



Business Continuity Plan
COVID-19 Pandemic Response

March 2022

Version Control

Version	Date	Revised By	Changes Made
1.0	23 March 2020	EMCCS	Initial draft for discussion
1.1	23 March 2020	EMG	Review and minor amendments
1.2	23 March 2020	EMCCS	Addition of Appendices and Stand Down Provisions
1.3	24 March 2020	EMG	Minor amendments
1.4	28 May 2021	CESO	Update Style Guide & Staff Names/Positions
1.5	10 June 2021	CESO	Minor typographical amendments following A&R Committee consideration
1.6	09 March 2022	ELT	Amendments based on updated health advice

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1. Acronyms Used

Councillors and Staff

ACHO	Arts & Cultural Heritage Officer
AGC	Administration & Governance Coordinator
CEO	Chief Executive Officer
CESM	Community Emergency Services Manager
CESO	Council & Executive Support Officer
Crs	Councillors
CSO	Customer Service Officers
DAO	Depot Administration Officer
DSC	Development Services Coordinator
DSP	Deputy Shire President
EEDO	Events & Economic Development Officer
EHO	Environmental Health Officer
EMCCS	Executive Manager Corporate & Community Services
EMIDS	Executive Manager Infrastructure & Development Services
ESO	Executive Support Officer
GE	Graduate Engineer
FM	Finance Manager
FO	Finance Officer (Rates & Sundry Debtors)
FO (Creditors)	Finance Officer (Creditors)
IT/P	IT/Payroll Officer
LH	Leading Hand
LO	Library/Customer Service Officer
MC	Museum Curator
PM	Pool Manager
PMO	Property Maintenance Officer
PO	Project Officer/Social Media Coordinator
Pres	Shire President
Ranger	Ranger
RMS	Road Maintenance Supervisor
TMS	Town Maintenance Supervisor
RO	Records Officer
SLO	Senior Library Officer
SP	Senior Planner
TSO	Technical Services Officer
VIO	Visitor Information Officer
YRCCM	York Recreation & Convention Centre Manager

Contact lists are attached to this Plan, for internal distribution only.

Other

BCP	Business Continuity Plan
BCP-C	Business Continuity Plan – COVID 19 Pandemic Response
COVID-19	Novel Coronavirus ID-19
DFES	Department of Fire and Emergency Services
ELT	Executive Leadership Team
LIWA	Leisure Industries WA
RDO	Rostered Day Off
TCWA	Tourism Council of WA
TWA	Tourism WA
WFH	Work from Home
WG	Working Group
WHO	World Health Organisation

2. Purpose of this Plan

This Plan provides a framework to manage the implications and impacts of the Coronavirus (COVID-19) Health Alert issued by the World Health Organisation (WHO) and the Federal and State governments.

The WHO defines a pandemic as “an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people”. The Coronavirus Pandemic was declared on 12 March 2020 and has rapidly spread across the globe. The State Government of Western Australia declared a State of Emergency on 16 March 2020.

Since the plan’s endorsement through Council in March 2020, COVID-19 has resulted in multiple variants of the virus. In March 2022 the Omnicom variant was confirmed as present within the local York community.

