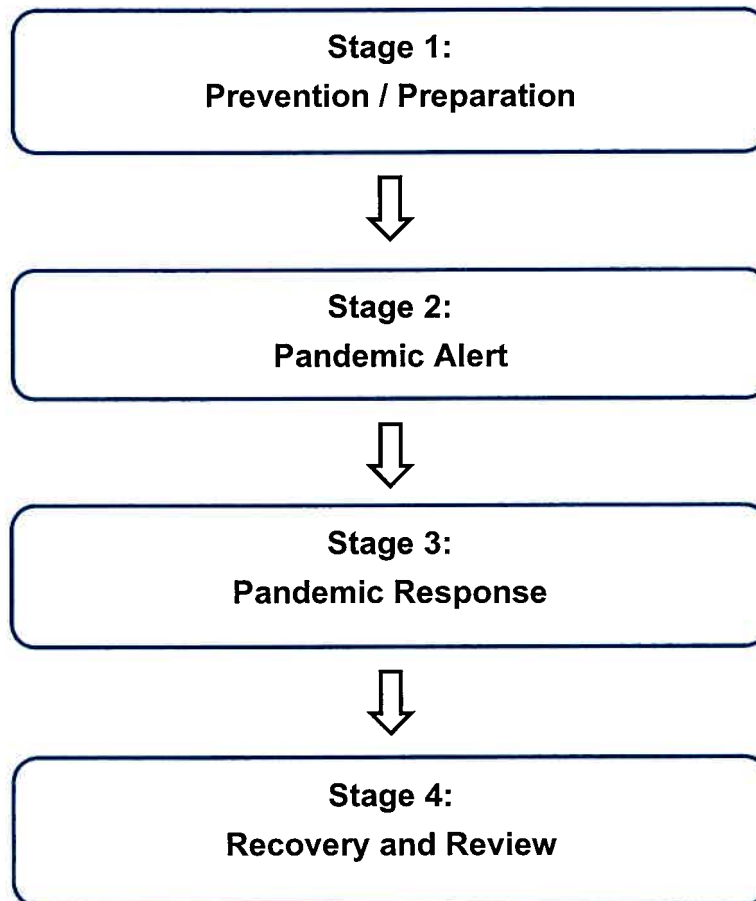
The Pandemic Business Continuity Plan aims to:

- Identify measures and mitigation strategies to protect the Council's workforce and community, and minimise the impact of a pandemic;
- Prepare and have arrangements in place to reduce the impact of a pandemic;
- Contain and prevent transmission, implement infection control measures, and provide support services to council employees;
- Maintain essential council services through the provision of business continuity in the face of staff absenteeism and rising demand on council services;
- Develop media and communication messages, in line with whole of government messages, to inform the community and staff of any changes to normal services;
- Coordinate Council's actions with those of other agencies and organisations to manage community consequences of a pandemic.

5. Definitions

SECON	State Emergency Operations Controller
RECON	Regional Emergency Operations Controller
LECON	Local Emergency Operations Controller
LEMO	Local Emergency Management Officer
EOC	Emergency Operations Centres
SEOC	State Emergency Operations Centre
SEMC	State Emergency Management Committee
EMPLAN	Emergency Management Plan
BOM	Bureau of Meteorology
CALD	culturally and linguistically diverse

6. Pandemic Procedures Flow Chart



7. Council's Role and Responsibilities

In addition to Council's responsibilities under the *State Emergency and Rescue Management Act 1989* and the Local Emergency Management Plan, Council's responsibilities under the NSW Human Influenza Pandemic Plan are to:

- Distribute warnings and other relevant advice to the community, ensuring consistency with messaging from NSW Health and NSW Police.
- Develop and implement strategies to minimise the effects of the pandemic on vulnerable populations.
- Assist as requested by the Local Emergency Operations Controller (LEOCON).
- Provide regular information / situation reports to the LEOCON.
- Provide a LEMO for the Emergency Operations Centre (EOC) when requested by the LEOCON.
- Maintain essential services to the community, as detailed in Council's Business Continuity Plan(s).

