



# **Shire of Denmark**

## **Business Continuity Plan**

**Building / Asset Impact Event (Part I)**

**Communicable Disease Pandemic (Part II)**

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### Communicable Disease Pandemic (Part II)



## Important user information

This document is a collection of checklists developed and maintained in readiness for use during an incident, particularly if the incident results in a disruption to business-as-usual activities through impact to a structure or key assets. In the event that the business disruption is the result of a pandemic, refer to the Communicable Disease Pandemic Plan Part II of this document.

**The term 'Incident' can also be used to indicate a 'Disruption', 'Crisis', 'Disaster' or 'Emergency'.**

This plan's main purpose is to offer guidance in restoring the Shire to an acceptable level of operation by focussing on communications, time-critical business activities, staff welfare and who will need to be contacted due to the circumstances of the incident.

### Plan Activation Decision -

Will the incident:	Yes	No
Result in an unsafe workplace or negatively affect our community?		
Disrupt critical activities for more than one day or affect multiple sites?		
Cause property or environmental damage?		
Prevent the use of our Admin Building, Depot, Library, Rec Centre or IT or communication systems, or disrupt key supplies for more than 1 day?		
<b>If YES to any of the above, this plan is to be activated.</b>		

During an incident, the Shire will seek to:

- 1. Before all else, establish the safety and wellbeing of staff, visitors and the community.**
- 2. Provide regular, concise and meaningful communications** internally and externally.
- 3. Work together as a team** demonstrating the Shire's principles and values to swiftly return operations to normality.
- 4. Minimise the impact on the Shire's operations and public image.**
- 5. Strategically manage the incident through strong leadership.**
- 6. Provide assurance to the community that the Shire's operations and service to residents remain strong and viable.**
- 7. Restore time-critical business activities to acceptable levels within recovery time objectives.**
- 8. Ensure that the recovery efforts have the necessary resources and support.**
- 9. Set critical milestones and time frames for recovery. Plan into the future.**
- 10. Ensure all actions are documented for investigators.**



# Checklists:

## 1. Emergency Response

Start logging all activities for investigators

Action	Delegated to:	Complete
Respond to audible and telecommunication alarms.	Onsite Staff	16/3/2020 11.50am
Evacuate Building if required to do so.	Wardens	N/A
Account for and verify staff support & wellbeing and safety.	Roll Call Officer	N/A
Receive information from relevant sources (Internal, DFES, Police, & Witnesses) before handing over to Emergency Services.	CEO / Comms Officer	Ongoing
Take appropriate safety precautions.	EHO	16/3/2020 - ongoing
Contact neighbours if applicable. Advise them of the situation.	Chief Warden	N/A

## 2. Immediately After Emergency

**\*It is essential that the Executive Team be informed of the incident as quickly as possible.**

Have all members of the Executive Team and spokesperson been informed?	Date & Time contacted
<b>David Schober</b> (CEO) 0438 646 441	
<b>Dave King</b> (Director Assets and Sustainable Development) 0428 472 154	
<b>Lee Sounness</b> (Director Corporate & Community Services) 0438 144 755	
<b>Cr Ceinwen Gearon</b> (President) 0434 856 292	
<b>Cr Mark Allen</b> (Deputy Shire President) 0414 438 767	

**\*If a Team Member cannot be reached, consider calling their home number or sending someone to notify them.**

Are there any Witnesses? Is there any Photographic or CCTV evidence?
N/A



### 3. Executive Team Incident Leader Checklist

Consider the following actions important:		
<p>Convene the Executive Team to review the situation at an 'Incident Control Centre' venue in the following order: (Depending on what venue is accessible)</p> <ol style="list-style-type: none"> <li><b>CEO's Office or Council Chambers</b></li> <li><b>Library</b></li> <li><b>Recreation Centre</b></li> </ol> <p>Arrange access and teleconferencing facilities at the Incident Control Centre.</p> <p><b>**Set up four workstations and a printer in the new facility for completion of time-sensitive activities such as Communications, Payroll, and Customer Services.</b></p>		
Determine employee support & wellbeing requirements (See section 4 for a checklist).		
Delegate responsibility to record a log of all decisions, actions and issues.		
<p><b>Before sending anyone home (if applicable), the Executive Team will determine the Staff roles and responsibilities</b></p> <p>(Support staff are listed below – page 7).</p> <p><b>Make sure all Staff understand:</b></p> <ul style="list-style-type: none"> <li>Where they should go.</li> <li>What they should do and how they should do it.</li> <li>Remind them about the Social Media policy. If an employee is approached to make a comment, who they should refer the media body to.</li> <li>Reporting arrangements.</li> <li>That their jobs are safe (if applicable).</li> <li>When they should come back to work.</li> <li>When the next communication can be expected and how it will be communicated.</li> <li>Remember to contact and instruct staff not affected by the incident, currently off site, on leave or located elsewhere.</li> <li>A main point of contact should be nominated and provided to all staff should they need to communicate. This should be a different person to that making the staff contacts.</li> </ul>		



## Consider the following actions important:

Start recording an assessment of the situation:

**This is what we know:** On 30 January 2020, the World Health Organization (WHO) International Health Regulations Emergency Committee declared the outbreak of COVID-19 a Public Health Emergency of International Concern (PHEIC).

In Western Australia the Communicable Disease Control Directorate within the WA Department of Health Public and Aboriginal Health Division is leading the response to COVID-19 with the instigation of the Public Health Emergency Operation Centre (PHEOC), in collaboration with the State Health Incident Coordination Centre (SHICC), and with support from the Population/Public Health Units and Health Service Providers

**This is what we don't know** – Unknown at this point

### **This is what we need you to do**

The best way to protect yourself and others against COVID-19 is to practise good hygiene. WA Health does not recommend the use of facemasks for the general community (who have no symptoms of respiratory illness), to prevent the risk of contracting COVID-19. See our fact sheet for further information

### **This is what we're going to do**

- 1) Activation of the company's Business Continuity Plan
- 2) Initiate a pandemic response plan
- 3) Convene a Pandemic Response Team (PRT)
- 4) Provide direction to CEO, Council, staff on the pandemic and our response plan to mitigate the effect to our core business units
- 5) Testing of all IT processes and systems to confirm readiness for changed usage patterns as work and interaction with customers and business partners moves online
- 6) Increased distancing of staff present in the office and enhanced sanitary facilities
- 7) Regular information and updates for our staff, including isolation instructions for those feeling unwell and updates from health authorities

A more detailed assessment checklist can be found on the pages below.

**Delegate responsibilities for communications**  
[Appendix A – Communications Guidelines](#)



Consider the following actions important:		
<p>Depending on the nature of the incident, <b>consider:</b></p> <ul style="list-style-type: none"> <li>• Contacting other Local Governments who've experienced a similar incident and requesting assistance by sharing their incident recovery experiences with you</li> <li>• Requesting assistance from relevant contractors or stakeholders</li> <li>• Staffing requirements for the next 5 days, 10 days, 1 month</li> <li>• Supply requirements for the next 5 days, 10 days, 1 month</li> <li>• Other resources or equipment required for the next 5 days, 10 days, 1 month</li> <li>• Clearing backlogs</li> <li>• Leadership and staff rotation / rostering</li> </ul>		
Notify neighbours (if applicable)		
Notify insurer and seek advice		
Contact local business, school & community leaders where appropriate		
Remind staff to photograph all evidence prior to initiating urgent repairs (for insurance purposes)		
Ensure emergency funds are available if required		
Arrange for phones to be diverted and set up a temporary reception area		
Agree <b>future location</b> of your <b>Incident Control Centre</b> and future <b>meeting times</b> for convening the Executive Team		
<p>See 'Scenario-Specific' Checklists on following pages for more specific information relating to:</p> <ul style="list-style-type: none"> <li>• <b>Loss of (or access to) buildings / infrastructure / equipment</b></li> <li>• <b>Loss of People</b></li> <li>• <b>Loss of IT, Data or Communications</b></li> <li>• <b>Loss of Key Suppliers</b></li> </ul>	See: ' <a href="#">React</a> ' Page 14	
<p><b>Assess and Prioritise:</b></p> <p><b>A. Employee's support &amp; wellbeing requirements</b></p> <p><b>B. Time-Critical business functions</b></p> <p><b>C. Key contacts / Organisations / Contractors to be contacted</b></p> <p><b>D. Other activities that must be completed (due to the circumstances of the incident or current projects not yet listed)</b></p> <p><b>E. All upcoming activities or events</b></p>	See ' <a href="#">Assess</a> ' Page 4	





Additional Actions / Notes Log	Delegated to:	Complete
	Delegated to:	Date & Time
	Delegated to:	Date & Time

### Support Team

Name	Position	Contact
<b>Barry Moore</b>	Manager Works and Services	0427 490 012
<b>Cheralynne Clarke</b>	Customer Service Supervisor	0407 345 046
<b>Damian Schwarzbach</b>	Manager Recreation Services	0459 874 438
<b>David Schober</b>	Manager Community Services	0438 646 441
<b>Lee Shelley</b>	Strategic Projects Officer	0416 476 933
<b>Lee Sounness</b>	Manager Corporate Services	0439 144 755
<b>Martin Buczak</b>	Manager Technical Services	0409 277 948
<b>Ryan Harding</b>	T.O. Assets and Maintenance	0427 641 524



## 4. Assess

Assess the Situation
<b>Describe what has happened:</b>
<b>What action has been taken so far?</b>
<b>What has changed / is changing? / Will work hours be affected?</b>
<b>Which areas are impacted, or may still become impacted?</b>
<b>What might happen next?</b>
<b>How long is this Incident likely to continue?</b>
<b>What actions should be taken immediately?</b>
<b>What's the desired realistic outcome?</b>
<b>Can we put plans in place to deal with any backlogs?</b>
<b>How often should the team meet?</b>

Identify and Prioritise
A. Employee's support & wellbeing requirements
B. Time-Critical business functions
C. Key contacts / Organisations / Contractors to be contacted
D. Other activities that must be completed (due to the circumstances of the incident or current projects not yet listed)
E. All upcoming activities or events



## A. Employee's Support & Wellbeing Requirements:

Determine employee's support & wellbeing requirements:	Delegated to:	Complete
Set up a main contact point for staff should they need to communicate		
Monitor employee's medical & stress factors		
Engage external employee assistance program (EAP) Refer <a href="#">Key Contacts List</a>		
Consider employee's family responsibilities		
If required, assist employees who may have increased medical requirements such as; those persons who may be pregnant, recently undergone an operation, disabled or frail		
Consider flexible working arrangements		
Set up a roster system and / or additional resources to manage workload		
Contact family or next of kin with assistance from Employee Assistance Program or Police		
Organise refreshments, catering and toilet facilities if required		
Organise suitable transport arrangements for employees if required		
Organise temporary accommodation if required		
<b>Ensure regular updates to staff and allocate responsibilities for updates.</b> <b>Methods:</b> Radio; Email; SMS; Social Media; White Board; Bulletin board; Internet; TV; Newspapers; Other.		
<b>Before sending anyone home (if applicable), the Executive Team will determine the Staff roles and responsibilities</b> ( <a href="#">Support staff</a> are listed above – page 7). <b>Make sure all Staff understand:</b> Where they should go. What they should do and how they should do it. Remind them about the Social Media policy. If an employee is approached to make a comment, who they should refer the media body to. Reporting arrangements. That their jobs are safe (if applicable). When they should come back to work. When the next communication can be expected and how it will be communicated. <ul style="list-style-type: none"> <li>Remember to contact and instruct staff not affected by the incident, currently off site, on leave or located elsewhere.</li> <li>A main point of contact should be nominated and provided to all staff should they need to communicate. This should be a different person to that making the staff contacts.</li> </ul>		



## B. Time-Critical Business Functions

Critical Activities	Recovery Time Objective	Delegated to: Date & Time
Stakeholder communications including staff, Business community and elected members See <a href="#">'Key Contact List'</a> .	1	Delegated to: Date & Time
Notify staff off-site and post messages on Social Media, TV, radio, website, SMS, Public Notice Boards, etc.	1	Delegated to: Date & Time
Public relations, media liaison & official media releases	1	Delegated to: Date & Time
Contact all relevant contractors to confirm if they have been affected by the incident	1	Delegated to: Date & Time
Contact Insurers (LGIS)	1	Delegated to: Date & Time
Re-establish Customer Services (redirect main office numbers, set up new temporary customer face-to-face office (Library) and monitor incoming e-mails). Consider giving staff pre-prepared statements for callers and visitors.	1	Delegated to: Date & Time
Ensure urgent Works requests (sewerage, drainage, retic, roads, traffic, trees, verges, golf course, etc.) are being managed	1	Delegated to: Date & Time
Ensure urgent Ranger-related calls (CCTV, Local Law enforcement, animal control, etc.) are being managed	1	Delegated to: Date & Time
Ensure urgent building maintenance requests (safety) are being managed	1	Delegated to: Date & Time
Ensure urgent EHO-related requests (contamination, food premises, pests, etc.) are being managed	1	Delegated to: Date & Time
Ensure IT and communications systems to the organisation are operational (mainframe, internet, e-mail, systems, and phones).	1	Delegated to: Date & Time
Complete accident investigation and incident reporting forms	1	Delegated to: Date & Time
Ensure the Recreation Centre is set up as the evacuation centre	1	Delegated to: Date & Time
Establish a Community Centre for people to meet if required (Library)	1	Delegated to: Date & Time
Payroll	1	Delegated to: Date & Time
Reschedule Events, Festivals, Civic events, Committees if required	1	Delegated to: Date & Time
Liaise with Funeral Directors re burials	1	Delegated to: Date & Time
Waste and recycling (sites & Contractors)	1	Delegated to: Date & Time
Elections (if in election mode)	3	Delegated to: Date & Time
Public buildings and amenities	3	Delegated to: Date & Time
Records Management including incoming and outgoing mail	3	Delegated to: Date & Time
Staff complaints and dispute handling	3	Delegated to: Date & Time
Banking, revenue control, rates, payment of creditors, etc.	5	Delegated to: Date & Time
Oversee return to work programs	5	Delegated to: Date & Time
Registration of planning and building applications	5	Delegated to: Date & Time
Reschedule State Administrative Tribunal reviews & responses	5	Delegated to: Date & Time



