**Pandemic Response Plan**

**Key Actions and Business Continuity Process**

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# **Version History**

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| **Version Number** | Date | **Modified by:** | **Key Changes** |
| Draft | 06/04/2020 | manager | Initial drafting of Document by Manager and reviewed and edited by the Committee of Management |
| V1 | 13/04/2020 | Manager | Reviewed by the CoM.  Covid-19 reference has been removed – replaced by Pandemic Response Plan.  Section 4 changed to Section 3 (there is no section 4).  Reference to Newstart changed to Job Seeker. |

# **Plan Objectives**

* Support the COMMUNITY CENTRE community to access accurate, evidence based pandemic information
* Implement measures proven to slow the spread of a pandemic virus.
* Implement containment strategies through accurate, timely and coordinated communication
* Define and prioritise critical business functions in the event of closure of COMMUNITY CENTRE including RTO programs, Learn Local programs, CHSP and HACC programs, Emergency Food Relief and Community Development programs
* Mitigate and minimise impacts of the pandemic on COMMUNITY CENTRE and its key stakeholders, students, families, community participants and members.

# **Pandemic Action Plan Overview**

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| Stage 1 - Initial Containment | • Communicate with the community about the nature of the pandemic, risk reduction measures and ensure community cohesion.  •Develop Pandemic Policy to ensure persons who are unwell or experiencing flu-like symptoms remain at home and do not make in-person contact with the community house.  • Cleaning all switches, door handles, cupboard doors, desks, taps, kitchen benches, etc. regularly during the day.  • Encourage hand hygiene and reduced close contact between Centre users.  • All staff and participants to ensure cups, spoons etc. are cleaned immediately after use.  • Hand sanitization stations to be set up in key locations with accessible signage.  • Investigate innovative community strengthening projects to support the most vulnerable members of the community. |
| Stage 2 Peak action - Closure of COMMUNITY CENTRE | • COMMUNITY CENTRE MANAGER to remain up to date on government legislation, advice, guidelines and mandatory closure policies.  • COMMUNITY CENTRE MANAGER to maintain communication (via MiCare staff) with cleaning company regarding increasing sanitation, suspected re-opening times, and program resume dates.  • MANAGER and admin team to remain in remote contact with community outreach partners regarding possible start back.  • COMMUNITY CENTRE MANAGER to remain in contact with Staff regarding the progress of Stage 3.  • Staff to check emails daily for updates.  • Community Development team to implement innovative community strengthening projects to support the most vulnerable members of the community. |
| Stage 3 – Recovery - | • COMMUNITY CENTRE MANAGER to contact Staff about re-opening process.  • Staff to check emails daily for updates.  • Management and staff team to come together to plan how we manage programs moving forward. |