8. Activation of the Pandemic Business Continuity Plan

- The activation of the Council's Pandemic Business Continuity Plan will coincide with the activation of the federal and state pandemic plans. The State Emergency(SEOCON NSW Police Deputy Commissioner) will activate the state plan on advice from NSW Health.
- The SEOCON may also consider activation of the federal and state pandemic plans when advice is received that the federal Chief Medical Officer and NSW Chief Health Officer are issuing pandemic health alerts.
- The REOCON is responsible for activating regional plans and coordinating regional emergency operations, including the opening of the EOC.
- During the activation of the NSW State Pandemic Plan, the dissemination of information in relation to pandemics, including warnings, health advice and other messages to stakeholders and the community, will be coordinated through the State Emergency Operations Centre (SEOC) and the Public Information Functional Area Coordinator to maximise the distribution and consistency of messages.
- The activation of Council's Pandemic Business Continuity Plan is the responsibility of the Council's General Manager.
- NSW Health will control the health response to the pandemic in accordance with the arrangements in the NSW Plan.

9. Critical Operational Functions of the Council

There are some work functions that can be reduced, some functions that can be stopped and some functions that are vital to ensure business continuity during and after the pandemic episode. Council has determined the following functions are critical to the organisation and must be maintained. Support of these functions will be a priority for Council.

To facilitate business continuity for critical functions, some staff may be requested to work from home or attend work on instruction by their Director or the General Manager.

Critical Operational Area	Critical Function	Initial Contact	Alternate Contact	Contact Numbers
Water and Wastewater	Run water and wastewater treatment plants on a set roster	Director of Infrastructure Services kappleby@gisc.nsw.gov.au	Coordinator of Integrated Water Services	0408 144 251 0418 162 794 (24 hour on call)
Human Resources	Payroll	Human Resources Officer (Payroll)		6730 2303
Information Technology	IT services and support for working at office and / or remotely.	Manager Administration and Human Resources		6730 2302 0458 721 140
Local Emergency Management Officer (LEMO)	Administrate EOC, support LEOCON and provide direct liaison between Combat Agency and Functional Area Coordinators	Technical Support Coordinator	eoc.lemo@gisc.nsw.gov.au	67302 3570 0436 919 734
Aerodrome	Aerodrome Reporting Officer / Airport Manager: Ensure safety inspections and support for medevac/casevac movements to be maintained.	Aerodrome Works Operator	Technical Support Coordinator	0409 904 246 0436 919 734
Waste Management Services	Landfill operation for garbage contractor – work on instruction	Waste and Recovery Coordinator		0428 692 105
Regulatory Services	On call contact Rangers – in emergencies only.	Ranger	Trainee Ranger	0417 890 889

Critical Operational Area	Critical Function	Initial Contact	Alternate Contact	Contact Numbers
Cleaning Public Amenities	Cleaning of public amenities if practicable on a roster basis.	Manager Recreation and Open Spaces	Team Leader Recreation and Open Spaces	0408 448 256 0427 116 246
Cemeteries	For internments – as requested.	Manager Recreation and Open Spaces	Team Leader Recreation and Open Spaces	0408 448 256 0427 116 246
Community Services – client-based services	<p><i>Team Leader Activity and Lifestyle Support (TLALS)</i> – the team to work at home via phone to see how consumers are. Review and arrange for welfare checks.</p> <p><i>Team Leader Direct Support (TLDS)</i> – review with TLALS on case by case basis essential services only i.e. medication as pandemic evolves.</p> <p><i>Team Leader Children and Family Services (TLCAFS)</i>– consider closing non-essential services i.e. playgroups. Centre based services to be reviewed as pandemic evolves.</p> <p><i>Food Services (MOW)</i>– coordinate if practicable continued deliveries. No face -to-face contact – arrange for delivery point outside of dwelling.</p>	Manager Community Services		6730 2500
Essential road and traffic management services	If any road closures required during the pandemic	Manager Infrastructure Delivery	Works Coordinator	0409 561 082 0418 672 641 0409 817 242 (AH)
Media and External Communication	Media releases under direction of the General Manager	Media and Communications Officer		6730 2314