## C. Key Contacts List

### Critical Contractors / Suppliers / Departments who may need to be contacted

<input checked="" type="checkbox"/>	Service	Contractor/Supplier	Contact person	Number
	Banking	NAB	Ben Murphy	9892 7952/9848 0700
	CCTV	ABA Security	Peter Hevpanhouff	9841 7878
	Couriers	Toll Ipec		13 18 85
	Electrician	Powleys Electrical	Brian Cockman	0427 904 781
	Electrician	Sunset Lighting	Kevin Cloud	0424 437 582
	Employee Assistance	LGIS	Renee Wockner	9483 8826
	Fuel Supply	Caltex Denmark	Merv or Bev	9848 2333 / 9848 3443
	Bulk Fuel Supply	Great Southern Fuels	Trevor Hood	0429 120 021
	Funeral Directors	Bethany Funeral Albany		9841 7177
	Funeral Directors	Albany Funeral Directors		9842 3443
	Great Southern Development Commission			9842 4888
	HACC Home and Community Care	Denmark Hospital		9848 0600
	Health Centre	Doctors Surgery	Dr Jane James	9848 1410
	Health Centre	Denmark Medical Centre		9848 4111
	Denmark High School			9848 0100
	Denmark Primary School			9848 0800
	Spirit of Play Community School			9848 2285
	Golden Hill Steiner School			9848 1811
	Denmark Agriculture College			9848 0200
	Insurance	LGIS	David Wood	9483 8828
	IT Contractor	Ramped	Paul Taylor	94812166/ 0427412166
	Internet Provider	NBN Telstra		132 000
	IT Vision	Synergy		9315 7000
	Liquid Salvage	Denmark Liquid Salvage	Breden Warburton	0428 483 431
	Local newspaper	Denmark Bulletin	Pat Gill or Andrew	9848 1777
	Local newspaper	Voice of the South	Beverley Ford	0402 072 107
	Locksmith	Albany Lock Services	Keiran	9842 9779
	Mail	Australia Post		137678 / 9848 3627
	Media	GWN News		9841 6000
	Radio	ABC Great Southern		9842 4011
	Pharmacy	Denmark Pharmacy		9848 3635
	Plumbing	Springdale Plumbing	Roger Hithersay	0428 481 916
	Plumbing	Hockley's plumbing	Merv Hockley	9848 1210 / 0427 967 887
	Recycling disposal	Cleanaway	Brad	08 6801 7500
	Refuse & Waste/bins			
	Stationery	Office Products Albany	Mitch	9842 6888
	Stationery	Officeworks		9845 6300
	Solar Panels	DSR Engery	Andrew Huntley	0439 692 555



<input checked="" type="checkbox"/>	Service	Contractor/Supplier	Contact person	Number
	Supermarkets	Supa IGA		9848 3211
	Supermarkets	IGA Express		9848 1242
	Telecommunications	M2 Digital		9315 0999
	Traffic Management	ATM Albany	Rob Anderson	9841 2111
	Water Corp	Water leaks/ spills/sewerage	Adrian Stratzco	0427 190 522
	Western Power	WP Projects	Richard Oxford	0467 724 695
	Worker's Compensation	LGIS	Gary Hearne	9483 8874

### Non - Critical Contractors / Suppliers / Departments who may need to be contacted

Key Contacts / Organisations / Contractors to be contacted	Contact
Building Commission	1300 489 099
City of Albany	9841 9333 / 6820 3000 / CEO Andrew Sharpe 0407 421 337
Department of Aboriginal Affairs	6551 8004
Department of Agriculture & Food	9892 8444
Department of Biodiversity, Conservation and Attractions (Walpole)	9840 0400
Department of Child Protection & Family Services	9841 0777
Department of Education WA	9264 4111
Department of Environment Regulation (DER)	6467 5200 / 5000
Department of Finance, Building Management & Works	9621 3077
Department of Fire & Emergency Services (DFES)	9845 5000
Department of Health (WACHS) Denmark	9848 0600 (Albany 9892 2222)
Department of Housing	9690 1900
Department of Human Services	13 12 72 (Child)/13 11 58 (PPL)
Department of Immigration and Border Protection	13 18 81
Department of Local Government & Communities	9892 0100
Department of Parks & Wildlife: Walpole	9840 0400
Department of Primary Industry (Animals)	0417 837 983
Department of Sport & Cultural Industries	9892 0100
Department of Transport / MRWA Albany	13 11 56 / 9892 0555
Department of Water and Environmental Regulation (DER)	6467 5200 / 5000
Dial Before You Dig	1100
Disability Services Commission	9621 2693
Environmental Protection Authority (EPA)	6467 5427 / 5403
Heritage Council of WA	6551 8002
Landgate	9273 7373
Local Government Sport & Cultural Industries	9892 0100
Main Roads Western Australia	9622 4777 / 13 81 38
Office of Transport Security	1800 075 001
Pardelup Prison	9851 3700
Police – non emergency Denmark	9848 0500
Police, Fire, Ambulance	000



Key Contacts / Organisations / Contractors to be contacted	Contact
Public Transport Authority/ Trans WA	9326 2000 / 13 36 77
Shire of Cranbrook	9826 1008 / CEO Peter Northover 0417 932 819 /
Shire of Manjimup	9771 7777
Shire of Plantagenet	9892 1111 / Rob Stewart (CEO) 0429 111 748
St John Ambulance	9848 1090
State Administrative Tribunal (SAT)	9219 3111 / 1300 306 017
State Library of Western Australia	9427 3111
Synergy (Power)	13 13 54
Treasury	9235 9100
LEMC	Shire Pres 0434 856 292
WA Electoral Commission	9214 0200
WALGA	9213 2000 / <a href="mailto:info@walga.asn.au">info@walga.asn.au</a>
Waste Authority WA	9497 5321
Water Corporation	9622 4818 / 13 13 75
Western Power	13 13 51
WorkSafe: 1800 678 198 (24hrs serious incidents)	1300 307 877

## Other Activities

Other activities that must be completed (due to the circumstances of the incident or current projects not yet listed)	Priority	Delegated to:
Animal in pound - food & water		Delegated to:
Banking security tokens		Delegated to:
Copies of various Shire plans		Delegated to:
Eftpos/Cash facilities		Delegated to:
First aid kits		Delegated to:
Mobile phone chargers		Delegated to:
Stationary – Inc. white board & markers		Delegated to:
Refreshments		Delegated to:
		Delegated to:
		Delegated to:
		Delegated to:
		Delegated to:
		Delegated to:
		Delegated to:



## 5. React

Task	Delegated to:	Complete
<p>If not already actioned, delegate and monitor completion of:</p> <ul style="list-style-type: none"> <li>A. Employee's support &amp; wellbeing requirements</li> <li>B. Time-Critical business functions</li> <li>C. Key contacts / Organisations / Contractors to be contacted</li> <li>D. Other activities that must be completed (due to the circumstances of the incident or current projects not yet listed)</li> <li>E. All upcoming activities or events</li> </ul>		
<p>If not already actioned, see 'Scenario-Specific' Checklists on following pages for more specific information relating to:</p> <ul style="list-style-type: none"> <li>• Loss of (or access to) buildings / infrastructure / equipment</li> <li>• Loss of People</li> <li>• IT, Data or Communications</li> <li>• Loss of Key Suppliers</li> </ul>		
Monitor ongoing staff support & wellbeing requirements.	Delegated to:	Date & Time
Continue recording all decisions, actions and issues for investigators.	Delegated to:	Date & Time
<p><b>If not already completed, determine a meeting venue &amp; call a staff meeting. Advise staff:</b></p> <p>Appraisal of the situation &amp; the scope of the incident: (This is what we know, this is what we don't know, this is what we need you to do and this is what we're going to do).</p> <p><b>Make sure they understand:</b></p> <p>Where they should go</p> <p>What they should do and how they should do it</p> <p>Remind them about the Shire's Social Media policy. If an employee is approached to make a comment, they should refer the media body to you.</p> <p>Reporting arrangements</p> <p>That their jobs are safe (if applicable)</p> <p>When they should come back to work</p> <p>When the next communication can be expected and how it will be communicated.</p> <p>Contact and instruct staff not affected by the incident, currently off site, on leave or located elsewhere.</p> <p>A main point of contact should be nominated and provided to all staff should they need to communicate. This should be a different person to that who is making the staff contacts.</p>		
	Delegated to:	Date & Time





Task	Delegated to:	Complete
Delegate authority for special responsibilities	Delegated to:	Date & Time
Assign salvage or restoration responsibilities	Delegated to:	Date & Time
Delegate alternate actions for staff not affected by the incident	Delegated to:	Date & Time
Advise how and when future communications will take place: <b>Radio; Email; SMS; Social Media; White Board, Bulletin board; Internet; TV; Newspapers</b> <b>When:</b>	Delegated to:	Date & Time
Set the time, date & venue for the next meeting	Delegated to:	Date & Time
<b>Create a Communication Plan</b> for Councillors, Media, Regulators, other Stakeholders and Staff as required. <b>(Refer <a href="#">Appendix A – Communications Guidelines</a>)</b>	Delegated to:	Date & Time
<b>Other actions:</b>	Delegated to:	Date & Time
	Delegated to:	Date & Time
	Delegated to:	Date & Time
	Delegated to:	Date & Time
	Delegated to:	Date & Time
	Delegated to:	Date & Time



## 6. Scenario-Specific Checklists

### a) Loss of (or access to) Buildings / Infrastructure / Equipment

Tasks: Loss of (or access to) buildings / infrastructure / equipment	Delegated to:	Complete
<p>If relocation is necessary; consider:</p> <p><b>Alternative Locations:</b></p> <ul style="list-style-type: none"> <li>▪ Library</li> <li>▪ Recreation Centre</li> <li>▪ Civic Centre</li> <li>▪ Depot</li> <li>▪ Portable site offices</li> <li>▪ Work from home</li> <li>▪ Other Local Governments</li> </ul> <p>➤ Set up a minimum of four workstations and a printer in the new facility</p> <p><b>Storage Locations:</b></p> <p>Physical equipment;</p> <p>Contractors;</p> <p>Local businesses.</p>	Delegated to	Date Time &
➤ Notify current users of the alternate location of your intention to occupy the building		
<p>Depending on the nature of the incident, <b>consider:</b></p> <ul style="list-style-type: none"> <li>• Contacting other Local Governments who've experienced a similar incident and requesting assistance by sharing their incident recovery experiences with you;</li> <li>• Requesting assistance from relevant contractors or stakeholders;</li> <li>• Staffing requirements for the next 5 days, 10 days, 1 month;</li> <li>• Supply requirements for the next 5 days, 10 days, 1 month;</li> <li>• Other resources or equipment required for the next 5 days, 10 days, 1 month;</li> <li>• Clearing backlogs;</li> <li>• Leadership and staff rotation / rostering</li> </ul>		Date Time &
Consider how workstations & communications for staff <b>relocating to other sites</b> will be established and allocated	Delegated to:	Date Time &
Staff travel arrangements to other sites	Delegated to:	Date Time &
Consider how staff working in shifts will be established and allocated (e.g. work two shifts of 5 hours rather than one shift of 8 hours)	Delegated to:	Date Time &



Tasks: Loss of (or access to) buildings / infrastructure / equipment	Delegated to:	Complete
How workstations & communications for staff <b>working from home</b> will be organised  Note: staff working from home should be housed at the office 2 days per week wherever possible	Delegated to:	Date Time &
Consider other support areas to assist with relocation	Delegated to:	Date Time &
Familiarise staff with new arrangements and determine communication protocols	Delegated to:	Date Time &
Arrange security access controls for the <b>affected building</b>	Delegated to:	Date Time &
Arrange security access controls for the <b>new building/s</b>	Delegated to:	Date Time &
Manage any new <b>OHS/Support &amp; wellbeing issues</b> that may arise either 1. During relocation or 2. At the new building/s or 3. With the use of new equipment	Delegated to:	Date Time &
➤ <b>Notify Stakeholders of amended working arrangements</b>	Delegated to:	Date Time &
<b>Create a Communication Plan</b> for Councillors, Media, Regulators, other Stakeholders and Staff as required. <b>(Refer <a href="#">Appendix A – Communications Guidelines</a>)</b>	Delegated to:	Date Time &
<b>Redirect:</b> Emails, phones, couriers, etc.	Delegated to:	Date Time &
Identify necessary people & equipment requirements to maintain Time-Critical Activities	Delegated to:	Date Time &
If possible, begin salvage or restoration activities	Delegated to:	Date Time &
<b>Other:</b>	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &
	Delegated to:	Date Time &