# **Risk Management Plan**

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| Prepared By Manager | Date: 06/04/2020 | Key:  **VH = Very High**  **H = High**  **M = Medium**  **L = Low** |
| Reviewed By: Committee of Management | Date: 13/04/2020 |
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| Risk Description: | Likelihood | Impact | Priority | Preventative Action | Contingency Plans |
| --- | --- | --- | --- | --- | --- |
| A COMMUNITY CENTRE Staff or Community Member reports flu-like symptoms | H | M | H | * COMMUNITY CENTRE staff to disinfect all communal contact points are surfaces. * Staff, Service Users, Volunteers, Room hirers to minimise bodily contact where possible. * Staff, Service Users, Volunteers, Room hirers to practice good hand hygiene and safe sneeze and cough practices. * COMMUNITY CENTRE (via CoS) will provide hand sanitising stations at key locations throughout the centre. * COMMUNITY CENTRE will ensure information regarding good hygiene practices is available in community languages. * COMMUNITY CENTRE will ensure safe hygiene information and posters are available on site. | * Staff and program participant experiencing fever, breathing difficulties such as breathlessness, cough, sore throat fatigue or tiredness. To notify their Manager or Program Co-ordinator immediately. * Affected member to complete the Self-Assessment for Pandemic Virus Risk flowchart. * Affected member to contact 1800 675 398 to discuss the outcome of the self-assessment. * Member must follow the hotline advice regarding self-quarantine. * COMMUNITY CENTRE to support staff or students required to quarantine by maintaining telecommunication. * If member undergoes swab testing, and the result is positive, they must advise WPCC ASAP and list COMMUNITY CENTRE as a contact point if DHHS requests their travel and community engagement information. |
| A confirmed case of a Pandemic Virus is present at COMMUNITY CENTRE | M | VH | M | * Staff and program participants are advised to avoid international travel, and to self-quarantine for 14 days following travel. * Staff and program participants who have come into contact with a confirmed case outside of COMMUNITY CENTRE are required to self-quarantine * COMMUNITY CENTRE staff to disinfect all communal contact points are surfaces. * Staff and program participants to minimise bodily contact where possible * Staff and program participants are to practice good hand hygiene and safe sneeze and cough practices * COMMUNITY CENTRE will (via CoS) provide hand sanitising stations at key locations throughout the centre. | * COMMUNITY CENTRE to ensure the space is cleaned in accordance with DHHS disinfection guidelines. * COMMUNITY CENTRE MANAGER to contact DHHS or relevant hotline for advice regarding closure. * COMMUNITY CENTRE Management team will communicate with staff and students regarding the risk of contact. |
| Loss of Funding due to reduced numbers of service users and room hirers | M | VH | H | * COMMUNITY CENTRE has limited control over this risk. * DHHS has confirmed that Manager role funding will not be impacted. * COMMUNITY CENTRE MANAGER and COMMUNITY CENTRE BDM to investigate the potential of Government assistance for sustainability support. | * MANAGER to keep up to date with information regarding funding from all sources and the impact reduction in numbers may have to bottom line. * MANAGER to carefully review impact on budget and make recommendations to CoM re: any changes to services. * As a last resort, once other leave entitlements are exhausted, stand down staff without pay as per Fair Work guidelines (and support them in finding financial support ie: Job Keeper) * Redirecting skilled team members to apply for additional funding sources. |

# **Stage 2 Checklist**

## **Pre-implementation Checklist**

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| **OUTSTANDING ACTIONS**  **Must Be Completed BEFORE stage 3** | **Date** | **Actions taken** |
| Bookkeeper has prepared a “Handover Report/File” to enable other members of Admin Team to fulfil bookkeeping role in the event of incapacitation. |  |  |
| Contact details for Room bookings/ Room Hire patrons are collated and accessible by COMMUNITY CENTRE Management staff. |  |  |
| Staff have ensured their contact phone number is up to date and listed on the “Staff Contact Details” page in shared drive. |  |  |
| Laptops have been set up with the appropriate software for staff who will be working remotely. |  |  |
| Staff who will be working remotely have been able to test any new software required. |  |  |
| Staff have developed necessary materials to launch innovative community strengthening programs to support vulnerable members of the community. |  |  |

## **Implementation Checklist**

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| **Implementing Stage 3 Checklist** | **Date** | **Actions taken** |
| * Understood the Government issued orders? |  |  |
| * Have a clear internal communication channel? |  |  |
| * Have a clear community communication channel? |  |  |
| * Have a clear state and federal information channel? |  |  |
| * Implemented your Incident Response Plan? |  |  |
| * Started an Event Log? |  |  |
| * Activated staff members and resources for Pandemic Response? |  |  |
| * Appointed a spokesperson? |  |  |
| * Briefed team members on the changes in operations |  |  |
| * Allocated specific roles and responsibilities? |  |  |
| * identified critical activities that have been disrupted? |  |  |
| * Kept staff informed? |  |  |
| * Contacted Students, Families, Community Members |  |  |
| * Understood and complied with any regulatory/compliance requirements? |  |  |
| * Initiated media/public relations response? |  |  |

