



SHIRE OF GOOMALLING

*Business
Continuity Plan*



TABLE OF CONTENTS

Purpose of the Plan	3
1. Key Personnel.....	4
2. Current Strategies	5
3. Communications	6
4. Workforce Implications.....	7
5. Key Business Areas	9
6. Proposed Actions.....	12
7. Proposed Media Statement.....	14

PURPOSE OF THE PLAN

In creating this Business Continuity Plan its purpose is solely with regard to the COVID-19 Pandemic of 2020. The plan aims to document the various processes and procedures that have and are likely to occur along the journey, but also to provide guidance with regard to Council's essential services and how they can be maintained throughout the crisis.

Council will consider the proposed Business Continuity Plan (BCP) at its April 2020 meeting but many of the initiatives may already have been implemented by this time. Officers have attempted to achieve a balance between continuing to operate the business and to provide good governance to the district, whilst protecting the welfare of Councillors, Staff, Volunteers and the Community.

The State Government has declared a State of Health Emergency regarding COVID-19 and because of this, the Shire is required to consider how it will implement directions from both the Federal and State Governments in managing the impacts of this virus, whilst protecting its workforce and community as much as possible.

This plan will consider "what are our key business areas", "what are our critical functions", "what are the dependencies between functions and/or services" and "what are the acceptable downtimes" with regard to those services.

This will lead to an action plan with direction for both the Council and staff to ensure that the essential services we provide continue to be provided to our residents and the community at large.

Officers have identified a number critical strategies, functions, roles and responsibilities to enable the Shire of Goomalling to work towards the following key objectives in the current situation:

- Protecting the safety and well-being of our people (including customers, Councillors, staff, volunteers, contractors, suppliers and the wider community).
- Assisting to slow the spread of the virus in our community.
- Ensuring the continuity of essential Shire functions and services.
- Preparing for recovery of the Shire and the community and businesses will be a priority after the pandemic.

1. KEY PERSONNEL

In this section we will identify key business areas of the Shire and the responsible staff for those areas. These staff will have a critical role to play in maintaining services within many of the key business areas.

The following table presents the key personnel of the Shire;

Person	Position	Mobile No.	
Peter Bentley	Chief Executive Officer	0439 496 559	CEO
Natalie Bird	Deputy CEO	0406 659 119	DCEO
David Long	Manager Of Works	0429 311 160	MOW
Carlene Brookes	Medical Practice Manager	0429 139 302	MPM
Tom Raftis	Plumber	0484 919 306	PLU
Tahnee Bird	Community Development Officer	0439 170 689	CDO
Cr Barry Haywood	Shire President	0428 311 063	GSP
Kristina Perrin	Fire Warden – Shire Office	0497 847 870	FWA
Russell Beck	Fire Warden – Depot	0427 556 579	FWD
Brad McConkey	Maintenance Coordinator	0497 788 787	BMC
Trudi Manera	Senior Finance/Payroll	0427 291 076	SFP
Keith & Kathy Allen	Caravan Park Caretakers		CPC
Brock Hargreaves-Tieland	Pool Manager	0409 258 188	GPM
Gloria Robinson	Contract Ranger		
Toodyay Health	Contract Health Officer		TEHO
Toodyay Building	Contract Building Surveyor		TBS
Toodyay Planning	Contract Planning Officer		TPO

2. CURRENT STRATEGIES

As at 31 March 2020 the following strategies and actions have taken place.

Preventative;

- Upgrade of staff hygiene practices.
- Social distancing policy in place in particular for dealing with public.
- Distribution of materials to both staff and public regarding health messages, critical updates and travel advisories via mail, webpage and social media.
- Investigated strategies for staff to work from home where possible.
- Development of this plan.
- Shutdown as appropriate and as mandated by both State and Federal Government of various facilities.
- Request to DOT to cease PDAs at Goomalling.
- Participation in DOH, DLGC, WALGA and LG Pro webinars with regard to the pandemic.
- Establish measures to record financial effects on the organisation.
- Stocktake and order from various stores such as sanitiser and toilet paper.
- Establish sanitisation stations where appropriate for Shire staff and customers.
- Closure to walk-in traffic of Administration Office, appointments are being booked with appropriate distancing policy.
- Closure of halls, gym, sporting venues, playgrounds and other facilities as mandated by other spheres of Government.
- Promote heightened awareness of hygiene and distancing to all staff and residents.
- Staff assistance to “adopt a vulnerable person” initiative.
- Assistance for the Goomalling Foodbank for vulnerable people.