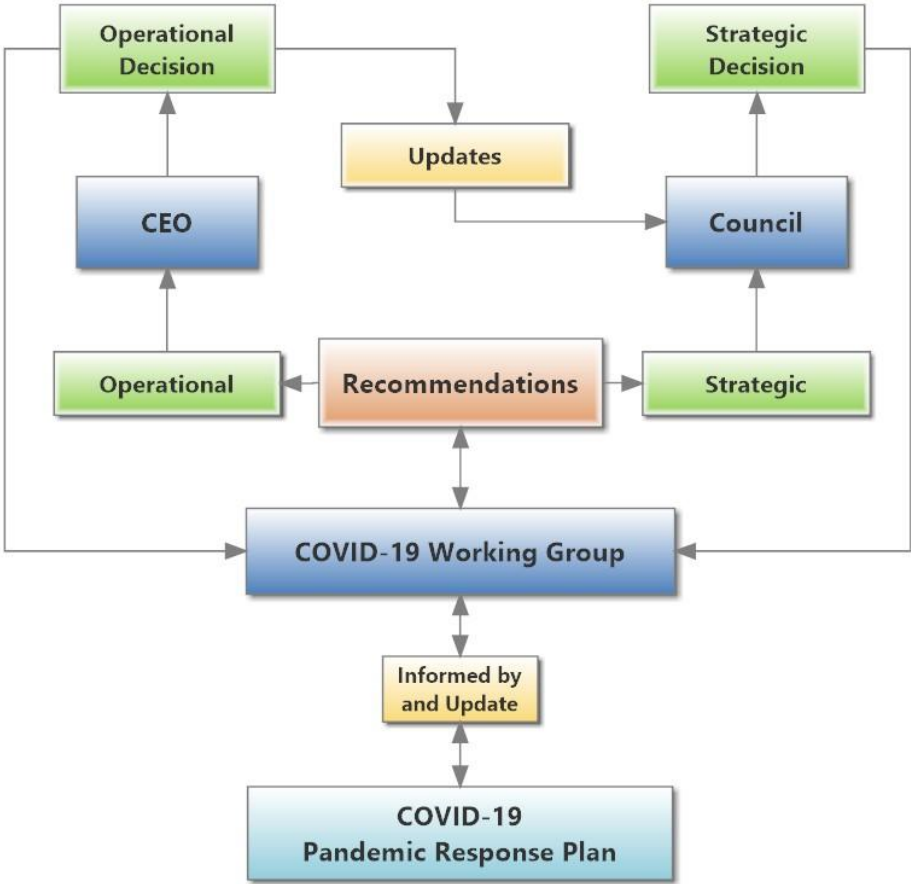
This document details the critical strategies, functions, roles and responsibilities to enable the Shire of York to work towards the following key objectives in the current situation;

- Protecting the safety and well-being of our people (including clients, 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.

The pandemic situation is rapidly evolving and requires continual monitoring. The Shire will be advised by the State and Federal government directives regarding COVID-19 and will adjust its planning and responses accordingly.

This Plan will remain in effect and will inform Shire of York responses until the State of Emergency has been cancelled.

3. Decision-Making Framework



4. Key Personnel

4.1 COVID-19 Working Group

Position	WG Role	Alternate
Chief Executive Officer (CEO)	Chair/Executive/ Communications	EMCCS EMIDS
Executive Manager, Corporate & Community Services (EMCCS)	Executive/Human Resources/ Corporate Services	EMIDS FM
Executive Manager, Infrastructure & Development Services (EMIDS)	Executive/ Emergency, Operations & Works	EMCCS DSC
Project Officer (PO)	Media/ Communications & Liaison	EMCCS EEDC
Events & Economic Development Coordinator (EEDC)	Events & Liaison	PO
Finance Manager (FM)	Corporate Services	IT/P
Development Services Coordinator (DSC)	Building Operations	TSO
Depot Administration Officer	Infrastructure	RMS TMS
IT/Payroll (IT/P)	IT Operations	Focus Networks

4.2 Critical Functions

The WG has reviewed the Shire's operations and determined that the following functions are critical to maintaining minimum essential services during a pandemic.

Note that a senior employee may be appointed Acting Chief Executive Officer by the CEO for a period of ten working days in accordance with Policy G1.14 Appointment of Acting Chief Executive Officer.

Time-Critical business activities according to priority are listed with the Shire of York Business Continuity Plan (BCP). This is listed below for reference:

Priority	Critical Activity	Business Unit	Minimum Staff	Work remotely	Guidelines
1	Communications	Office of the CEO	3	Yes	Internal and external communication updates to staff, elected members, stakeholders and community, media liaison & official media releases, website, social media, etc
1	Customer Service	Corporate & Community	2 (rotating)	Yes	Redirect main office numbers, manage customer appointments, , support the community
1	Contract Management	Executive Leadership Team	1	Yes	Contractors includes any external business engaged to complete works for the Shire. Includes construction projects.
1	Accident investigation and incident reporting	Office of the CEO	1	Yes	Affected party to complete incident reporting forms, safety representative to be nominated for investigation.
1	Urgent Environmental Health assessments and approvals	Development Services	1	No	Respond and assess urgent requests such as asbestos, food poisoning, contamination, pests, diseases, applications, etc.
1	Reactive facilities maintenance	Development Services	2	No	Urgent facility repairs, reactive maintenance to be prioritised (make safe). Includes cleaning services.