# **Roles and Responsibilities**

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| **Role** | **Designated employees** | **Alternate** |

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| COMMUNITY CENTRE MANAGER | John Smith | Name: CoM |
| Emergency Responsibilities:   * ensure the Business Continuity Plan has been activated * oversee smooth implementation of the response and recovery section of the plan * communicate with key stakeholders as needed * provide important information to the Communication Officer for distribution * keep key staff apprised of any changes to situation. * Remain up to date on relevant government advise and guidelines. | | |

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| **Role** | **Designated employees** | **Alternate** |

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| COMMUNITY CENTRE T&C Manager | Name: | Name: |
| Emergency Responsibilities:   * ensure the “Pandemic Response: Education Programs” has been activated * communicate with key stakeholders as needed * Provide guidance to educators working remotely * provide important information to the Communication Officer for distribution * keep education staff apprised of any changes to situation. | | |

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| **Role** | **Designated employees** | **Alternate** |

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| Bookkeeper | Name | Name: |
| Emergency Responsibilities:   * Working remotely to ensure bills are paid * Processing timesheets and payroll information for contingency staff * Maintaining contact with COMMUNITY CENTRE MANAGER * Ensuring processes and undertaken actions are documented in the event a handover is required | | |

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| **Role** | **Designated employees** | **Alternate** |

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| BDM / Interim Communications Officer | Name: | Name: |
| Emergency Responsibilities:   * Collate important information from MANAGER and Board of Governance for distribution * Remain up to date on Government advice and guidance and distribute this when appropriate * Assist Management and Administration team in maintaining communication with hirers, program participants and stakeholders | | |

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| **Role** | **Designated employees** | **Alternate** |

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| Community Programs | Name: | Name |
| Emergency Responsibilities:   * Team to develop innovative community strengthening projects to support most vulnerable members of the community ie: frail aged, socially isolated * Develop projects to assign volunteers or COMMUNITY CENTRE staff who cannot work remotely to community members who need practical support in reducing the burden of state pandemic action * Coordinate COMMUNITY CENTRE staff on the outreach projects * Maintaining contact with COMMUNITY CENTRE MANAGER regarding the progress of the Business Continuity Plan | | |

# **Key Contact Sheet**

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| **Person** | **Contact number/s** | **Email** | **Responsibilities** |

# **Recovery Phase**

## **Objectives**

* Prepare COMMUNITY CENTRE for recommencement of select programs and projects.
* Work with the state government to safely re-establish community centre spaces.
* Ensure key staff are healthy and prepared for the return to on-site work.
* Stagger the return of staff and programs to ensure a smooth transition back to normal programming.
* Communicate plans for recommencement of programs with staff, volunteers, community members, room hirers and other stakeholders.
* Assess the financial standing of COMMUNITY CENTRE and the long-term sustainability of continued programs.
* Repair partnerships and relationships with other organisations and community members that may have declined over the hiatus.

## **Recovery Plan**

| **Critical Business Activities** | **Preventative/Recovery Actions** | **Resource Requirements/ Outcomes** | **Recovery Time Objective** | **Responsibility** | **Completed** |
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| Room Hirers | Ensure that hirers are following hygiene procedures at all times and that they are ensuring that all participants are practicing social distancing | That within first three weeks of term we have 80% of hirers back in the centre.  This will involve conversations and face to face meetings (via zoom preferably) | 1-2 weeks of re-opening centre | MANAGER, Reception & Intake Officer, BDM |  |
| RTO programs | Ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately. Numbers will have to be reduced | Art Room is disinfected and cleaned before and after every class | April 20 | MANAGER, Compliance and Training Manager, Art trainer |  |
| Learn Local (ACFE) Programs | When program returns ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately. | All learning spaces are to disinfected and cleaned before and after every class | April 20 | MANAGER, C&T Manager, LL Teachers |  |
| CHSP and HACC programs | When program returns ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately. | All learning spaces are to disinfected and cleaned before and after every class | April 20 and proceed to online delivery | MANAGER, BDM, HACC and CHSP Facilitators |  |
| VCAL program | Ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately. | All learning spaces are to disinfected and cleaned before and after every class | April 20 and proceed to online delivery | MANAGER, SSO |  |
| Neighbourhood House and Centre managed programs | Ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately. | Start to utilise online programs as much as possible and start to run innovative programs that meet the needs of our community | Within 2-3 weeks or reopening that we start to scale up our programs. Some may be able to come back quicker as they don’t contain high risk groups but this will be on a program by program basis | MANAGER, BDM |  |