3. COMMUNICATIONS

The Shire President is the primary spokesperson for the Shire of Goomalling; the CEO is responsible for authorising content that is developed and distributed via the Shire's website, social media, print and broadcast media.

At this stage all content has been developed by either the CEO or the Community Development Officer. This is likely to continue for the foreseeable future.

Key Messages: The key messages that have gone out to the community at this stage have been about;

- The safety of both our staff and our customers or residents being our highest priority.
- The various health and hygiene messages and directives from the State and Federal Governments.
- We have a responsibility to keep the public informed.
- That the appropriate structures and resources are in place to continue to provide our essential services.
- That everyone should remain calm and rational in their approach to this event and to support our neighbours and the vulnerable in the community.
- Advice of where resources can be found.
- Distribution of information regarding various stimulus packages.

These public and staffing releases are designed to ensure that as much information as is possible, gets to the general public. As much as is legally possible. The CEO continues to review what information should be distributed on a daily basis.

4. WORKFORCE IMPLICATIONS

Providing a safe Workplace: There is little impact on our works staff with regard to public contact. This can be managed easily through appropriate social distancing. There is a greater requirement for appropriate care within the crew. Policy to ensure staff are at as lesser risk as possible has now been put in place and will be monitored ongoing.

Meetings: All face to face meetings with members of the public have been suspended unless absolutely necessary. This is to protect staff from potential community transmission as are many of the following measures.

Meetings – Council: A Zoom licence has been acquired to conduct Council and/or Committee meetings by video link. This means that Council can conduct meetings without the need for Councillors to leave their residence.

Officers can also conduct business meetings with banks, software suppliers and the like negating the need for travel to other regions in some instances.

Employee Travel: All unnecessary employee travel has been cancelled. Employees have been actively discouraged from undertaking private travel, in particular interstate or overseas, and recently the State Government has introduced intrastate travel restrictions.

Work from Home Arrangements: Where appropriate to do so Council staff have been offered work from home arrangements where the technology is available, connectivity is at appropriate levels and the personal circumstances of the employee suit this action.

Employees who are Unwell: Where an employee is unwell they are directed not to attend work. This is the case for people who are suffering illness not related to the current pandemic as well to ensure that there is a reduced spread of any illness but also to protect any who are already suffering from the potentially fatal effects of multiple infections or conditions.

Special Leave Arrangements: The CEO is to be delegated the authority to approve up to 10 days special COVID leave to staff members where COVID-19 has affected their lives as follows;

- Self-isolation – possible infection, 10 working days
- Illness – COVID-19 infection, 10 working days
- Leave due to agreed stand down, 10 working days plus access to accrued personal leave, annual leave and long service leave regardless of the normal conditions required.
- COVID-19 special leave is available after existing personal leave is taken except where an employee is required to self-isolate due to possible transmission through work or has acquired the virus through work.

Shire of Goomalling

Business Continuity Plan

- COVID-19 leave is a special one-off leave and does not accrue and neither does it affect annual leave or long service leave.

Stand Down: The Shire of Goomalling has chosen to employ staff under the state award system and accordingly there are no stand down provisions within the two applicable awards. The CEO will undertake negotiations with staff should this become a likely outcome.

Where possible, Council staff will be assigned to alternative duties to reduce the economic fallout from any actions. Flexible leave options will be considered where stand down becomes a requirement.

Where stand down provisions are not able to be negotiated, staff will be terminated due to our inability to continue operating.

5. KEY BUSINESS AREAS

In this section we will identify key business areas of the Shire and the responsible staff for those areas. These staff will have a critical role to play in maintaining services within many of the key business areas.

The key business areas of the Council's operation include a number of functions we undertake on behalf of other agencies, those related to works, planning, building, asset management and a host of community services and compliance matters. While in response to other disaster situations Council may seek to reduce the number and frequency of services, given the severe economic fallout from this pandemic, we will seek to keep business moving where possible. The following tables show our key business areas, the critical business functions within those areas and the primary contact for that business function.