Priority	Critical Activity	Business Unit	Minimum Staff	Work remotely	Guidelines
1	Information technology	ICT	1	Yes	Providers are Focus Networks & Vocus. Services, operating systems, mainframe, core business applications, security, desktop and mobile devices, hardware and software, etc. Important systems include Synergy, MS Office, InfoCouncil
1	Reactive parks and reserves requests	Infrastructure	2	No	Urgent park and reserve repairs, reactive maintenance to be prioritised (make safe).
1	Reactive road and drainage requests	Infrastructure	2	No	Urgent road and drainage repairs, reactive maintenance to be prioritised (make safe). Approve, manage or supply traffic management.
1	Payroll	Finance	2	Yes	1 Payroll coordinator, payment authorisation X 2. I.T. Vision – managed payroll - input only
1	Ranger	Development Services	1	No	Urgent Ranger related requests such as Local Law enforcement, animal control, Emergency Management, Police support, bushfire control etc.
1	Engineering assessments	Infrastructure	1	No	Undertake site inspections of Shire assets and provide technical assessment of damaged assets for remediation.
1	Waste Collection Services	Development Services	1	No	Manage waste contractor for Waste Transfer Station. Household waste to be prioritised for collection.
1	Bushfire response	Development and Bushfire Brigade Volunteers	2	No	Manage and respond to request for fire fighting assistance. Applicable where Shire is PCBU, (fire is not DFES controlled). Bushfire brigade responses must be compliant with WHS legislation.
2	Accounts Payable, Accounts Receivable, Insurance, Investments, Rates	Finance	1	Yes	1 X Accounts Payable, payment authorisation X 2. Liaise with insurers for inquiries and claims
2	Cemetery and interment	Infrastructure	2	No	Dig grave for burials

Priority	Critical Activity	Business Unit	Minimum Staff	Work remotely	Guidelines
2	Cemetery and interment	Corporate & Community	2	No	Burials, burial register & liaison with Funeral Directors
2	Funding submissions	Office of the CEO	1	Yes	Grants
2	Record keeping, registration & distribution of mail, FOI & retrieval and distribution of archives	Corporate & Community	2	No	If these facilities are unavailable, outsource to Australia Post.
2	Stock Management	Infrastructure and Development	1	Yes	Order and manage logistics of key stock supply such as petrol, cleaning supplies etc.
2	Special Council meetings	Office of the CEO	1	Yes	Governance & Council – includes statutory decisions, compliance, LG Act, Local Laws, authorisations, etc
3	Building approvals (including archive plan searches, customer service & lodging of applications)	Development Services	1	Yes	Work requiring site inspections. Monitor legislative requirements.
3	Development Approvals (Planning - including building, demolition & occupancy permits)	Development Services	1	Yes	Work requiring site inspections. Monitor legislative requirements.

5. Current Strategies/Actions to Date

As at 09 March 2022, the following strategies and actions have been put in place:

5.1 Establishment of COVID-19 Working Group

Convened and chaired by the CEO, the COVID-19 Working Group (WG) meets as required to review and discuss the following:

- Updated advice from the Federal and State governments.
- Actions to implement directives arising from that advice.
- Communications.
- Workforce implications.
- Business Continuity.
- Events.
- Other.

Discussions are minuted and actions reviewed.

A member of the Executive Leadership Group (ELT) will chair the meeting in the absence of the CEO.