## b) Loss of People


Tasks: Loss of People	Delegated to:	Complete
First Determine: The number of staff away Affected service areas Expected return dates	Delegated to:	Date & Time
Ensure the safety and wellbeing of remaining staff	Delegated to:	Date & Time
Identify Time-Critical deliverables due today and for the next 5 days	Delegated to:	Date & Time
Determine the minimum number of staff required to continue operations and identify critical servicing and staffing gaps	Delegated to:	Date & Time
Consider how staff working in shifts will be established and allocated (e.g. work two shifts of 5 hours rather than one shift of 8 hours)	Delegated to:	Date & Time
Ensure replacement temp staff are inducted and competent	Delegated to:	Date & Time
Cease all non-critical activities (deferred activities) where appropriate	Delegated to:	Date & Time
In consultation with HR, notify / escalate to Health Department or Worksafe etc.	Delegated to:	Date & Time
Can temporary competent replacements be arranged from: <ul style="list-style-type: none"> <li>Other Local Governments</li> <li>Casuals / increase job-share hours</li> <li>Volunteers</li> <li>Existing contractors</li> <li>Recruitment agencies for Labour Hire (e.g. LoGo, WALGA)</li> <li>State Government Agencies</li> <li>Retired or former employees</li> <li>WALGA</li> <li>Within the Community / Community Groups</li> </ul>	Delegated to:	Date & Time
Depending on the nature of the incident, <b>consider:</b> <ul style="list-style-type: none"> <li>Contacting other Local Governments who've experienced a similar incident and requesting assistance by sharing their incident recovery experiences with you</li> <li>Requesting assistance from relevant contractors or stakeholders</li> <li>Staffing requirements for the next 5 days, 10 days, 1 month</li> <li>Supply requirements for the next 5 days, 10 days, 1 month</li> <li>Other resources or equipment required for the next 5 days, 10 days, 1 month</li> <li>Clearing backlogs</li> <li>Leadership and staff rotation / rostering</li> </ul>		Date & Time










<b>Create a Communication Plan</b> for Councillors, Media, Regulators, other Stakeholders and Staff as required. (Refer <a href="#">Appendix A – Communications Guidelines</a> )	Delegated to:	Date & Time
Notify Stakeholders of amended working arrangements	Delegated to:	Date & Time
<b>Other:</b>	Delegated to:	Date & Time



### c) Loss of IT, Data or Communications

Tasks: Loss of IT, Data or Communications	Delegated to:	Complete
<b>Contact IT Contractor or LGIS Cyber Insurer: Chubb Cyber Incident Response Hotline: 1800 730 705 **See incident response process below</b>  Determine potential cause/s;  Clarify the extent of the outage;  Clarify the extent of any data loss;  Determine restoration target timeframes;	 Chubb10-123-1116 Councils Breachflow w	Date & Time
Determine whether there is a need for any other staff to assist IT	Delegated to:	Date & Time
Detail a strategy and resources for recovery, including assistance from external contractors, cyber insurer and IT specialists.  <b>Most important are Internet, Outlook &amp; Synergy.</b>	Delegated to:	Date & Time
<b>Consider:</b>  Deliverables due today and for the next five days, 10 days, 1 month;  Consider how workstations & communications for staff relocating to other sites or working from home will be established and allocated;  Staff travel arrangements to other sites;  Manual procedures or workarounds;  Other productive activities not requiring IT or communications infrastructure;	Delegated to:	Date & Time
Detail a strategy and resources for recovery, including assistance from neighbouring local governments, responders, external contractors, suppliers, insurers and specialists:	Delegated to:	Date & Time
<b>Invoke the IT Disaster Recovery Plan</b>	Delegated to:	Date & Time
If there has been a partial loss of IT, data or Communications, consider how staff working in shifts will be established and allocated.  (e.g. work two shifts of 5 hours rather than one shift of 8 hours)	Delegated to:	Date & Time
<b>Notify Stakeholders of amended working arrangements</b>	Delegated to:	Date & Time
<b>Create a Communication Plan</b> for Councillors, Media, Regulators, other Stakeholders and Staff as required.  <b>(Refer <a href="#">Appendix A – Communications Guidelines</a>)</b>	Delegated to:	Date & Time
Ensure ongoing interaction with appropriate IT Incident Management for regular updates and feedback	Delegated to:	Date & Time
Ensure protocols for regular updates and feedback	Delegated to:	Date & Time
<b>Consider support &amp; wellbeing requirements of IT staff</b>	Delegated to:	Date & Time



Tasks: Loss of IT, Data or Communications	Delegated to:	Complete
 <p><b>Chubb Cyber Incident Response Process for Councils</b></p> <p><b>Policyholder calls Chubb Cyber Incident Response Hotline 1800 730 705.</b> Hotline is available 24/7/365. </p> <div> <div> <p><b>Local Incident Response Manager (IRM) assigned</b> Incident assessment begins. Within 5 hours. </p> </div> <div> <p><b>Expert vendors Assigned</b> Based on Chubb's incident triage, our panel of expert vendors are assigned to the incident. i.e.</p> <ul style="list-style-type: none"> <li>• Privacy or Data breach</li> <li>• Rogue employee actions</li> <li>• Nation state threat</li> </ul> <p>Within 24 hours. </p> </div> </div> <div> <div> <p><b>Post Incident Activity</b></p> <ul style="list-style-type: none"> <li>• Analysis</li> <li>• Policy response</li> <li>• Future remediation</li> <li>• Lessons learnt</li> <li>• Risk mitigation</li> </ul>  </div> <div> <p><b>Incident Containment and Recovery.</b> Initial incident debrief between IRM and policyholder. </p> </div> </div> <p>Chubb Cyber ERM offers a comprehensive range of pre and post breach services to help your clients navigate the digital age. Please contact your local Chubb distribution team for more information. </p> <p><small>Note: A call to the Hotline does not constitute notification under the policy. The policyholder should contact their broker and review notification provisions within the Cyber ERM policy.</small></p> <p><b>Chubb. Insured.<sup>SM</sup></b></p> <p><small>©2016 Chubb Insurance Australia Limited. Chubb®, its logos, and Chubb. Insured.<sup>SM</sup> are protected trademarks of Chubb. Chubb00-123-0106</small></p>	Delegated to:	Date & Time



#### d) Loss of Key Supplier (e.g. Utilities)

Tasks: Loss of Key Supplier	Delegated to:	Complete
<b>Contact the Supplier (where possible) and determine:</b> The nature and extent of the incident Have operations ceased entirely, or is it limited? Supply of any goods currently in transit Whether the supplier has stock on hand that you can collect Communication updates from the supplier if possible Assign someone to monitor & communicate with the supplier	Delegated to:	Date & Time
Restoration timeframes and clearance of backlogs (if applicable)	Delegated to:	Date & Time
<b>Consider:</b> <ul style="list-style-type: none"> <li>Time-Critical activities that rely on this supplier. Can these be prioritised immediately?</li> <li>Length of time before these activities are impacted</li> <li>Alternative suppliers? Contact them immediately</li> <li>Procurement Requirements Purchasing policy</li> <li>Alternative procedures</li> </ul>	Delegated to:	Date & Time
Determine if there are any legal, health and safety, reputation or financial implications	Delegated to:	Date & Time
Depending on the nature of the incident, <b>consider:</b> <ul style="list-style-type: none"> <li>Contacting other Local Governments who've experienced a similar incident and requesting assistance by sharing their incident recovery experiences with you</li> <li>Requesting assistance from relevant contractors or stakeholders</li> <li>Staffing requirements for the next 5 days, 10 days, 1 month</li> <li>Supply requirements for the next 5 days, 10 days, 1 month</li> <li>Other resources or equipment required for the next 5 days, 10 days, 1 month</li> <li>Clearing backlogs</li> <li>Leadership and staff rotation / rostering</li> </ul>		Date & Time
<b>Notify Stakeholders of amended working arrangements</b>	Delegated to:	Date & Time
<b>Create a Communication Plan</b> for Councillors, Media, Regulators, other Stakeholders and Staff as required. <b>(Refer <a href="#">Appendix A – Communications Guidelines</a>)</b>	Delegated to:	Date & Time
<b>Other:</b>	Delegated to:	Date & Time





## 7. Manage

The following is a basic standing agenda for each regular meeting. Incident-specific information should also be included where relevant.

Tasks	Delegated to:	Complete
Arrange responsibilities for tasks & determine target completion times		
Record all decisions, actions and issues.	Delegated to:	Date & Time
Monitor ongoing staff support & wellbeing requirements	Delegated to:	Date & Time
<b>Considerations to be discussed and actioned accordingly:</b>		
• Review effectiveness of recovery actions to date	Delegated to:	Date & Time
• Discuss any emerging issues or new information	Delegated to:	Date & Time
• Reassess resource requirements and capabilities for the following weeks and months	Delegated to:	Date & Time
• Review all working arrangements for affected areas	Delegated to:	Date & Time
• Review all Time-Critical business activities (achievement of Recovery Time Objectives)	Delegated to:	Date & Time
• Review existing / current workload and any backlogs	Delegated to:	Date & Time
• Review all outstanding Deferred Activities and arrange resumption	Delegated to:	Date & Time
• Assess any insurance implications	Delegated to:	Date & Time
• Set next meeting and venue	Delegated to:	Date & Time
Identify & notify Key Contacts of amended working arrangements	Delegated to:	Date & Time
Provide feedback, information, copies of communications & copies of logs to the Admin Support Team to ensure that an appropriate record of the incident is maintained	Delegated to:	Date & Time
Provide updates to impacted staff	Delegated to:	Date & Time
Release external communications if deemed appropriate	Delegated to:	Date & Time
Conduct site visits if deemed appropriate and safe	Delegated to:	Date & Time
Ensure all relevant stakeholders continue to be kept informed	Delegated to:	Date & Time
Continue to monitor Incident and issue instructions as appropriate	Delegated to:	Date & Time
Review status of Incident and scale down recovery as situation dictates	Delegated to:	Date & Time
Implement staff rotation / rostering	Delegated to:	Date & Time
<b>Other:</b>	Delegated to:	Date & Time



## 8. Recover

Tasks	Delegated to:	Complete
Contact other Local Governments who've experienced a similar incident and request assistance by sharing their post-incident recovery experiences with you.		
Arrange responsibilities for tasks & determine target completion times.		
Record all decisions, actions and issues.	Delegated to:	Date & Time
Monitor ongoing staff support & wellbeing requirements.	Delegated to:	Date & Time
<b>For review and agreement:</b>		
• Completed action items	Delegated to:	Date & Time
• Recovery objectives	Delegated to:	Date & Time
• Plans are in place to deal with any backlogs	Delegated to:	Date & Time
• Communication to staff to recognise efforts	Delegated to:	Date & Time
• Target date for completion of post incident review	Delegated to:	Date & Time
Provide copies of logs and decisions to Admin Officer for collation	Delegated to:	Date & Time
<b>Undertake <u>post-incident review / debrief</u>, including:</b>		
<ul style="list-style-type: none"> <li>• Communication within and between Executive Team and Support areas</li> <li>• Effectiveness of communication with affected areas and stakeholders</li> <li>• Cost of recovery arrangements and insurance offsets</li> <li>• Effectiveness of recovery strategies</li> <li>• Advice to external and internal customers</li> <li>• Media arrangements</li> <li>• Impact of incident on Shire's reputation</li> <li>• Timeframes for tasks and achievement of target</li> <li>• Impact on work flows of affected and interdependent areas</li> <li>• Special staffing arrangements and acknowledgment of contributions.</li> <li>• IT recovery arrangements.</li> </ul>	Delegated to:	Date & Time
Present findings for review.	Delegated to:	
Celebrate achievements and anniversary of incident (if appropriate).	Delegated to:	



## Appendix A – Communications Guidelines

### Sample Communications Template

New York Mayor Rudy Giuliani's format for providing 9/11 disaster information is given as an example of best practice:

- **This is what we know** \_\_\_\_\_
- **This is what we don't know** \_\_\_\_\_
- **This is what we are doing** \_\_\_\_\_
- **This is what we want you to do** \_\_\_\_\_

Communications Team Responsibilities

**ONLY** an authorised spokesperson may speak to the media.

Primary	Deputy	Role / Responsibility
CEO	Shire President	<ul style="list-style-type: none"> <li>• Works with Executive Team / Council to publicly issue statements to the media.</li> <li>• Serves as lead representative at press conferences with assistance as required.</li> <li>• Approves all publicly disseminated information.</li> <li>• Identifies spokespersons if required.</li> </ul>
		<ul style="list-style-type: none"> <li>• Works in close liaison with the spokesperson to ensure message accuracy and delivery.</li> <li>• Assists with media relations.</li> </ul>
		<ul style="list-style-type: none"> <li>• Provides legal advice on communications strategies.</li> <li>• Provides legal advice on messaging to victim(s), family members, media, etc.</li> <li>• Approves messages before release.</li> </ul>



### Verify the Incident

<b>WHAT</b> happened?	
<b>WHERE</b> did it happen?	
<b>WHEN</b> did this happen?	
<b>WHO</b> is involved?	
<b>HOW</b> did it happen?	
<b>WHY</b> did it happen?	
<b>WHAT</b> is currently being Completed?	

When collecting information, it is important to consider the following:

- Have all the facts been obtained (to the best of your knowledge)? \_\_\_\_\_
- What other information is needed? \_\_\_\_\_
- Have the details of the situation been confirmed? \_\_\_\_\_
- Are the information sources credible? \_\_\_\_\_
- Is the information consistent from several sources? \_\_\_\_\_
- Other? \_\_\_\_\_



## Notification Chart

Internal Audience	Mode of delivery, release date and time	Likely questions
<b>Councilors</b>	Face-to-face / SMS / phone call / e-mail / Conference call	What has happened? What is the impact? How have you responded? How could it happen and who is to blame? What is being done to fix it? What is the impact on customers and how are these are being managed? When will normal capability be restored? What is the status of your recovery?
<b>Employees</b>	Face-to-face / SMS / phone call / e-mail / Conference call	Where should we go? What should we do? How do we do it? What are we allowed to say? Will I get paid? Is my job safe? When do I come back to work? Impact of the incident? Continuing operational capability? Alternate work arrangements? Access to counseling services
<b>Employee's family</b>		Are they safe?
<b>Executive Team</b>		What has happened? What is the impact? How should we respond?
<b>Other?</b>		
<b>Other?</b>		
External Audience	Mode of delivery, release date and time	Likely questions
<b>Community</b>	Face-to-face / SMS / phone call / Social Media / e-mail / Conference call / website / radio bulletin / press release	Will you be in a position to provide the services I require?
<b>DFES / SES WA Police</b>		
<b>Media: local, regional and national</b>		What is the impact? How many casualties? Safety concerns for the local area?