Financial Modelling

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| **Wages** | **Current Government incentives** | **Current Room Hire per month/**  **Possible loss per month of room hire**  Currently our room hire is approximately  $1000 per month and that with the current reopening date of 14/4/20 we would lose approximately $8500 this month as we have a few hirers still hiring as they are classed as essential programs. |
| Our NHCP funding we receive from state government is for the payment of the MANAGER’s wages and the money we receive from other sources is for the provision of programs. Under NHCP guidelines the intent would be to continue to employ those staff that can continue to ensure that the organisation continues to operate and also be able to engage the community in new ways. | Below is what the federal government will be providing to businesses (which includes not for profits like us). I would suggest on conservative estimates we would get approximately $20,000 in payments/tax credits between now and JulyGovernment stimulusAssistance to business for keeping workers employed in their jobs The measures are designed to boost cash flow for employers by providing up to $100,000, with a minimum payment of $20,000, to eligible small and medium sized businesses and not-for-profits that employ Managerple. This will be delivered by:   * Providing up to $50,000, with a minimum payment of $10,000, back to eligible businesses (i.e. businesses or not-for-profit entities with an aggregated turnover under $50 million) from 28 April 2020. The payments will be tax free and will flow automatically through the PAYG system. * Making an additional payment from 28 July 2020 which is equal to the payment made from 28 April 2020. So, eligible entities will receive at least $20,000 and up to a total of $100,000 under both payments.   The link regarding stimulus package is below  <https://treasury.gov.au/sites/default/files/2020-03/Fact_sheet-Cash_flow_assistance_for_businesses_0.pdf> |
| **Step 1**  By terminating our casual programs staff we can have a cost saving (amount TBA). |
| **Option 1**  Continue to pay the wages as we have and hopefully in early April (pending government decisions) staff are back in the Centre and working towards implementing programs as described above in the plan. This would need to be a fortnight by fortnight decision |
| **Option 2**  Reducing all staff hours (actual savings TBA) |  |

## **Recovery Checklist**

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| **Now that the crisis is over have you** |  | **Actions** |
| * Refocused efforts towards recovery? | ❑ |  |
| * Deactivated staff members and resources as necessary? | ❑ |  |
| * Continued to gather information about the situation as it affects you? | ❑ |  |
| * Assessed your current financial position? | ❑ |  |
| * Reviewed cash requirements to restore operations? | ❑ |  |
| * Contacted relevant funding bodies regarding the recommencement of programs | ❑ |  |
| * developed goals and timeframes for recovery? | ❑ |  |
| * kept staff informed? | ❑ |  |
| * kept community members informed? | ❑ |  |
| * set priorities and recovery options? | ❑ |  |
| * Made changes to the recovery plan in recognition of any unforeseen events in stage 3 | ❑ |  |
| * captured lessons learnt from your individual, team and business recovery? | ❑ |  |

# **Notes and comments**

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| **DATE** | **DECISION** | **ACTION** | **RESPONSIBILITIES** |
| 13/04/2020 | * Edit plan | * Edit plan as per CoM comments and feedback | A.S |
| 15/04/2020 | * Send to relevant funding bodies | * Forward via email | A.S |
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