5.2 Preventative Strategies

The following recommendations of the WG have been authorised by the Chief Executive Officer and enacted the following in March 2022:

- Ensure compliance with all State Government mandates
- Reformed the internal COVID-19 Working Group to plan the Shire's preparation, response and recovery related to the virus
- Tested and improved the ability of staff to work from home
- Continued the regular disinfection regime for all public areas
- Reinstated options to reduce social isolation in the community i.e. YORKIND, click and collect library services, live-streaming of Storytime etc
- Liaison with event organisers to ensure compliance with Government directives including cancellation of event approvals if required
- Request to Department of Transport to allow phone payments to be taken by Shire staff for local residents
- Participation in WALGA webinar updates by the Shire President and Executive Team
- Stocktake and source supplies such as hand sanitiser, soap, toilet rolls, paper towels, RAT tests, masks and Personal Protection Equipment
- Establishment of sanitisation stations in Shire public areas i.e. Administration office, Visitor Centre, Museum, Swimming Pool
- Moving to split shifts and appointments only to ensure business delivery

6. Communications

While the Shire President is the spokesperson for the Shire, the CEO is responsible for authorising content that is distributed via the Shire's website, social media, print and broadcast media.

In order to maintain consistency of messaging, the Project Officer is responsible for the development of content for all external communications which will be proofed by EMCCS, EMIDS and authorised by the CEO.

6.1 Key Messages

Key messaging is currently as follows (but may be amended in consideration of emerging advice from the Federal and State governments):

- The safety of our people (councillors, staff, volunteers, clients, contractors, community members) is the highest priority.
- The Shire will be advised by the health directives and mandates of the Federal and State governments.
- We have a responsibility to continue to support and serve our community.
- An appropriate governance structure is required to ensure effective management of resources during a pandemic event.
- Business continuity and recovery are a priority but will be considered in accordance with health directives.
- Everyone should maintain a calm and rational approach during this time and support neighbours and the community wherever possible.
- Everyone should refer to the Federal and State government websites for the most up to date information at https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus and <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>.

6.2 External Communications

The CEO authorises regular media releases to be distributed via the Shire's website, social media and email networks. These provide updates as to the Shire's response to the current situation and encourage the community to adhere to the advice of the Federal and State governments. The Shire President is attributed to these comments.

As of March 2022, the Shire has enacted the following external communications:

- Meeting with relevant community entities with a focus on community support
- Sent a mailout to all householders with details of Shire, WA Health and other support information to reduce community distress
- Reminded all staff, volunteers and clients to practice good hygiene and social distancing measures
- Distribution of Department of Health resources via the Shire's website, social media and via physical signage on public buildings and in staff areas
- Regular media releases distributed via all mediums

6.3 Internal Communications

Email updates are being issued to staff in the forms of All Staff Memos in light of new information being received as a result of directions or mandates from the State or Federal Government. The implications of how this information may impact on Shire staff is included within these All Staff Memos.

6.4 Communications Plan

A Communications Plan has been developed which is attached as an Appendix to this Plan.

7. Workforce Implications

7.1 Providing a safe workplace

Consultation has been undertaken with staff who may be required to work from home as part of Business Continuity measures. The Shire has a Working From Home Policy which is attached to this Plan. Officers working from home are required to sign an agreement in accordance with this policy. Shire officers who undertake working from home arrangements must consider:

- Hardware and software available.
- Connectivity.
- Work function (essential services).
- Safe working conditions including ergonomics.
- Personal circumstance (ie the closure of schools will affect those staff with school-aged children).

7.2 Meetings

The Shire has restricted all non-essential face to face meetings between staff and with the community. Virtual or in person appointments are being scheduled for relevant officers to continue service delivery. Where work cannot be undertaken remotely, measures to reduce risk of infection such as mask wearing, hygiene measures and social distancing are being implemented.

7.3 Employee travel

To ensure the welfare of our staff, the following measures have been implemented:

- One person per vehicle where practicable.
- Cleaning packs supplied for Shire vehicles.
- Additional requirements as directed by the State and Federal Government directions

7.4 Employees who are unwell

Employees who are unwell must not attend work and can access personal/carer's leave as per usual.