External Audience	Mode of delivery, release date and time	Likely questions
Public		
Stakeholders		What has happened? What is the impact? How does this affect us? How could it happen and who is to blame? How have you responded? What is the status of your recovery?
Contractors / Suppliers		Will my bills be paid? Changes to supply requirements? How long will inventory need to be held? Capacity for changed pricing? Likely duration of supply impacts. Compensation available under contractual conditions?
Regulators		Are all relevant rules and regulations being adhered to? What is the compliance of other related areas? Can it happen again? What similar events have happened previously?
Other?		
Other?		



## Message Mapping - Example

<b>Stakeholders:</b> e.g. Community, employees, clients, customers & shareholders	
<b>Core Message 1</b>	
<p>At 2am on Tuesday 23 January 2019, a contractor ....</p> <p>Police have confirmed that a male of approximately 25 years of age .....</p> <p>.....was discovered by workers this morning at approximately 6.30am.</p> <p>this is what we know</p>	
<b>Supporting core message 1</b>	<b>Evidence</b>
<p>It is not known why the contractor was on site at 2am ...</p> <p>this is what we don't know</p>	<p><b>A:</b> Questioned staff</p> <p><b>B:</b> Interviewed the witness</p> <p><b>C:</b></p>
<b>Information Supporting the core message 1</b>	<b>Evidence</b>
<p>We have contacted ...</p> <p>this is what we are doing</p>	<p><b>A:</b></p> <p><b>B:</b></p> <p><b>C:</b></p>
<b>Information Supporting the core message</b>	<b>Evidence</b>
<p>If anyone has any information ...</p> <p>this is what we want you to do</p>	<p><b>A:</b></p> <p><b>B:</b></p> <p><b>C:</b></p>
<b>Delivery Method:</b> CEO: Verbal interview with reporter at 11am.	

[illegible]





## Appendix C – Upcoming Activities and Events

Month	Recurring Activity
January	New Year's Day and Australia Day(26 <sup>th</sup> ) public holidays.
January	Appointment of Authorised Officers and Designated Persons (ongoing)
January	Commence review of Corporate Business Plan.
January	Compliance Audit Return – Complete internal audit.
January	Prohibited Burning Period
January	Review of Financial Management Systems.
January	Round 1 of applications opens for Department of Sport and Recreation CSRFF Grants (annually).
February	Compliance Audit Return – Report to Audit Committee.
February	Prohibited Burning Period ends 28 Feb
March	Labour Day Public Holiday (WA: first Monday in March).
March	Annual General Meeting of Electors
March	Compliance Audit Return – Report to Council & certified copy to DLGSCI by 31 March.
March	Annual staff performance reviews completed by the end of March (in time for budget preparation).
March	FOI Information Statement (and FOI processes) – Commence review. DUE July.
March	Restricted Burning Period commences
March	End of FBT Financial Year.
April	Good Friday and Easter Monday Public Holidays. (Dates vary)
April	ANZAC Day (25 <sup>th</sup> ) Public Holiday
April	Create Election Timeline.
April	Department of Environment and Regulations licence conditions for waste facilities audit compliance report due
April	Health Fees and Charges – for next Financial Year – Report to OCM in April – Then for inclusion in Budget and Gazettal by 16 June.
April	Review of Annual Fees & Charges – required for consideration at OCM. Due April.
April	Advertise for Community Financial Assistance Program (CFAP) open
April	Youth Festival
May	Annual Report on implementation of the EEO Plan to the Director Equal Employment Opportunity.
May	Budget including letters to community groups & consideration by staff and Council (annually). Budget requests required by 25th May.
May	Budget Review to DLGSCI in electronic format (annualbudget@dlgc.wa.gov.au). Due by 3 May.
May	Local Government Week (every 2 years) registrations
May	Proposed Fees & Charges for the next financial year – Advertising local public notice.
June	WA Day Public Holiday (WA: first Monday in June).
June	Annual Fire Hazard Reduction Notice – Gazettal – Advertisement to be included in the local news – Due July.
June	Budget workshops with Council
June	Statutory Advertising – Differential Rates for comment.
June	Corporate Business Plan adopted by Council
June	Caravan Park Licence renewals, camping ground annual Inspections & register of Licences.
June	Corporate Business Plan adopted by Council



Month	Recurring Activity
June	Forward the Annual Budget adoption report to <a href="mailto:annualbudget@dlgc.wa.gov.au">annualbudget@dlgc.wa.gov.au</a> within 30-days of Council's adoption.
June	BFAC AGM
June	Workforce Development Plan (annually)
July	Disability Inclusion & Access Plan report to Commission
July	Annual (Financial) Returns – Distribute Memo to Councillor & Staff Memos.
July	Annual Report of Section 25 Approvals – Strata Titles Act 1985 – Provide report to WAPC of all approvals made under Delegated Authority from WAPC.
July	Delegations Register review (annually)
July	Round 2 applications open for Department of Sport and Recreation Grants (annually).
July	Election Timetable - Notice to public regarding enrolment close date.
July	New Bushfire Control Officers to be advertised when the Annual Fire Hazard Notice is gazetted
July	FOI Annual Statistical Data – forward to the Commissioner. Due 30 June.
July	Advice of Emergency Services Levy Adjustment Report – Complete Annexure A – Submit by 31 July with previous year 30 <sup>th</sup> June figures.
July	Declaration of Annual ESL Billing Report – Form A – Submit within 14 days of Annual Rates Run.
July	Working with Children – Assessment Notices Ensure currency of Assessment Notices for all staff (and volunteers) employed to work with children.
July	FOI Information Statement (and FOI processes) – publish on website and a copy sent to the FOI Commission.
July	Review Equal Employment Opportunity Management Plan – Ensure the plan is reviewed as required and a copy of the revised plan provided to the Director Equal Employment Opportunity as soon as practicable.
July	Agreement for WAEC to conduct the election. DUE 1 August (Last Day).
July	Send letter to current tenderers regarding the Code of Conduct and requirements in relation to gifts.
July	Send letters to successful budget allocation recipients and CFAP applicants.
August	Annual (Financial) Returns – All returns due by 31 August.
August	Close of enrolments – Statewide Public Notice (must occur between (70 <sup>th</sup> & 56 <sup>th</sup> day) Renew Operations Centre's Dangerous Goods Site Licence for Flammable Liquid with Department of Mines, Industry Regulation and Safety.
August	Commence review of risk management, internal control and legislative compliance (Reg 17).
August	Report to the Department of Health on activities under the Food Act
August	Young Citizen and Citizen of the Year Awards - Advertise
August	Student Scholarship and Awards applications
September	Queen's Birthday Public Holiday (typically the last Monday of September)
September	Annual Financial Report – To be provided to Auditors by 30 September.
September	Call for nominations – Advertise between 56 <sup>th</sup> day and 45 <sup>th</sup> day.
September	Candidate nominations commence & Candidate nominations to be in by 4.00pm on -
September	Close Electoral Rolls – 5pm, 22/08/2015 (50 <sup>th</sup> day).
September	Complete Consolidated Roll – by (22 <sup>nd</sup> day).
September	Complete Owners & Occupiers Roll – by (36 <sup>th</sup> day).
September	Local Government Standards Panel Complaints – Annual Report to include details of entries into the Register of Complaints.
September	Nominations Open (8 day period) – (44 <sup>th</sup> day) to (37 <sup>th</sup> day) 4pm.
September	Owners & Occupiers Electoral Roll – CEO to Certify before 36 <sup>th</sup> day.
September	Record Keeping Plan – Annual Report.



Month	Recurring Activity
September	Restricted Burning Period commences
September	Update Workforce Plan.
October	Advertise Election Results.
October	Annual Audit Report – OCM Report.
October	Audit Actions Report to Minister.
October	Conduct Elected Member Training.
October	Firebreaks in place by 1 <sup>st</sup> & Prohibited Burning Period commences
October	Hold local government election – usually 3 <sup>rd</sup> Saturday.
October	Last Day for Returning Officer to give Statewide notice of the election – (19 <sup>th</sup> day).
October	Primary (Financial) Returns – Election years seek from new Councillors.
October	Send Election Report to Minister – Form 20 – within 14 days of result.
November	Annual Meeting Schedule Report – to OCM on first meeting in November.
November	Audit Staff Qualifications and Operational Certifications and Water Testing Practices
November	Record Keeping Plan Statutory Review Report on Review due to SRC by 30/11
November	Young Citizen and Citizen of the Year Awards nominations close
December	Christmas Day (25 <sup>th</sup> ) and (26 <sup>th</sup> ) Boxing Day Public Holidays.
December	Annual Financial Report – CEO to sign and append to the report a declaration in the form of Form 1 and then forward with the Auditor's Report to the Department of Local Government within 30-days of Council's resolution to receive the Auditor's Report.
December	Annual Report – Forward to the Minister for Local Government, the Department of Local Government and the State Library of WA.
December	Council Meeting Schedule – Advertise.
December	Christmas Break Closure.



## Appendix D – Summary of Business Activities

Service Area	Activity	Delegated to: Date & Time
Building maintenance	Preparation and management of tenders and contracts	Delegated to: Date & Time
Building maintenance	Prioritised response to urgent building maintenance requests (safety)	Delegated to: Date & Time
Building maintenance	Routine building maintenance & inspections	Delegated to: Date & Time
Building maintenance	Supervision of contractors	Delegated to: Date & Time
Building Services	Certified / uncertified building permits.	Delegated to: Date & Time
Building Services	Heritage services, assessments, inventory management	Delegated to: Date & Time
Building Services	Occupancy permits	Delegated to: Date & Time
Building Services	Process, assess and determine building applications.	Delegated to: Date & Time
Building Services	Provide advice to customers on statutory building matters.	Delegated to: Date & Time
Building Services	Provide comments and issue clearances on applications for strata subdivisions.	Delegated to: Date & Time
Building Services	Shire land holdings maintenance & inspections	Delegated to: Date & Time
Building Services	Signs, verge and demolition permit assessments	Delegated to: Date & Time
Building Services	Swimming pool inspections	Delegated to: Date & Time
Building Services	Undertake repairs, maintenance, cleaning of and arrange utilities to the Shire.	Delegated to: Date & Time
Cemetery	Burials, burial register & liaison with Funeral Directors	Delegated to: Date & Time
Communications	Public relations, marketing and media. Media liaison & official media releases	Delegated to: Date & Time
Communications	Stakeholder communications including staff and elected members (See 'Key Contact List')	Delegated to: Date & Time
Community	Community education programs	Delegated to: Date & Time
Community Events	Upcoming Events, Festivals, Civic events, Committees	Delegated to: Date & Time
Community Services	Programs – Disability, Youth including Youth Advisory Committee, Volunteers, Seniors, etc.	Delegated to: Date & Time
Corporate Services	Contact Insurers (LGIS)	Delegated to: Date & Time
Corporate Services	Contract Administration	Delegated to: Date & Time
Corporate Services	Customer Service –first point of contact (redirect main office numbers, set up new customer contact centre)	Delegated to: Date & Time
Corporate Services	Grants	Delegated to: Date & Time
Corporate Services	Procurement and Tendering	Delegated to: Date & Time
Councillor Support	Administrative support to Councillors and CEO	Delegated to: Date & Time
Councillor Support	Corporate Reporting	Delegated to: Date & Time
Councillor Support	Councillor Conference/ Event Attendance	Delegated to: Date & Time
Councillor Support	Interests & Disclosures	Delegated to: Date & Time
Councillor Support	Minutes and Agendas	Delegated to: Date & Time
Economic Development	Advocacy for economic development	Delegated to: Date & Time
Economic Development	Economic Development Planning / Strategic direction	Delegated to: Date & Time
Emergency	Bushfire mitigation	Delegated to: Date & Time
Emergency	Education programs	Delegated to: Date & Time