Critical Operational Area	Critical Function	Initial Contact	Alternate Contact	Contact Numbers
Purchasing and Procurement	Purchase and procurement of goods and services	Purchasing and Supply Officer	Store person	6730 2480 0417 286 480 6730 2481
WHS Communication	Information to staff – under direction of General Manager Coordination of injured staff – for mandatory Recover at Work requirements	WHS Coordinator		0429 898 988
Health Inspections	Health inspections of food outlets – for mandatory inspections	Manager Planning and Regulatory Services	Building and Environmental Health Officer	0428 669 871 0447 489 471

Pandemic Procedures

Supporting Documents and Information Sources

- *Business Continuity Plan (BCP)*
- *Pandemic Business Continuity Plan (PBCP)*
- *Local/Regional Emergency Committee Contacts (LEMO)*
- <http://www.health.nsw.gov.au/pandemic/Pages/default.aspx>

Stage 1: Prevention and Preparation

Workforce

- Monitor pandemic status and development
- Review current policies and procedures
- Develop pre-prepared key messages on pandemic
- Develop and maintain pandemic advice on Council's website and Intranet
- Support the distribution of pandemic advice to staff
- Support the completion of risk assessments
- Support the development of work method statements (WMS)
- Maintain and Support essential operations / services in accordance with Business Continuity Plan(s)
- Procure emergency equipment and PPE

Community

- Review / develop emergency communications plan
- Identify vulnerable / CALD communities
- Prepare materials for distribution to vulnerable / CALD groups
- Develop pre-prepared key messages on pandemic
- Complete pandemic briefings of customers / clients
- Maintain delivery of essential services if practical
- Complete staff and volunteer training in pandemic and related illness
- Prepare distribution list(s) for supporting agencies
- Develop and maintain pandemic advice on Council's website
- Support the distribution of pandemic advice to community
- Prepare customer service script for pandemic

Emergency Management

- Coordinate Pandemic Plan development and review
- Assist with community education and communications plan
- Identify and conduct suitable staff training as required
- Maintain and support essential operations / services in accordance with Business Continuity Plan(s)
- Register with relevant emergency organisations / external agencies
- Establish distribution list with external agencies (LEMO)

Essential Services	<ul style="list-style-type: none"> • Maintain Business Continuity Plans to support essential operations/services • Ensure all staff are trained in responsibilities under the Pandemic Business Continuity Plan (PBCP) • Conduct an annual exercise and review of the PBCP and associated sub plans • Maintain appropriate levels of PPE
Stage 2: Pandemic Alert	
Workforce	<ul style="list-style-type: none"> • Implement the emergency communications plan • Review NSW Health pandemic advice • Issue all staff email advising of pandemic alert • Update Intranet with latest advice from NSW Health • Monitor NSW Health for latest pandemic advice • Support the distribution of pandemic advice to staff • Issue reminder about implementation of relevant WMS
Community	<ul style="list-style-type: none"> • Notify Children and Family Services (CAFS), Life Choices Support Services (LCSS) and Youth Services • Notify supporting agencies of pandemic alert • Implement communications plan for vulnerable / CALD groups • Continue Stage One education • Monitor NSW Health for latest pandemic advice for carers • Distribute pandemic warnings to target groups • Issue media release to public about pandemic alert • Update public website with latest advice • Monitor NSW Health and federal agencies for latest pandemic advice • Support the distribution of pandemic advice to community • Update customer service information channels with latest information
Emergency Management	<ul style="list-style-type: none"> • On receiving alert, notify crisis team and other relevant stakeholders • Implement the Pandemic Plan and communications plan • Monitor pandemic advice from NSW Health • Establish contacts with external agencies (LEMC/REMC)
Essential Services	<ul style="list-style-type: none"> • Review possible impact on essential services / operations • Implement Business Continuity Plan(s) as required • Monitor NSW Health for updates • Distribute pandemic advice and updates to all staff