7.5 Special Leave

7.5.1 The CEO may grant up to 20 days of COVID-19 leave to employees who:

- have contracted COVID-19 or have been forced to self-isolate due to being designated as a close contact.
- need to care for another person who:
 - has COVID-19 or is required to self-isolate, or
 - cannot access school or other care arrangements because of COVID-19; or
 - are otherwise prevented from working because of COVID-19.

7.5.2 COVID-19 leave is available if the employee, household member and/or intimate partner as defined by the State Government [COVID-19 close contacts \(healthywa.wa.gov.au\)](https://www.health.wa.gov.au) test positive to COVID-19.

COVID-19 leave will commence on the date the employee, household member and/or intimate partner undertakes a test which is positive for COVID-19. Leave undertaken prior

to that date will utilise an employee's existing paid personal, carers and sick leave and RDO credits. The leave period will finish upon the employee, household member and/or intimate partner producing a negative COVID-19 test result.

Evidence of contracting the virus must be provided to the employee's supervisor as per the State Government's directions.

7.5.3 COVID-19 leave:

- is paid leave, with pay calculated in the same way as for annual leave, excluding loading.
- does not affect existing annual leave or long service leave accruals.
- is not accruable.
- is available to all Shire of York full and part-time employees.

7.6 Casuals

The Shire of York will work with the casual workforce to identify and offer other work opportunities during this time.

7.7 Stand Down Provisions

7.7.1 Shire of York staff are employed under the following Enterprise Bargaining Agreements:

- Shire of York Inside Staff Agreement 2019
- Shire of York Outside Staff Agreement 2018

7.7.2 Neither agreement makes provision for stand down of employees. Therefore, the *Fair Work Act 2009* applies. Section 521(1)(c) of the FW Act provides that an employer may stand down an employee during a period in which the employee cannot usefully be employed because of a number of circumstances, including stoppage of work for any cause for which the employer cannot reasonably be held responsible.

7.7.3 The Shire will consider the following before standing down employees:

- Opportunities for work in other areas.
- Possibility of working from home.
- Delivery of online services.
- The potential duration of the stand down period.

7.7.4 The Shire is not required to pay employees during a stand down. Employees can utilise accrued leave entitlements that they are eligible to use, such as annual and long service leave or any banked RDO's or time in lieu. The period of stand down does count as service for the accrual of benefits such as annual and personal leave and does not break continuity of service.

7.7.5 If the Shire determines to enact a stand down in accordance with the FW Act, a stand down notice will be issued in writing, stating the start and proposed end date (may be extended should circumstances require).

7.7.6 Due to changes to working arrangement in response to business continuity requirements, some staff members have had their working hours adjusted. Effected staff members have been consulted and formally notified through meetings and letters to advise them of these changes. The opportunity has been provided for effected staff members to provide feedback to supervisors.

8. Business Functions and Activities

8.1 Business Functions

Each business unit within the Shire has been consulted and implemented alternative working arrangement of services. As the State has transitioned to living with COVID-19 arrangements, focus has been placed on the continuation of services being provided to the community as a result of isolation requirements. As the COVID-19 pandemic continues to change, the Shire will amend their arrangements as required. As of March 2022 these arrangements include:

- The Finance Team, with the exception of payroll will be working from home.
- The Governance Team are moving to split shifts.
- The outside workforce are moving to split shifts with a 5:30am and 6:00am start.
- The Executive Team will split shifts so that a minimum of two people will be available for authorisations
- The Visitor Centre Team will split shifts to assist with business continuity

8.2 Events

8.2.1 Shire events

All Shire of York events will be reviewed and regularly monitored by the Shire and event applicants based on risk assessments.

8.3 Shire of York Venues

8.3.1 Shire Administration Building

Service at the administration front counter will be by appointment only until the infection peak is notified by the Department of Health as over. This will include general customer service, library transactions, licencing, and in-person enquiries for buildings, health and planning.

8.3.2 Forrest Oval Precinct

Belgravia Leisure will make management decisions regarding the Forrest Oval Precinct, in accordance with Federal and State government directives. This includes the following:

- Restaurant and bar
- Function areas
- Gymnasium
- Old Stadium
- Squash courts
- Tennis courts
- Bowling greens

the following facility will remain open in accordance with Federal and State government directives

- Hockey clubrooms

8.3.3 York Swimming Pool

The York swimming pool will continue to remain open, in accordance with Federal and State government directives.