Service Area	Activity	Delegated to: Date & Time
Emergency	Initiate natural hazard procedures	Delegated to: Date & Time
Emergency	Local & district emergency management committee	Delegated to: Date & Time
Emergency	Training in emergency management practices and response	Delegated to: Date & Time
Engineering	Asset Renewal	Delegated to: Date & Time
Engineering	Construction and Maintenance	Delegated to: Date & Time
Engineering	Development Application Assessment	Delegated to: Date & Time
Engineering	Drainage Construction / Maintenance	Delegated to: Date & Time
Engineering	Fleet and Plant Management	Delegated to: Date & Time
Engineering	Foreshore Boating Facility	Delegated to: Date & Time
Engineering	Graffiti Management	Delegated to: Date & Time
Engineering	Major infrastructure projects	Delegated to: Date & Time
Engineering	Reactive response to urgent road, tree or verge repair requests	Delegated to: Date & Time
Engineering	Road and Footpath Construction / Maintenance	Delegated to: Date & Time
Engineering	Street Lighting	Delegated to: Date & Time
Engineering	Traffic Management/Road Projects	Delegated to: Date & Time
Enviro Health	Contaminated Sites	Delegated to: Date & Time
Enviro Health	Development Approvals	Delegated to: Date & Time
Enviro Health	Emergency Management	Delegated to: Date & Time
Enviro Health	Food Control/Handling	Delegated to: Date & Time
Enviro Health	Health Promotion	Delegated to: Date & Time
Enviro Health	Industrial Area Inspections	Delegated to: Date & Time
Enviro Health	Mosquito Control	Delegated to: Date & Time
Enviro Health	Pest Control	Delegated to: Date & Time
Enviro Health	Public Buildings and Public Swimming Pools	Delegated to: Date & Time
Enviro Health	Reactive response to urgent EHO-related requests (mosquito or pest control, contamination, food premises, etc.)	Delegated to: Date & Time
Finance	Budget preparation and monitoring	Delegated to: Date & Time
Finance	Financial reporting	Delegated to: Date & Time
Finance	Invoicing and collection of charges	Delegated to: Date & Time
Finance	Payment of creditors	Delegated to: Date & Time
Finance	Payroll administration	Delegated to: Date & Time
Financial Services	Funds /investment management	Delegated to: Date & Time
Financial Services	Insurance	Delegated to: Date & Time
Financial Services	Rates	Delegated to: Date & Time
Gardens	Landscape design and construction services	Delegated to: Date & Time
Gardens	Landscaped Road Reserve Maintenance	Delegated to: Date & Time
Geographic	GPS fleet systems management	Delegated to: Date & Time
Geographic	Infrastructure Asset Management (Roads, Drainage, Footpaths, Parks, Signage, Street Trees, Street Furniture)	Delegated to: Date & Time
Geographic	Land/Property data management	Delegated to: Date & Time
Governance	Citizenship Ceremony	Delegated to: Date & Time
Governance	Compliance	Delegated to: Date & Time



Service Area	Activity	Delegated to: Date & Time
Governance	Council agendas	Delegated to: Date & Time
Governance	Council Elections	Delegated to: Date & Time
Governance	Delegated Authority Register	Delegated to: Date & Time
Governance	Disclosure of Gifts	Delegated to: Date & Time
Governance	Facility management	Delegated to: Date & Time
Governance	Financial Return	Delegated to: Date & Time
Governance	FOI Coordinator	Delegated to: Date & Time
Governance	Local Laws	Delegated to: Date & Time
Governance	Policy review	Delegated to: Date & Time
Grants Management	Acquittal facilitation	Delegated to: Date & Time
Human Resources	Employee and Industrial relations	Delegated to: Date & Time
Human Resources	Employee inductions	Delegated to: Date & Time
Human Resources	Legislative requirements relating to employment	Delegated to: Date & Time
Human Resources	Recruitment, selection and retention	Delegated to: Date & Time
Human Resources	Staff complaints and dispute handling	Delegated to: Date & Time
Human Resources	Staff training and development	Delegated to: Date & Time
Human Resources	Workforce planning	Delegated to: Date & Time
Information Services	Freedom of Information Coordination	Delegated to: Date & Time
Information Services	IT Asset Management	Delegated to: Date & Time
Information Services	Network Infrastructure	Delegated to: Date & Time
Information Technology	IT Contracts management/renewal	Delegated to: Date & Time
Information Technology	Provision of information technology and communications systems to the organisation	Delegated to: Date & Time
Information Technology	Security of critical applications and data	Delegated to: Date & Time
Landfill operations	Monitor septic tanks & caravan sewerage drop-points	Delegated to: Date & Time
Library Services	Management of Libraries	Delegated to: Date & Time
Library Services	Children's and Adult Activities	Delegated to: Date & Time
Library Services	Onsite Internet/PC Service	Delegated to: Date & Time
Library Services	Wi-Fi service at Library	Delegated to: Date & Time
OH&S	Accident investigation and incident reporting	Delegated to: Date & Time
OH&S	Occupational Health and Safety Committee Meetings	Delegated to: Date & Time
OH&S	Oversee and manage return to work programs	Delegated to: Date & Time
Operations	Private Works	Delegated to: Date & Time
Org Development	Building organisational alignment, process improvement and embedding best practice	Delegated to: Date & Time
Org Development	Coordinate implementation of improvements and change management	Delegated to: Date & Time
Org Development	Inter-government relationships	Delegated to: Date & Time
Org Development	Liaison with the Business community	Delegated to: Date & Time
Org Development	Licencing and Vehicle Inspections	Delegated to: Date & Time





Service Area	Activity	Delegated to: Date & Time
Org Development	Rates Collection	Delegated to: Date & Time
Parks and Gardens	Parks and gardens administration	Delegated to: Date & Time
Parks and Gardens	Passive and Active grounds maintenance	Delegated to: Date & Time
Parks and Gardens	Reactive response to urgent drainage, road, traffic, tree or verge requests	Delegated to: Date & Time
Parks and Gardens	Street tree maintenance	Delegated to: Date & Time
Parks and Gardens	Manage reticulation systems and bores	Delegated to: Date & Time
Parks, Gardens & Reserves	Litter control (needle disposal, fish cleaning facilities)	Delegated to: Date & Time
Planning Services	Advice to customers on statutory or strategic planning matters.	Delegated to: Date & Time
Planning Services	Certified & uncertified building permits, occupancy permits, planning applications and advice to customers on statutory planning matters.	Delegated to: Date & Time
Planning Services	Comments and clearances on applications for freehold titles, survey strata, strata subdivisions and amalgamations.	Delegated to: Date & Time
Planning Services	Planning control and enforce compliance with planning related legislation and statutory requirements.	Delegated to: Date & Time
Planning Services	Process, assess and determine planning applications for change of use and new developments.	Delegated to: Date & Time
Plant and Fleet	Plant and equipment maintenance	Delegated to: Date & Time
Plant and Fleet	Procurement of plant, equipment, and fleet.	
Plant and Fleet	Vehicle fleet management	
Public Relations	Advocacy	Delegated to: Date & Time
Public Relations	Annual Report	Delegated to: Date & Time
Public Relations	Social Media – Facebook, Twitter and YouTube	Delegated to: Date & Time
Ranger	Assist with provision of bushfire mitigation	Delegated to: Date & Time
Ranger	Community education programs	Delegated to: Date & Time
Ranger	Permits issued under Local Laws	Delegated to: Date & Time
Ranger	Reactive response to urgent Ranger-related calls (Local Law enforcement, animal control, litter control, parking, licensed premises, etc.	Delegated to: Date & Time
Ranger	Security Watch - 24 Hour Security Patrols, CCTV, Holiday Watch Program and Security Appraisals	Delegated to: Date & Time
Records	Disposal of records according to legislation	Delegated to: Date & Time
Records	Filing, retrieving and archiving of files	Delegated to: Date & Time
Records	Freedom of Information requests	Delegated to: Date & Time
Records	Registration & distribution of incoming and outgoing hard copy and digital correspondence (mail)	Delegated to: Date & Time
Records	Registration of building and planning applications	Delegated to: Date & Time
Recreation	Citizenship Ceremonies	Delegated to: Date & Time
Recreation	Club Development Program (joint initiative)	Delegated to: Date & Time
Recreation	Community Leases/Agreements with community not-for-profit organisations/ sporting clubs for the ongoing use of	Delegated to: Date & Time



Service Area	Activity	Delegated to: Date & Time
	buildings and facilities	
Recreation	Contribute to marketing and promotion of the area	Delegated to: Date & Time
Recreation	Events / Festivals within the Shire	Delegated to: Date & Time
Recreation	Reserve and Facility hire – seasonal and casual	Delegated to: Date & Time
Recreation	Sports centre, function suite	Delegated to: Date & Time
Recreation	Utilisation of the Recreation centre as an emergency evacuation centre	Delegated to: Date & Time
Shire Administration	Management of leases associated with Shire owned land & facilities	Delegated to: Date & Time
Statutory Land Use Planning	State Administrative Tribunal reviews & responses	Delegated to: Date & Time
Strategic Planning Projects	Manage commercial leases of the Shire's properties.	Delegated to: Date & Time
Strategic Planning Projects	Peaceful Bay Land Leases	Delegated to: Date & Time
Strategic Planning Projects	Undertake and implement key Shire strategic projects, strategies and programs, including major capital projects and those that guide and facilitate planning of the built environment and its community.	Delegated to: Date & Time
Waste & Recycling	Complaints and missed bins	
Waste & Recycling	Contracted waste and recycling collection	
Waste & Recycling	Illegal dumping	
Waste & Recycling	Waste and recycling management	
Waste & Recycling	Waste and recycling promotion & education	
Youth	Consultation with youth groups	Delegated to: Date & Time





# **Shire of Denmark**

## **Business Continuity Plan**

### **Communicable Disease Pandemic (Part II)**

Version 1.0 May 2020

Review date July 2021





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## SUMMARY INFORMATION

This plan is intended to guide Shire actions and responses during a pandemic, in the situation that the Shire needs to or is directed to take additional preventative measures to protect staff and community. This includes limiting of Shire services to essential personnel only during a worst-case scenario pandemic, to limit the spread of the disease.

It is critical that the **Western Australian Government Pandemic Plan** is read in conjunction with this plan as it provides critical information on the emergency management framework, possible impacts of the pandemic on the state and in particular roles and responsibilities of local government in responding to a pandemic.

This document directs planning and preparation for pandemic disease outbreak over and above the normal business continuity and disaster recovery planning process. The objective is to address the reality that pandemic events can create personnel and technology issues outside the scope of the traditional BCP planning process as potentially more than 50% of the workforce may be unable to come to work for health or personal reasons as well as recognising the wide ranging impacts for the community as a whole.

## OBJECTIVE

To enable the Shire of Denmark to prepare, respond and recover in the event of a pandemic and show how the Shire of Denmark will:

- Protect the health and safety of its staff;
- Monitor the current risk of a pandemic and identify key authorities to rely on for accurate information;
- Reduce the impact of a pandemic by creating a culture of infection control and reinforcing this during the pandemic in order to minimize contagion and infection transmission;
- Maintain critical activities and services in an environment of significantly reduced staffing levels for sustained periods of time;
- Identify, understand and protect our relationships with key stakeholders, service providers and other organisations on which we rely to sustain our business; and
- Take action following a pandemic to resume normal or near-normal operations.

In addition, the Shire will contribute towards providing strategic direction in meeting its obligations as outlined for Western Australian Local Governments as part of the WA Pandemic Plan to:

- provide community leadership and support the maintenance of civil society;
- maintain emergency management plans and capabilities under the State's emergency management framework;
- represent the interests of local communities and businesses in broader planning processes;
- work with State and Territory Governments to tailor public information to the needs of the community, particularly to support vulnerable groups; and provide support with other local resources as requested by the SHEC or local State, Metropolitan or Regional Human Epidemic Control Centres.



## Procedure

- In preparing for, and in the event of, a pandemic it is important for the Shire of Denmark to:
- Develop a plan with their employees' involvement, before a pandemic occurs. This plan should allow the Shire and staff to respond quickly and in a flexible manner.
- Ensure occupational health and safety arrangements support the key pandemic response aims
- Recognise their shared interest in the business, surviving and recovering rapidly, whilst allowing people to manage their important and legitimate personal, family and community responsibilities.
- Current workplace arrangements may need to be changed. Any changes should be made co-operatively and within the relevant workplace relations laws, and applied fairly at the workplace level.
- When considering proposed changes to workplace arrangements in preparation for a pandemic, the Shire should seek specific industrial relations advice.
- The process of determining arrangements for a pandemic should not be used to pursue changes in pay and conditions that are not related to a pandemic.
- All employees should be made aware of the contents of a BCP, and regularly updated on BCP developments and initiatives through a planned system of workplace communication.
- BCPs should be reviewed regularly to ensure they remain relevant.
- In considering the potential implications for their workplaces, and their response should a pandemic occur, the Shire should develop a Business Continuity Plan.

## Business Continuity Plan

The general theme of this plan is to address two equally critical aspects of pandemic management. Firstly, strategies and actions are identified to prevent and limit the contagion and spread of the disease. Secondly, should the pandemic affect local government to the extent that critical activities are threatened, contingencies and actions are identified to limit the impact and allow the local government will continue providing critical services.

The Chief Executive Officer will determine when to activate the pandemic management plan and, in conjunction with the Pandemic Response Team Chair, convene the Pandemic Response Team. The team will then meet and, according to the situation, determine the frequency of meetings and protocols for communication.

The CEO will appoint a Response Coordinator who will be responsible for:

Monitoring issues and information related to pandemics

Recommending changes to this plan as required;

Providing information to the Response Team

Keeping informed of specific pandemic outbreaks; and

Implementing this plan with the assistance of the Response Team should the need arise.

The Pandemic Response Team is comprised of the following officers

Director Corporate and Community Services (Chair)

Director Assets and Sustainability

Appointed Pandemic Response Coordinator

Human Resources Officer

Finance & Administration representative



Community Engagement Officer

Other officers as co-opted by the team

Response Team members should identify other staff members who are able to assume their role on the team in the case of their own illness.

The responsibilities of the Response Team include:

Maintaining the team's awareness of global developments in a pandemic;

Coordinating and controlling actions in this plan during the various phases of a pandemic;

Briefing senior management and staff;

Providing training and awareness materials for the organization;

Identifying emerging issues;

Identifying HR / Finance issues and implications on the business plan and long-term plans;

Managing the social media and mainstream media messaging to provide community leadership and support the maintenance of civil society;

Maintain an accurate and up to date staff contact list during a pandemic particularly where the rate of staff absences is mounting. The responsibility for ensuring that staff contact details are current shall lie with the Human Resources Officer as part of their payroll processing functions.

## Business Impact Analysis

The Response Team will conduct a Business Impact Analysis. This will include:

Assessment of the Shire of Denmark's critical business activities; what redundancy measures are in place or need to be enacted and what the impact to the Shire would be in the event of a disruption.