Core Area	Critical Business Function	Primary Contact
Corporate/Finance	Accounts Payable (Creditors)	DCEO
Corporate/Finance	Accounts Receivable (Debtors)	DCEO
Corporate/Finance	Banking & Taxation	SFP
Corporate/Finance	Payroll	SFP
Corporate/Finance	Elected Member liaison & support	CEO
Corporate/Finance	Cemetery reservations & internments	DCEO
Corporate/Finance	Customer complaints	DCEO
Corporate/Finance	Customer enquiries	DCEO
Corporate/Finance	Records management	DCEO
Corporate/Finance	Cleaning of facilities	DCEO/MOW
Corporate/Finance	Communications & media management	CEO/CDO
Corporate/Finance	Maintenance of Shire website	CDO
Corporate/Finance	Animal Control	CRS
Corporate/Finance	Bush Fire Brigades response & support	CEO
Corporate/Finance	Grant management	CDO
Corporate/Finance	Provision of all non-life threatening services	CEO
Corporate/Finance	DoT vehicle licensing & registration	FWA
Corporate/Finance	WAPOL licensing & registration (firearms)	FWA
Corporate/Finance	Insurance management	DCEO
Corporate/Finance	Rates calculation & collection	SFP
Corporate/Finance	Advocacy	CDO

Shire of Goomalling

Business Continuity Plan

Core Area	Critical Business Function	Primary Contact
Works	Reactive maintenance	MOW
Works	Storm & disaster response	MOW
Works	Fleet servicing & maintenance	MOW
Works	Landfill operations	MOW
Works	Sportsground maintenance	MOW
Works	Cemetery maintenance	MOW
Works	Town maintenance	MOW
Works	Park & Reserve maintenance	MOW
Works	Playground installations & maintenance	MOW
Works	Weed control	MOW
Works	Construction & maintenance program	MOW
Works	Crossover inspection & approval	MOW
Works	School bus stop / routes maintenance	MOW
Works	Asset management planning & maintenance	MOW
Works	Building inspections	MOW
Works	Building maintenance program	MOW
Works	Heavy haulage permits	MOW
Works	Private works	MOW
Works	Clearing permits	MOW
Works	Road name and street numbering	MOW
Works	Survey, design & layout of drainage, footpaths & roads	MOW
Works	Traffic management	MOW

Shire of Goomalling

Business Continuity Plan

Core Area	Critical Business Function	Primary Contact
Health	Food premises approvals & registration	TEHO
Health	Liquor licence approvals	CEO
Health	Lodging house inspections	TEHO
Health	Pest control	TEHO
Health	Public buildings, accommodation approvals & registration	TEHO
Health	Trade/stallholders permits	TEHO
Health	Food premises inspections	TEHO
Health	Respond to environmental health issues	TEHO
Health	Sewerage management	TEHO/PLU
Health	Water quality monitoring	TEHO
Health	Waste collection	TEHO/MOW
Health	Provision of meals & critical health services to clients	CDO/MPM
Planning	Business & community signage approvals	TPO
Planning	Provide advice on town planning matters	TPO
Planning	Subdivision proposals	TPO
Planning	Town Planning Scheme management	TPO
Planning	Private Scheme amendment requests	TPO
Planning	Process & issue development & planning approvals	TPO
Building	Temporary accommodation approvals	TBS
Building	Demolition license assessment	TBS
Building	Issue building license assessment	TBS
Building	Private building license assessment	TBS
Building	Private swimming pool inspections	TBS

6. PROPOSED ACTIONS

There have been a number of Federal and State Government stimulus measures put in place with multi billion dollar price tags. These measures are designed to stimulate the economy in a number of ways but also to ease the burden on households where one or more residents may have lost their jobs.

Within these packages there have variously been measures to assist small and medium business, job seekers, workers who are at risk of losing their jobs and a number of industries and other parts of the overall economy. Of late much pressure has come to bear on Local Government to also shoulder some of this burden.

The Shire of Goomalling is not in the best position to do this given our debt levels and low reserve funds. It is possible that we could assist where real hardship exists by targeting local business where we can, to keep staff employed for as long as we possibly can, by offering flexible working arrangements for as many staff as possible, offering flexible leave arrangements and by looking after our staff in general as best we can.

In addition, we should consider things that may assist our sporting bodies, have a level of understanding for those who may be struggling as the various measures to restrict the spread of the virus bite into the economy. This should include rents, potential freezing of fees & charges, keeping rate increases as low as possible and showing compassion with debt management.

The following are some measures that the Council may wish to consider throughout this difficult time;

1. Offer, upon request, a waiver of interest on outstanding rates for any business directly and adversely affected by the Commonwealth Government's decision to close various businesses between 23 March and 31 July 2020;
2. Offer, upon request, a waiver of interest on outstanding rates for those businesses directly and adversely affected by the State Governments decision to close Western Australia's borders, between 23 March and 31 July 2020;
3. Delegate to the Chief Executive Officer the power to waive interest on outstanding rates between 23 March and 31 July 2020 for those that can demonstrate hardship due to the COVID-19 pandemic and to write off small debts up to \$100 during that period in cases of financial hardship;
4. Instruct the Chief Executive Officer to formulate a budget and financial strategy assuming a 0% or near 0% rate increase for the 2020/21 financial year;
5. Delegate authority to the CEO to suspend rentals or lease payments due from local small business for Council owned properties for the duration of the COVID-19 pandemic;