Stage 3: Pandemic Response

Workforce	<ul style="list-style-type: none"> • Continue implementation of emergency communications plan • Issue all staff email on pandemic commencement • Monitor pandemic advice from NSW Health • Update Intranet with latest advice from NSW Health • Support the distribution of pandemic advice to staff • Monitor staff welfare and implementation of protective measures • Conduct pre-shift briefings on current situation and latest advice • Update crisis support team as required
Community	<ul style="list-style-type: none"> • Notify relevant staff and volunteers of pandemic commencement • Notify supporting agencies of pandemic commencement • Monitor Health NSW for latest pandemic advice for carers • Distribute pandemic advice to target groups • Notify clients/customers of pandemic commencement • Commence welfare calls where considered necessary • Conduct pre-shift briefings on current situation and latest advice • Continue Stage One education • Continue implementation of emergency communications plan • Issue media release to public on pandemic commencement • Monitor pandemic advice from NSW Health and federal agencies • Refer public to Council's website or NSW Health website for updates • Support the distribution of pandemic advice to community • Update relevant emergency stakeholders as required.
Emergency Management	<ul style="list-style-type: none"> • Activate Pandemic Plan on advice from NSW Health • Notify LEMO • Assist with the implementation of the Pandemic Plan and emergency communications plan • Regularly monitor NSW Health updates • Liaise with General Manager, Directors and LEMO • Liaise with critical services business units and recovery team(s)
Essential Services	<ul style="list-style-type: none"> • Implement Business Continuity Plan(s) as required • Maintain, increase, decrease, discontinue services as required • Conduct daily pre-shift briefings / toolbox talks • Increase monitoring of staff welfare • Modify operations based on advice from NSW Health • Report any disruption to essential services to directors, customer service, communications and media

Stage 4: Recovery and Review	
Workforce	<ul style="list-style-type: none"> • Update intranet with the latest advice from NSW Health • Review all critical operational functions • Review effectiveness of WHS controls for pandemic risks • Revert to Stage One • Review documentation of response to ensure completeness • Review current policies and procedures in line with business continuity and pandemic event • Participate in review and debrief sessions
Community	<ul style="list-style-type: none"> • Notify relevant staff and volunteers that pandemic is declared over • Notify supporting agencies that pandemic is declared over • Notify clients / customers that pandemic is declared over • Revert to Stage One; • Review documentation of response to ensure completeness • Participate in review and debrief session • Issue media release advising that pandemic declared over • Encourage community to check on welfare of friends and family • Update Council's Website with latest advice from NSW Health
Emergency Management	<ul style="list-style-type: none"> • Deactivate pandemic response • Revert to Stage One • Continue to monitor NSW Health advice • Facilitate review and debriefing session within 7 days • Facilitate external stakeholder review with 28 days
Essential Services	<ul style="list-style-type: none"> • Revert to normal operations • Review documentation of response to ensure completeness • Review the effectiveness of BCP, PBCP and related sub plans and modify as required • Revert to Stage One • Participate in review and debrief sessions