Agreement on which activities are deemed critical; and

Determining at what point the Shire would shift from attempting to maintain all services to providing only those services deemed critical as a result of the analysis. This may also incorporate a staged reduction of services.

## Strategies & Response Arrangements

On the advice of the relevant State or Commonwealth body that Pandemic Alert Phase AUS3 has been declared, the Chief Executive Officer may activate the Shire's Pandemic Management Plan. The invoking of actions in this plan will be triggered according to Australian pandemic phases.

The World Health Organisation (WHO) has a set of pandemic phases used to describe the global situation (phases 1-6). Australia uses the same numbering system as WHO to describe each phase, however the Australian pandemic phases are designed to describe the situation in Australia. The Australian phases describe whether the virus is overseas (OS) or in Australia (AUS). Having an Australian system means that actions can be taken in Australia before a change of phase is declared by the WHO.

Officers with responsibilities under this plan will immediately move to undertake the actions outlined in the table that follows and any other actions deemed necessary. Depending on the nature of the pandemic or other event affecting the Shire's staffing levels, other actions may be implemented at the direction of the Chief Executive Officer.



## Plan Assumptions

The Communicable Disease Pandemic Business Continuity & Recovery Plan for the Shire is based upon the following assumptions:

- The potential absence of a significant number of staff during a pandemic period.
- A prolonged period of time in which the pandemic impacts the community.
- The enforced closure of particular services as directed by WA Health
- Possible reduction in services consistent with staffing capability and reduced demand for the Shire's services.
- Possible increase in demand for specific services to support the welfare and health of the community during the pandemic.
- IT systems, hardware and other operating systems will function as normal during a pandemic.

## Role of Local Government

The WA Government Pandemic Plan outlines the roles and responsibilities of local government. They are to:

- Provide community leadership and support the maintenance of civil society;
- Maintain emergency management plans and capabilities under the State's emergency management framework
- Maintain business continuity plans to deliver essential services;
- Represent the interests of local communities and businesses in broader planning processes
- In partnership with state and territory government, inform the public of planning, preparations, response and recovery activities
- Work with state and territory governments to tailor public information to the needs of the community, particularly to support vulnerable groups, and
- Provide support with other local resources as requested by the SHEC or local State, Metropolitan or Regional Human Epidemic Control Centres



## Pandemic Phases

Phase	Strategies
<b>WHITE</b>  <b>Prevention and Preparedness Phase</b>	<p><b>Prevention &amp; Preparation Phase.</b> Activities to be taken before a pandemic to plan, raise awareness, communicate responsibilities to key staff and develop preparedness across the Shire.</p> <ul style="list-style-type: none"> <li>- <b>Effective local emergency arrangements through the LEMC</b></li> <li>- <b>Develop, review and test arrangements</b></li> </ul>
<b>YELLOW</b>  <b>Pandemic Alert</b>	<p><b>Maintenance Phase.</b></p> <p>An infectious disease outbreak in another jurisdiction has the potential to affect the Shire and cause an infectious disease emergency.</p>
<b>AMBER</b>  <b>Initial Action Phase</b>	<p><b>Initial Action Phase.</b></p> <p>An occurrence of a novel infectious disease in WA that has the potential to cause an infectious disease emergency; OR</p> <p>A sustained community transmission in other jurisdictions of a novel infectious disease in Australia; OR</p> <p>A declaration by World Health Organisation (WHO) of a pandemic of a novel infectious disease.</p> <p>This has been declared and rolling update on COVID-19 are detailed at:  <a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen">https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen</a></p> <p><b>Take action to minimise the impact of an outbreak and protect the health of the Shire's employees.</b></p> <ul style="list-style-type: none"> <li>- <b>Early monitoring of essential stock and ordering of essential supplies including PPE, sanitiser.</b></li> <li>- <b>Infection control measures introduced to the workplace and community</b></li> <li>- <b>Social distancing measures followed as directed by authorities</b></li> <li>- <b>Step up the LEMC</b></li> <li>- <b>Consider health management strategies including home quarantine and isolation for vulnerable staff</b></li> </ul>
<b>RED</b>  <b>Pandemic Action Phase</b>	<p><b>Response Phase.</b></p> <p>An occurrence of a communicable disease within the Shire that has the potential to cause a communicable disease emergency.</p> <p>Fulfil Local Government Roles and Responsibilities as defined  <a href="https://www.wa.gov.au/sites/default/files/2020-03/WAGPP_2.pdf">https://www.wa.gov.au/sites/default/files/2020-03/WAGPP_2.pdf</a></p>



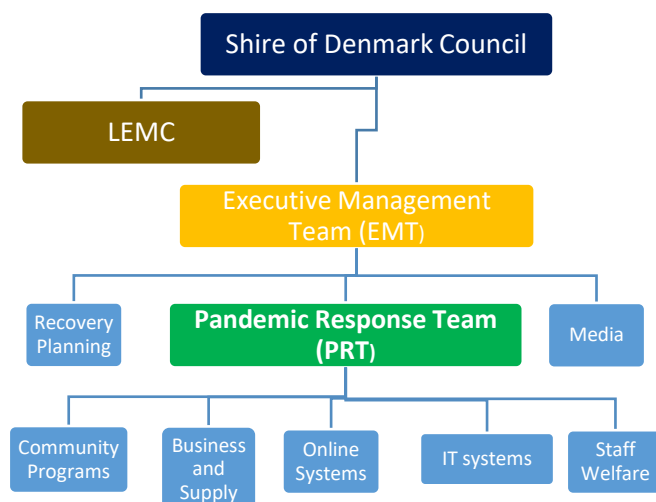


	<p>Actions to maintain the continuity of critical Shire's operations, making use of existing the Shire's incident management, business continuity and IT Disaster Recovery arrangements as required.</p> <p><b>The plans are held electronically and are reviewed and updated daily.</b></p>
<p><b>GREEN</b></p> <p><b>Stand Down</b></p>	<p><b>Return to Business.</b></p> <p>Actions to ensure a planned and progressive return to 'Business' operations as the impact of the Pandemic subsides and business returns to pre-pandemic operating conditions.</p>

## Response Structure

The Shire's crisis and business continuity response structure is made up of **five layers** of action groups:

- **Shire of Denmark Council**
- **Local Emergency Management Committee**
- **Executive Management Team (EMT)** – Headed by the CEO
- **Pandemic Response Team (PRT)** –
- **Business Unit Response (BRT)**







### Executive Management Team (EMT)

The EMT is responsible for providing senior management oversight of the pandemic at the organisation-wide level. It is responsible for overseeing the broader strategic and reputational implications of the pandemic and providing any necessary support and resources to the Pandemic Response Team (PRT). The EMT is responsible for escalating any matters which require input or actions by Council. The EMT will provide direction on managing financial impacts of the pandemic on business operations, providing direction on workforce management.

The CEO will activate and deactivate this plan as appropriate to ensure continuity, efficiency and legislative compliance. The key responsibilities of the EMT are:

- Provide updates and liaise with the President and Elected Members;
- Receive reports and status updates from the Pandemic Response Team (PRT) Chair and assess the reports based on the long-term impact on the Shire and the wider community;
- Make provisions for internal and external resources necessary to support service resumption and recovery;
- Continually assess the progress of the pandemic, potential damage and response, and provide the necessary support to the PRT Chair and Coordinator based on these assessments, Pandemic Response Team (PRT)

### Pandemic Response Team (PRT)

The PRT is responsible for coordinating the tactical and operational response to the pandemic within the Shire. The following are the key people to form the initial PRT. Additional resources can be bought on as the pandemic evolves and impacts on service delivery increase.

Responsibilities
Chair PRT meetings; Coordinate decision making and ensure decisions are made in a timely manner; Refer key decisions to the EMT; and Represent Shire on the LEMC
Manage press and media relations; Develop message strategies for internal and external audience, prepare message, gain approval and release information; Brief spokesperson, Executive and Council members on all key issues in accordance with normal press office protocols; Coordinate with Government Media Office; and Monitor social media, news and WA Health.
Manage and oversee the day to day response to the pandemic;



Responsibilities
Liaise with emergency services and other response agencies;
Undertake document records management
Maintain an action log of activities and ensure outcomes of actions are achieved and recorded.
Manage PRT meetings, agenda and minutes

In forming the PRT, consideration needs to be given to seeking representation from the following business areas to assist with implementing actions and monitoring impacts across the community

### **Role Description – reason for possible inclusion in the PRT**

**Human Resources-** Early involvement of HR ensures that staff are informed about the possible implications of the pandemic on work situations and identifies staff who may be particularly vulnerable to contracting the illness. For these individuals, isolation through working from home needs to be considered.

Given some staff duties will change to focus on pandemic response, HR can track this through the timesheet process which will assist in understanding the cost to the organisation

There is the possibility that redeployment of staff will occur if some sections of the shire's services are temporarily closed. HR will need to oversee any redeployment process

**Public Health** - The EHO can provide key advice on improved hygiene in the workplace as well as the wider community and ensure that WA Health messaging is being followed.

Depending on the nature of the pandemic, the EHO may also be involved in monitoring of food safety, safe disposal of contaminated waste, assisting with control of vermin or insect infestations or other duties as direction by the state government.

**Information Services & IT** - Depending on the nature of the pandemic, isolating staff to ensure business continuity may be essential. Key staff who need to be isolated need to be provided with the essential resources to be able to work remotely. Social distancing in workplaces may be needed to ensure safe working conditions. Early engagement of IT staff to ensure that the organisation has the capability to match the working from home requirements is essential.

**Risk & Governance** – While the Shire will need to make decisions quickly in the event of a pandemic impacting the area, there is a need to ensure that governance measures are still maintained. Involvement by Governance staff in the PRT will provide a point of contact for referencing governance matters

**Finance** – There will be significant unplanned expenditure as a result of the pandemic. Early establishment of a GL code to track pandemic response activities and expenditure will assist with understanding the long-term impact on the organisation's finances. Early financial modelling of business impact is also essential for decision making by the PRT and EMT.



## Business Unit Response

Business Unit Response are designated individuals co-opted during the pandemic to provide specific services to the PRT. These individuals are responsible for coordinating response and recovery efforts with guidance and support from the PRT. They will be bought in to the PRT structure, as needed, in response to either an internal or external need that has been identified by the PRT.

## The Employment Framework

The operational issues specific to a pandemic that are likely to be encountered, are summarised below with directions on the best way to manage them. The Employment Framework summarises the modification to normal industrial relations arrangements and entitlements, which will only come into effect by determination of the CEO.

Issue	Variation
Payment of Salaries and salaries and wages	To simplify procedures and ensure continuity of payment, payroll may elect to pay base pay and Wages fixed allowances (or similar), with variations to individual pay postponed until the recovery phase.
Sick/Personal leave authorisation	The CEO may opt to waive or simplify the normal requirement for sick and personal leave, for example, the authorisation requirement to produce evidence may be waived if it is not practical for the employee to obtain such evidence.
Exhausted Paid sick leave	The CEO may allow employees to take up to one year's sick/personal leave entitlement in advance where employees have exhausted their cumulated sick leave entitlements or provide additional pandemic leave conditions in addition to sick leave provisions
Exhausted annual leave	The CEO may allow employees to take up to one year's annual leave entitlement in advance where employees have exhausted their cumulated annual leave entitlements.
Repayment on resignation	Staff who resign prior to accruing the leave taken in anticipation, will be required to repay the unaccrued portion.
Redeployment of Staff to areas of greatest need	<p>The requirement and infrastructure for all redeployment options of staff should be identified during the business continuity planning process and discussed with staff in advance.</p> <p>The CEO may request staff to temporarily relocate to areas of greatest need provided the redeployed staff have the appropriate skills to perform the work, or can be bought up to the minimum allowable competency level in a short period of time.</p> <p>Consideration should be given to rotating staff through redeployment options.</p>



Working from home	The CEO may direct employees to work from home. Employees directed to work from home must be available to perform duties as directed.
Sick Staff at work	The CEO shall direct any employee who they judge to be ill (i.e. displaying symptoms), or at risk due to a recognised pre-existing medical condition, to leave the workplace.
Staff not adhering to OH&S protocols	The CEO may direct any employee who does not observe appropriate occupational safety and health protocols to leave the workplace.
Staff refusing to come to work	Staff who do not advise management of their status or are required but do not attend for work and are not sick, or in quarantine or caring for sick dependents will be deemed to be on leave without pay.

### Council services under amber alert (initial action phase)

The **AMBER ALERT** phase indicates that the pandemic has impacted WA and this is likely to involve some disruptions to staffing over several months. During this phase the Shire's operations will need to be flexible to respond to advice and recommendations from the WA Department of Health and potential changes to the severity of the Communicable disease.

The Pandemic Response Team (PRT) will meet regularly to coordinate appropriate responses to changing circumstances. The PRT will communicate instructions and advice to Council and staff through the CEO.

### Critical Operations / Functions under red alert (including lockdown)

Upon advice from the WA Department of Health that the pandemic is impacting the local community, the **RED ALERT** phase may involve the Shire closing down all non-essential services and non-essential staff may be advised to remain at home. During a **RED ALERT**, the Shire of Denmark will remain focused on its key functions. The following Operations / Functions have been identified as critical by the Shire of Denmark:

#### Executive Service and Council

- Council can continue to conduct business utilising alternate meeting technologies; however general public access to meetings may be ceased. Remote electronic public access or questions received in advance of meetings can be accommodated. Amendments to the *Local Government (Administration) Regulations 1996* have been [gazetted](#) and became effective on Thursday, 26 March 2020. The amendments provide for Local Governments to convene Council and committee meetings with all participants remotely in attendance by instantaneous communications.



### Airport Operations

- Rangers to be available for emergency flights, for example: RFDS, Water Bombers.