6. Delegate authority to the CEO to negotiate with housing tenants, experiencing extreme hardship, modified rentals for Council owned or managed properties;
7. Delegate authority to the CEO to suspend or to modify affiliation fees for local sporting clubs where seasons do not progress or progress at a reduced level and causes financial hardship;
8. Continue to provide assistance to the Goomalling Foodbank/Community Pantry to cater for the vulnerable and elderly who may be experiencing difficulties throughout the outbreak;
8. Delegate authority to the CEO, to redeploy staff while it is financially viable to do so, to other areas of the organisation for the next 6 months;
9. Provide all staff with up to 10 paid COVID-19 leave days in addition to any existing entitled sick or annual leave days where there is proof or a significant likelihood that the employee is required to self-isolate due to potential workplace exposure.
10. Provide all staff with up to 20 paid COVID-19 leave days in addition to any existing entitled sick or annual leave days where there is proof or a significant likelihood that the employee has contracted the virus due to workplace exposure.
11. Where possible staff will be provided with the option to work from home. By working from home they are required to undertake a minimum of 2/3 of their normal daily work hours. The Shire will require them to access the Shire IT system via their own PC. The Shire will pay normal hours and hourly pay rate during this time as compensation for using their own office space and IT equipment. This will most likely accommodate only Administration Staff. If any other Staff are in this position, the CEO will look at providing other options to accommodate all staff in this situation where possible.
12. Where all other options have been exhausted, delegate authority to the CEO to negotiate with staff, either as a group or individually, for a negotiated stand down agreement which will include leave provisions.
13. Should there be no agreement with staff to a negotiated stand down and it is not financially viable for staff to continue to be paid, delegate authority to the CEO, **AS A LAST RESORT**, the power to lay off non-essential staff.
14. Conduct a further budget review to identify savings and changes.

7. PLANNED MEDIA STATEMENT

LOCAL COMMUNITY MEASURES – COVID-19

At its April Ordinary Meeting, the Shire of Goomalling put into place a number of measures from its Business Continuity Plan to assist its employees, local sporting bodies and those businesses and individuals who are experiencing financial difficulty through the COVID-19 pandemic.

These measures are designed to help relieve some of the pressures that have arisen from the loss of income, movement restrictions and other difficulties in trading or living in general. The measures will be for an initial period of 6 months and will be reviewed as appropriate as the economy recovers.

Business Rentals: Where businesses are renting Council owned properties and have been forced to close or where they have had incomes significantly impacted, rents will be suspended for an initial period ending September 30 2020.

Housing Rentals: Where an individual or family is experiencing significant, demonstrated, financial difficulty in paying rent, the CEO will have the power to negotiate modified rental rates until September 30 2020.

Sporting Clubs: Where seasons have been suspended, cancelled or significantly shortened, the CEO will have the authority to negotiate modified affiliation fees with clubs. This could include waiver depending on the situation for current seasons.

Roadworks: Council will continue with its planned road program and where funding becomes available, expand to the maximum level possible given the availability of staff and Contractors. In particular it is hoped that some funding will become available following the current lockdown status of our state and would bring business to our hotel and other businesses.

Foodbank/Vulnerable Residents: Council and staff are fully supportive of the “Adopt a Vulnerable Person” program that our Community Development Staff have instigated. This program is designed to help keep an eye on those residents who have no family in Goomalling or are vulnerable in other ways. If you can help by picking up some shopping, making a quick call to see how someone is doing or the like please contact our staff to register. We will continue to provide resources to the Foodbank to assist with the distribution of food to this section of our community.

Staff: Our staff are currently working in modified conditions – some from home, some at the office and this varies according to risk factors, roles and family situations. Council will do its best to maintain a full compliment of staff and all essential services will continue.

Shire of Goomalling

Business Continuity Plan

Fees and Charges: Council will, as part of its 2020/21 budget process, keep all fees and charges at 2020 levels. Council will also endeavor to keep rates at 2020 levels.

Budget Review: Council is undertaking a further review of its budget to identify any other measures that it can implement to help residents and businesses in the current difficult environment.

Interest and debts: Council has also taken the step of authorising the CEO to negotiate alternative arrangements with residents and ratepayers with regard to debts and interest charges over the next 6 months.

Anyone who is experiencing difficulties is urged to contact the office to discuss what we may be able to do to assist.

Shire of Goomalling

Business Continuity Plan

Shire of Goomalling

Business Continuity Plan