10. External Agency Responsibilities

External Agency Responsibilities Agencies may be requested by the S/R/LEOCON to provide a Liaison Officer (LEMO) to the EOC, with communication facilities back to their parent organisation. All organisations, including Council, are required to assist in the response as requested by the SEOCON or REOCON and provide regular information and situation reports to the SEOC			
NSW Police (SEOCON & REOCON) <ul style="list-style-type: none"> Coordinates multi-agency operations and controls the allocation of resources in accordance with EMPLAN arrangements. Activates the Sub Plan and SEOC as necessary. Coordinates the distribution of Pandemic warnings and other related information to SEMC members and stakeholders. 	State Emergency Operations Centre (SEOC) <ul style="list-style-type: none"> Informs SEMC members, agencies and regions of activation of this plan. Monitors the situation. Ensures SEOCON is updated regularly. Collects and disseminates information and intelligence in relation to the operation. 	NSW Police (REOCON(s) (in affected regions)) <ul style="list-style-type: none"> Activates the REOC as necessary. Coordinates Initial Impact Assessments. Coordinates activities in response to consequences of pandemic affecting the region. 	Bureau of Meteorology (BOM) <ul style="list-style-type: none"> Issues weather warnings when capability exists. Provides forecasts and briefings regarding the conditions.
Emergency Services (Fire & Rescue, Ambulance) <ul style="list-style-type: none"> Maintains heightened readiness. Assists as requested by SEOCON and REOCON. Provides regular information/situation reports to SEOC. 	Energy and Utility Services Functional Area <ul style="list-style-type: none"> Distributes warnings and other relevant advice to participating and supporting organisations and other associated stakeholders. Coordinates energy and utility services in accordance with the Energy & Utility Functional Area Supporting Plan. 	Health Services Functional Area <ul style="list-style-type: none"> Advises SEOCON of NSW Health, Health Alerts. Distributes warnings and other relevant advice to participating and supporting organisations and stakeholders. Coordinates the health response to pandemic events in accordance with NSW Human Influenza Pandemic Plan. 	Public Information Services Functional Area <ul style="list-style-type: none"> Coordinates the distribution of warnings, information and other advice to the community in accordance with the Public Information Services Functional Area Supporting Plan.
Transport Services Functional Area <ul style="list-style-type: none"> Distributes warnings and other relevant advice to participating and supporting organisations and other associated stakeholders. Coordinates transport services in accordance with the Transport Services Functional Area Supporting Plan. 	Welfare Services Functional Area <ul style="list-style-type: none"> Distributes warnings and other relevant advice to participating and supporting organisations. Assists Health Services to provide health advice to vulnerable groups including to facilities which are regulated or coordinated by Dept of Family and Community Services. 	Engineering Services Functional Area <ul style="list-style-type: none"> Distributes warnings and other relevant advice to participating and supporting organisations and other associated stakeholders. Provides engineering support and technical advice to agencies engaged in the response to pandemic operations. 	Agriculture and Animal Services Functional Area <ul style="list-style-type: none"> Distributes warnings and other relevant advice to participating and supporting organisations and other associated stakeholders. Provides advice in relation to the welfare of affected animals. Assists as requested.

Key

SEOCON – State Emergency Operations Controller
REOCON – Regional Emergency Operations Controller
LEOCON – Local Emergency Operations Controller
LEMO – Local Emergency Management Officer
EOC – Emergency Operations Centres
SEOC – State Emergency Operations Centre
SEMC – State Emergency Management Committee
EMPLAN – Emergency Management Plan
BOM – Bureau of Meteorology

Health information

World Health Organisation (WHO): <https://www.who.int/>

Australian Government Department of Health: www.health.gov.au.

NSW Government Health:

<https://www.health.nsw.gov.au/pandemic/Pages/default.aspx>

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/protect-yourself.aspx>

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-international-travellers>

Legislation

- State Emergency and Rescue Management Act 1989 (as amended)
- Local Government Act 1993
- Public Health Act 2010
- Work Health and Safety Act 2011

Other Resources

- Australian Government | Department of Health | Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19) | February 2020.
- Australian Government | Department of Health | Emergency Response Plan for Communicable Disease Incidents of National Significance: National Arrangements (National CD Plan) May 2018.
- NSW Department of Justice | Office of Emergency Management | Local Emergency Management Committee Information Guide.
- NSW Government | NSW Human Influenza Pandemic Plan | A Sub Plan of the NSW State Emergency Management Plan | June 2018.
- Sydney City Council | Pandemic and Business Continuity Plans | March 2020.
- StateWide Mutual | COVID-19 Action Plan | March 2020.
- Canadian Centre for Occupational Health and Safety | Business Continuity Plan | Infectious Diseases | Pandemic Planning.
- United Kingdom Government | Pandemic Influenza Checklist for Businesses.