### Waste Collection and Disposal

- Consider McIntosh Rd and Peaceful Bay Waste Sites to remain open.
- Minimum number of staff and sufficient contractor drivers to operate plant and machinery.
- Minimum number of drivers for usual waste collection as determined by Director of Assets & Sustainable Development in consultation with waste service providers

### IT System Support, Telecommunications Support, Data Network Support

IT staff to establish system to support staff who may be working from home.

### Public Health & Community Safety

The Principal Environmental Officer to provide advice to the Executive and Council as directed by the Department of Health, under the Western Australian Government Pandemic Plan. The EHO may be expected to work either to provide direct service to the community or to assist the Great Southern Public Health Unit in direct pandemic related activities including case contact investigation and support if necessary, and coordination of immunisation clinics and services.

### Ranger Services

Rangers may be required to be may be required to assist Police with, social distancing and non-police enforcement duties due the potential limit of local police resourcing.

### Shire Civil Works Team:

Essential services required to be maintained will be:

- Civil Works supervisory team (*Works, Maintenance and Construction Supervisors*) would be expected to work to provide direct service to the community and for rapid response to roads emergencies and public safety issues.
- Road maintenance truck for emergency repair work. Remaining road maintenance crews can be on standby.
- Capital works projects can be closed down having regard for public safety depending on the nature of the pandemic
- Administration Office staffing needs to be minimised to reduce human to human contact
- Working from home can be used in most instances to minimise contact.

Depending on the potential timeframe of a lockdown situation the following services may require a level of service delivery:

- Fleet / Plant Mechanical Services maintained for essential service teams
- External fuel supply and management for fleet/plant.
- Building and Facility utilities (power, lighting, security system, water, sewerage, generator and air conditioning) and servicing are managed.



#### Human Resources including EAP

- Employee Assistance Programs continue and are accessible to staff. HR will also assist and coordinate backfilling for ill and/or injured employees in critical roles as identified in the pandemic planning.

#### Emergency Response Support: Bushfire Brigades (BFB), State Emergency Service (SES)

- Response teams in case of another emergency (e.g. Bushfire, Flood)
- 

#### Financial Services

- Payroll
- Accounts Payable
- Financial Accountant position necessary to manage cash flow and investments. Also, to supervise and control financial accounting processes.
- Rates and Debtor collection - Non-essential in the short term. Would require actioning beyond this period to ensure continuance of service.

#### Essential Contract Services

- See Appendix 1



## Communicable Disease Pandemic Management Action Plan

The table below outlines key actions to be taken by the Shire of Denmark in the event of a Pandemic.

#	Response Action	
<b>WHITE PHASE – Preparation</b>		
1.	Review and test the Shire of Denmark Business Continuity Plan	
2.	Provide pandemic awareness and training workshops for staff.	
3.	Review and Test the Shire of Denmark Pandemic Response Plan.	
4.	Invest in suitable IT and communication systems and equipment that will ensure that staff can work efficiently in a situation where the majority of staff may be working remotely.	
5.	Ensure the effective operations of the LEMC and documented arrangements are in place especially for at-risk and vulnerable groups in the community.	
6.	Assist the local NFP sector to develop plans to enable continued delivery of community support services during a pandemic including information, food, income support, debt management, counselling and personal support needs.	
<b>YELLOW PHASE – Monitoring</b>		
7.	Review the Shire of Denmark BCP and Pandemic Response Plan in light of the emerging pandemic threat	
8.	Investigate and consider: Potential health implications of the particular pandemic outbreak Business modelling to ensure safety of staff including how any possible leave situations will be managed Potential for impact on local food supply, regional fuel shortages and travel restrictions	
9.	Identify and consider bulk ordering of appropriate PPE, sanitary stocks including hand sanitizer, wipes, public amenities supplies are put in place as early as possible. There are likely to be significant supply interruptions early in a pandemic.	
10.	Put the LEMC on notice of the potential for increased activity Update the contact details for all the key external information sources identified in Section 8	
11.	Update the staff contact list in preparation for staff working remote to the workplace	
12.	Monitor national and international pandemic situation daily.	
13.	Commence an Event Log with key information / decisions and actions	
<b>AMBER PHASE – Initial Action</b>		





#	Response Action	
14.	Activate Shire of Denmark Pandemic Response Team (PRT), and ensure all staff are briefed on their role in supporting the pandemic response. Ensure records management processes and activity tracking is established early in the process for all pandemic response activity.	
15.	Stand up the LEMC and coordinate regular meetings in order to provide key input to the DEMC	
16.	Under direction from the EHO, implement infection control measures as per instructions from state government health officials. Increase rates of disinfection of communal surfaces within the open Shire's buildings	
17.	EHO to inform local businesses of WA Health directives for infection control	
18.	Possible closure of identified facilities - public toilets, playgrounds, skateparks, etc. and low utilised facilities. Routinely check these facilities remain secure and locked.	
19.	Provide direction to Shire of Denmark staff of their individual responsibilities for personal hygiene and pandemic preparedness.	
20.	Provide Pandemic awareness training workshops for staff and address any staff questions / concerns.	
21.	Prepare a Pandemic Communications Plan	
22.	Rangers to identify facilities that need to be marked as closed, additional signage and cost associated with informing the public about social distancing and facilities closures. Police may call on the assistance of the Rangers to support with social distancing measures and monitoring in the community.	
23.	Create a roster of staff relevant to each critical function / system. Consider the following strategies: Identify staff to work from home including those who are considered at risk or identified as vulnerable. Establish communication strategy to keep staff informed of updates as they emerge	
24.	Prepare emergency scripting (Customer Service Briefings) to be activated on alert phase <b>AMBER</b> and <b>RED</b> , to reduce the volume of calls requiring response from a Shire of Denmark staff member.	
25.	If appropriate, based on nature of the pandemic, coordinate a suitable air-conditioning protocol with Building Management to minimise the chance of airborne infection.	
26.	IT Planning: Undertake server / data storage capacity planning to manage a remote workforce Ensure systems are in place and tested for all critical sites and remote working arrangements including large data file movement For staff working remote, have a clear process for preparing staff and undertake a pre checklist (Appendix 2) to ensure effective arrangement are in place Manage asset management as staff are issued with resources for working from home	
27.	Ensure staff working remote are briefed on hard copy and electronic records management protocols to be maintained.	
28.	Review business plans in light of pandemic impacts on activity constraints, financial impacts, business interruption.	





#	Response Action	
29.	Closure of front of house services, the Shire's Call Centre to receive Customer concerns and create Customer Requests, including non-essential deliveries.	
30.	Issue advice to staff and customers to inform them of the following emergency operational procedures: Response times may be affected due to minimal resources. Priority given to issues and orders based on potential impact. Non-critical issues will be logged and attended to as time / resources permit.	
<b>RED PHASE – Local Pandemic Impact</b>		
31.	Reinforce infection control as per instructions from government health officials.	
32.	PRT to establish a Recovery Team and commence work on a recovery plan	
33.	Ensure rostering in place with backup staff available for all critical roles and ensure the appropriate distancing measures are put in place for all staff still working on site.	
34.	Instruct all Shire of Denmark staff to immediately advise if / when unavailable.	
35.	Initiate agreed strategies. <ul style="list-style-type: none"> <li>Suspend all non-critical work until the Pandemic period is over.</li> <li>Consider all external faults or problems as critical.</li> <li>Establish appropriate fault resolution with service providers, where appropriate.</li> <li>Establish a web site advising remote access details.</li> <li>Attend to all responses based on the predefined priority schedule (key staff).</li> <li>Confirm minimum support staff numbers available to the Shire of Denmark.</li> <li>Maintain documentation and escalation procedures for each key function.</li> <li>Redeploy staff from other areas to assist with issues as required (technical / non-technical).</li> </ul>	
36.	Implement daily monitoring of staff welfare and availability for all Teams. Report daily results to PRT.	
37.	Decide whether to instruct non-critical staff to remain at home until further notice.	
38.	For all Phone failures or when required to use other Phones or mobile phone, ensure infection control process is in place.	
39.	Maintain current daily operations schedules – regular processing, reports, etc.	
40.	Ensure all Operations staff are provided with parking facilities and other amenities whilst at the primary location, to minimise contact with the public.	
41.	Determine and maintain operations based on the agreed function/system/application priorities.	
<b>GREEN PHASE</b>		



#	Response Action	
42.	Assess what business processes might be done differently after the pandemic	
43.	Manage a staged return to full operations.	
44.	Step down the PRT and reassign staff	
45.	Update staff, customers and stakeholders on the recovery plan	
46.	Conduct full debrief process	

## Communication Strategy

### Key Information Sources

Key information sources for ongoing information are show in the table below:

Stakeholders	System/Function Supported	Contact Person	Contact Details
LEMC	Provide advice and local impact information to the DEMC	Shire President	Held by Shire
Denmark Hospital	Lead Incident Management agency in local govt area and follow up case contacts	Held by Executive Team	Held by Executive Team
Great Southern Public Health Unit	Follow up case contacts and general advice	Held by Executive Team	Held by Executive Team
Community Health	Follow up case contacts and immunisation	Held by Executive Team	Held by Executive Team
WA Dept of Health	Advice in general	Medical Advisor on Duty	<b>Medical Advisor Public Health Emergency Operations Centre (PHEOC)</b> <b>Department of Health</b> 189 Royal Street, East Perth, WA 6004 T: 9222 0221   F: 9421 1689   E: pheoc@health.wa.gov.au



## Key Messages

Example messages are shown below – these messages will be modified, if required:

Communications Key message	Timing of Messages
<p>STAFF:</p> <ul style="list-style-type: none"> <li>• Notify of Alert Phase and advise on personal preparedness. Outline methods of communication.</li> <li>• Seek feedback on any personal requirements to ensure preparations are in place should Alert Phase escalate to Red.</li> <li>• Advise staff to notify management of any interstate travel planned as well as overseas.</li> </ul> <p>COMMUNITY:</p> <ul style="list-style-type: none"> <li>• Some services may be operating on limited basis</li> <li>• Keep the community updated on symptoms to watch out for</li> <li>• Community updated on which locations are currently affected</li> <li>• Provide positive messaging of community / shire activities that are assisting the community to manage through the pandemic</li> </ul>	<p>Alert Phase: <b>AMBER</b></p>
<p>STAFF:</p> <ul style="list-style-type: none"> <li>• Advise work requirements for critical and non-critical staff.</li> <li>• Reiterate hygiene methods required</li> <li>• Inform staff of symptoms and where to seek advice for testing</li> <li>• Inform staff where they can seek up-to-date and accurate information</li> <li>• Inform staff about support services available (mental health)</li> <li>• Keep staff informed of changes and updates</li> <li>• Keep staff informed of changes to local services</li> <li>• Ensure staff know where to seek further information internally</li> </ul> <p>COMMUNITY</p> <ul style="list-style-type: none"> <li>• Services will be operating on limited basis.</li> <li>• Urgent issues will be dealt with as soon as possible, with non-urgent issues logged for future resolution.</li> <li>• Service closures and changes</li> <li>• Hygiene requirements</li> </ul>	<p>Alert Phase: <b>RED</b></p>



- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Restrictions in place. Update any changes. Reiterate regularly.</li><li>• Where they can seek further information</li><li>• What we are doing to support them</li><li>• What symptoms to be aware of and where to get tested i.e. Criteria</li><li>• What additional measures have been put in place to protect the community e.g. additional cleaning services</li><li>• Locations visited by positive cases</li><li>• Support services available for mental health</li><li>• Support services for financial relief</li><li>• Support services for essential items</li><li>• What the community can do to help</li></ul> |  |
|---|--|



## Pandemic Management Resource Requirements

If a decision is made that resources are to be procured in the 'event' of a Pandemic please carefully consider the risk that supplies may be difficult to source, due to increased demand. The following resources are listed as a recommendation but need to be reviewed during the early stages to determine their appropriateness given the characteristics of the contagion.

Resource	Source	Recommended quantity for staff of 80 FTE (Quantities are for a calendar month – working days)
<b>Masks P2 or N95</b>	ABCO – Perth	X 400 Disposable Mask (5 each)
<b>3M Half Face Respirators (Front Line Staff x 10)</b>	BLACKWOODS - Albany	X 10 Half Face Respirators (plus filters x20)
<b>Surface Cleaning materials</b>	LORALINES – Albany ABCO - Perth	EcoClean Concentrate (Sanitising Disinfectant) – 2 X 15 Litres Spruce Concentrate (Disinfectant) – 2 X 15 Litres
<b>Hand Sanitiser</b>	ABCO - Perth	500ml per person – 3 Litres per dispenser
<b>Sanitiser Spray</b>	LORLAINES - Albany	10 Litres
<b>Virological Wipes</b>	SANITEX – National	10 X Tubs of 160 wipes
<b>Sanitiser Wipes</b>		800 Wipes
<b>Sanitiser Gel</b>		800 Sachets
<b>Disposable Gloves</b>	ABCO - Perth PLASTICS PLUS - Albany LORLAINES - Albany	12 per person
<b>Spray Bottles</b>	ABCO - Peth	30 x Spray Bottles
<b>Disposable Cleaning Cloths</b>	PLASTICS PLUS - Albany	5 x 30m rolls
<b>Sanitiser Dispensers</b>	LORLAINES – Albany THORNTONS HARDWARE	6 x Dispensers



## Appendix 1: COVID-19 Essential Contract Services

Service	Company Details	Remarks
<b>SOD Call Centre (After Hours)</b>	<b>Insight Messaging</b>	The Call Centre – who manage all our afterhours enquiries Shire of Denmark Call Matrix in place.
<b>Cleaning Services</b>	<b>Jeeves on The Scene</b>	Contract cleaners for some Shire public ablutions and as back to shire cleaners
Cleaning Services	Graham Parkes	Maintains the Nornalup and Peaceful Bay Public Toilets and BBQ's.
Cleaning Supplies	Lorlaine Distributors	Cleaning chemicals and supplies
Maintenance Liquid Waste	Denmark Liquid Salvage	Liquid waste removal for a number of facilities. Essential if public facilities remain open and if camp ground toilets remain operational.
Maintenance Plumbing	Springdale Plumbing & Gas	Building maintenance
Maintenance Electrical	Powley Electrical	Building maintenance
CCTV Maintenance & Repair	ABA Security	CCTV in community areas
Security Alarm Monitoring	Monitoring Excellence/ ABA Security	Building alarm monitoring service
Waste Collection	Cleanaway Recyclable Waste collection	Essential Service, contracted service overseen by Shire
Waste Collection Peaceful Bay	Vancouver Waste	Landfill waste transported to Hanrahan Rd Waste Facility
Waste Collection Denmark	Great Southern Sands	Landfill waste transported to Hanrahan Rd Waste Facility



## Appendix 2 – working from home checklist

### WORKING FROM HOME - TEST PHASE

#### CHECKLIST

☐ Yes / ☐ No Do you have an Office desk or suitable workstation / including suitable chair?

☐ Yes / ☐ No Do you have access to a computer or laptop at home?

If approved to use your hard drive from work, please provide details of your personal monitor make and model.

Please discuss this with your Manager.

Make: \_\_\_\_\_

Model: \_\_\_\_\_

☐ Yes / ☐ No Is a second screen required?

☐ Yes / ☐ No Headphones / speakers/camera for remote meetings?

if Yes, what items do you require? \_\_\_\_\_

☐ Yes / ☐ No Do you have access to Internet Services?

If yes, data capabilities?

Is your internet, ADSL, NBN, Fixed Wireless or satellite (please specify)

Do you have secure Wifi (password protected)?

What data security / antivirus programs do you have in place on your home PC?

Do you require reimbursement for private data usage i.e. Mobile Hotspots

Is a dongle required?


☐ Yes / ☐ No Do you have access to a printer / scanner?

Do you have secure print access currently set up?

--

☐ Yes / ☐ No Do you have access to Outlook on any device? (In the case that you are not able to work from a remote login)

Access via Mobile and/or Tablet?

Access via home computer or other device?

Other: \_\_\_\_\_


☐ Yes / ☐ No If you are not using remote access, is an external hard drive required for you to manager records securely?

Please refer to **Secure IT requirements**

☐ Yes / ☐ No Do you have the ability to link in to a web based meeting platform? Such as Goto Meeting? (TBA)

☐ Yes / ☐ No Do you have access to a landline or mobile?

Do you require reimbursement of usage?

--

☐ Yes / ☐ No Please provide a photo of your workstation for OHS assessment.

Please provide the following:

List of team members / management you would need to share your outlook calendar with.

Teams (please circle):

Governance

Building

Personal contact details.

Finance

Health

Work email address.

Community

Rangers

Planning

Engineering/works

☐ Yes / ☐ No Is your work from home environment conducive to safe work practices?

This environment should make provisions for adequate lighting, should be free of trip hazards, should ensure electrical cabling and appliances are safely secured, allow for unobstructed, safe exiting from your work station if required etc. Please discuss this in more detail with your Manager.

Note that **All** correspondence must be recorded via the addin's function through outlook or through synergy via the remote access.

#### **Secure IT requirements:**

All external hard drive/USB's to be scanned for malware prior to uploading any information to the shires servers

All suspicious email to be dealt as a potential virus and/or Malware and to be reported to the ICT officer (can Stuart expand on this...?)



#### General requirements

In your work from home environment you will be required to outline your daily work routine with your manager. There is a requirement when working from home that you can demonstrate that you can efficiently manage your working time and can achieve the required tasks.

This will be in the form of daily contact with your line manager and outlining your typical task- based day.

You will be required to work a normal roster and any hours not worked will be deemed as leave. **Please discuss this with your Manager.**

Do you foresee any obstacles or carer duties that will impede or impact your work from home environment, such as carer roles?

Eg: if children are required to stay at home, or you are caring for a relative? **Please discuss this with your Manager.**

- I agree to keep all hard copy and electronic records and documents secure and safe, in line with existing organisational policies.
- At all times records should be maintained in line with the Act and Regulations. This includes the registering of correspondence where applicable. Please discuss with your manager appropriate ways of meeting this requirement.
- All hard copy and electronic records and documents will be returned to the Shire of Denmark for secure back up to the system,
- Records will remain the property of the Shire of Denmark. I will discuss how I will keep all records & documents secure with my Manager.
- Any property of the Shire of Denmark used in the home office environment will remain the property of the Shire of Denmark

Please put an OUT OF OFFICE - WORKING REMOTE MESSAGE ON YOUR PC, and a physical message on your workstation so staff don't leave items of work for you that you wont receive

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date:

\_\_\_\_\_  
ICT Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date





## Appendix 3 – Event Log

Use the Event Log to record information, decision and actions

Date	Information / Decisions / Actions
4 February 2020	On, a Public Health (Notifiable Infectious Diseases) Order was published in which human coronavirus with pandemic potential (COVID-19) was declared to be a notifiable infectious disease and an urgently notifiable infectious disease.
16 March	Shire of Denmark Pandemic Response Team activated
20 March	<p>Agency Advisory #11</p> <p>As of 20 March 2020, the Prime Minister has announced a “human biosecurity emergency” has been declared under the Biosecurity Act 2015, allowing the Health Minister to issue targeted, legally enforceable directions and requirements to combat the virus; o a travel ban on all non-Australian residents and non-Australian citizens coming into Australia from 21:00 AEDT 20 March 2020; o all Australian residents and citizens arriving from overseas from 16 March 2020 will be required to self-isolate for 14 days; o the Australian Government will be issuing Isolation Declaration Cards (IDC) to all incoming travellers, asking if they ‘understand the need to isolate for 14 days’, while collecting personal information for public health follow up by the states and territories. Travellers will be requested to complete the card at all international airports from 06:00 AEDT 20 March. o cruise ships from international ports will be banned from docking in Australia for 30 days; o the national Cabinet endorses the advice of the Australian Health Protection Principal Committee (AHPPC) to introduce additional social distancing measures; o the Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19) has now moved to the Targeted Action stage;</p> <p>Non-essential outdoor organised gatherings should be limited to fewer than 500 people. Major events have since been cancelled; o residents of aged care homes will only be able to have one visit per day, of no more than two people; o non-essential indoor gatherings should be limited to fewer than 100 people.</p> <p>Directors for Self-Isolation following overseas travel, Aboriginal communities, Mass Gatherings Directions, guidelines to protect aged care residents, Public gathering and visits to vulnerable groups</p>
24 March	Agency Advisory #12



	<p>WA borders closed at 13:30 24 March 2020. Interstate arrivals are now required to self-isolate for 14 days, and the border controls apply to all road, air, rail and sea access points. Exceptions apply for essential services and workers</p> <p>On 21 March 2020 the WA Minister for Health announced: o the cessation of all Category 3 elective surgeries from Tuesday 24 March. No new Category 2 elective surgeries will be booked from Monday 23 March. o new guidelines for hospital visitors will be introduced on Monday 23 March</p>
27 March	<p>From 00:00 AEDT 28 March 2020, all people returning to Australia will be required to self-isolate in a hotel or other accommodation for 14 days before returning home.</p> <p>On 27 March 2020, the Premier announced travel between regions in Western Australia will be restricted from midnight 31 March 2020. Regional boundaries will mirror those of the state's Regional Development Commissions.</p>
31 March	<p>Agency Advisory #13</p> <p>WA Premier announced Stage 3 restrictions will be in place after 11:59pm Tuesday, 31 March 2020. The WA Government's strong guidance to all Western Australians is to stay home unless for shopping, medical or health care needs, exercise in compliance with guidelines, work and study (if you can't work or learn remotely). Exceptions to this include:</p> <ul style="list-style-type: none"> <li>• people of the same household going out together</li> <li>• funerals - a maximum of 10 people o weddings - a maximum of 5 people.</li> <li>• All playgrounds, skate parks and outside gyms in public places will be closed.</li> </ul> <p>As of 29 March 2020, the Commonwealth government announced that the following restrictions are in place:</p> <p>a "human biosecurity emergency" has been declared under the Biosecurity Act 2015, allowing the Health Minister to issue targeted, legally enforceable directions and requirements to combat the virus. The Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19) has now moved to the Targeted Action stage. Social distancing includes:</p> <ul style="list-style-type: none"> <li>• residents of aged care homes will only be able to have one visit per day, of no more than two people;</li> <li>• closure of businesses and venues including fitness centres, swimming pools, libraries, auction houses, beauty therapies, pubs, clubs, sporting and religious venues. Restaurants and cafes are only be allowed to offer takeaway services. There are also tighter restrictions on activities including weddings, funerals and markets;</li> <li>• all Australians should stay at home, and limit outings to essential activities such as attendance to work, shopping for food or medicine.</li> <li>• public gatherings, excluding household members, have been reduced to a maximum of two people • minimise all unnecessary contact with others</li> <li>• keep 1.5 metres away from others</li> </ul>



	<ul style="list-style-type: none"> <li>• avoid physical greetings such as handshakes, hugs and kisses</li> <li>• use tap and pay instead of cash</li> </ul> <p>From 30 March 2020 to 3 April 2020, WA schools will have a normal teaching environment, but families are encouraged to keep children home if possible, to do so. From 6 April to 9 April, schools will remain open for supervision only, in cases where parents still need to go to work and/or school is a safer environment for at risk households. School holidays will then begin in full, as scheduled from 10 April 2020.</p>
3 April	<p>Agency Advisory #15</p> <p>COVID-19 Testing has been expanded in WA:</p> <ul style="list-style-type: none"> <li>o General public testing Any person presenting with BOTH a fever <math>&gt;38^{\circ}\text{C}</math> AND an acute respiratory infection (e.g. shortness of breath, cough, sore throat) can be tested.</li> <li>o High-risk settings. Anyone working within a high-risk setting that presents with EITHER a fever <math>&gt;38^{\circ}\text{C}</math> OR an acute respiratory infection will be tested. This includes healthcare workers, including aged care and disability workers, and Western Australian Police Officers. Testing will also be arranged for anyone from the following high-risk settings where two or more people are experiencing EITHER a fever <math>&gt;38^{\circ}\text{C}</math> OR an acute respiratory infection:</li> </ul> <ul style="list-style-type: none"> <li>• aged and residential care</li> <li>• rural and remote Aboriginal communities</li> <li>• detention centres</li> <li>• correctional facilities</li> <li>• boarding schools</li> <li>• military barracks or equivalent</li> <li>• geographically localised areas with increased risk of community transmission</li> <li>• cruise ship passengers or returned travellers (international and domestic).</li> </ul>
14 April	<p>Public Health Emergency Op Centre Bulletin</p> <p>New Emergency Management Powers and increased penalties for COVID-19 related incidents passed through both houses of State Parliament on 2 April. The new laws enable authorities to:</p> <ul style="list-style-type: none"> <li>• issue \$1,000 on-the-spot fines for individuals and \$5,000 fines for businesses to act as a further deterrent against those in the community who do not follow new directions.</li> <li>• allow for a person to be subject to electronic monitoring while they are in self-isolation.</li> <li>• impose a penalty of 12 months' imprisonment or a fine of \$12,000 for people who do not comply with electronic monitoring requirements.</li> <li>• include powers to compel people to provide information about any recent travel undertaken by them, and information about people with whom they have been in close contact.</li> </ul>



	<ul style="list-style-type: none"> <li>enable emergency management authorities to direct that any road, access route or areas of water in or leading to an emergency area be closed.</li> </ul>
21 April	<p>Public Health Emergency Op Centre Bulletin</p> <p>G2G Pass for travel exemptions Individuals and Businesses who require travel exemptions within Western Australia can now apply online for a G2G pass using a mobile phone application. The G2G pass is an initiative of the Western Australia Police Force in response to the state of Emergency Directions.</p> <p>WA School Plans for Term 2 Schools will open for term 2 on Wednesday 29 April for all parents and carers who choose to send their children to school</p>
28 April	<p>Public Health Emergency Op Centre Bulletin</p> <p>Updated gathering restrictions Effective Monday 27 April 2020, indoor and outdoor gatherings for up to 10 people are allowed including weddings, outdoor personal training, and open house or display village inspections.</p> <p>Visitors to residential aged care facilities A person must not enter, or remain on, the premises of a residential aged care facility in WA if a person has not had an up to date vaccination against influenza. There are exemptions for emergency workers and persons from a public authority.</p>
1 May	<p>Shire of Denmark PRT paused. Decision making referred to Executive Team</p> <p>6-month redeployment of staff from areas impacted by business closure put in place</p>
1 May	<p>Public Health Emergency Op Centre Bulletin</p> <p>Closure and Restriction (Limit the Spread) Directions (No 2) Effective 11.59 pm 26 April 2020, indoor and outdoor gatherings for up to 10 people are allowed including weddings, outdoor personal training, and open house or display village inspections.</p> <p>Closure and Restriction (Elite Athlete Training) Modification Directions Effective 1 May 2020, certain gatherings are exempt from being prohibited to enable certain activities to occur and to enable certain places to be open for the purposes of enabling people to engage in these specific activities.</p> <p>Visitors to Residential Aged Care Direction (No 2) Effective 25 April 2020, a person whose presence at the premises is required for the purposes of emergency management, law enforcement or otherwise responding to an emergency does not have to have an up to date vaccination against influenza, irrespective of whether such a vaccination is available.</p>