8.3.4 Cultural Institutions

The York Public Library will be available via appointment only. A 'click and collect' service of resources is encouraged to remotely access resources. Services will return to normal once the Department of Health provides notification that the infection peak is over.

The Residency Museum will transition to reservations only with 1 hour booking time slots, and a maximum of 20 people. Ad-hoc visitation may still be able to be accommodated by phoning the main Residency Museum number. Services will return to normal once the Department of Health provides notification that the infection peak is over

8.3.5 York Visitor Centre

The Visitor Centre hours will remain the same, however staffing levels will be adjusted to ensure business continuity.

8.3.6 Other Shire of York Public Facilities

- Public Toilets will remain open for use as per usual.
- Cleaning of Shire bins, benches on Avon Terrace
- Public open spaces remain available for public use
- The Containers for Change facilitate remains available for public use
- The Waste Transfer Station and waste collection facilities remain available for public use
- The York Town Hall will continue to remain open, in accordance with Federal and State Government directives.

8.4 Other Public venues

All other venues will continue to remain open, in accordance with Federal and State Government directives.

9. Action Plan

The following table outlines proposed actions, their triggers and who will be responsible for implementing the actions.

No.	Description	Status	Responsibility
9.1	WG Meeting to discuss latest updates and determine immediate actions	As required	CEO
9.2	Implement 1.5m social distancing between staff and customers	Ongoing	AGC, CSO
9.3	Finalise Business Continuity Plan	Complete 2020	ELT
9.4	Special Council Meeting to adopt BCP-C	Complete in 2020	CEO, CESO
9.5	Communicate with all venue hirers/event organisers	Complete in 2020	EEDO, CSO
9.6	Update IT software & licences to allow remote access	Complete in 2020	IT/P
9.7	Implement software to allow electronic attendance at meetings	Complete in 2020	IT/P
9.8	Implement meeting software for all Councillor and staff meetings including WG and ELT meetings	Complete in 2020	IT/P
9.9	Enact new legislation regarding electronic attendance at meetings	Complete in 2020	CEO
9.10	Roster for Working From Home rotations	Complete in 2020	ELT
9.11	Direct relevant staff to work from home if required	Complete in 2020 and updated in 2022	CEO
9.12	Develop procedure to account for and verify well-being of staff	Implementation of WFH	EMCCS
9.13	Implement requirements to Shire of York public venues as per 7.3 of this Plan	Government directive	CEO
9.14	Develop a matrix of major projects and current business functions that are time critical ie project milestones, reporting, grant requirements, tenders, contracts	Short-term	ELT
9.15	Place a hold on debt collection activities	Complete in 2020. Not proposed to be implemented in 2022.	FO
9.16	Place a hold on any new planning and building compliance follow-up	Complete in 2020. Not proposed to be implemented in 2022.	SP

10. Appendices

10.1 Communications Plan

Part 1

Title: COVID-19 Communications Plan	
Date/s of activity:	Ongoing
Prepared by:	Project Officer
Nature of activity:	Communications Plan
Objective:	Ensuring open and regular communication with Councillors, staff, volunteers and the community regarding the Shire's response to COVID-19.
Goals:	<ul style="list-style-type: none"> • Slowing down the rate of spread of the virus in both staff and the community. • Minimising exposure of Councillors, staff, volunteers and advisory, committee and working group members to the COVID-19 virus at Shire facilities, particularly those who are vulnerable as defined by WA Health. • Maintaining the physical and mental wellbeing of Councillors, staff and volunteers. • Ensuring continuity of as many Shire functions as possible whilst remaining agile to respond to changing situations.
Evaluation:	<p>Internal</p> <ul style="list-style-type: none"> • Number of questions received by staff regarding COVID-19. • Number of staff who are unable to work because of COVID-19. <p>External</p> <ul style="list-style-type: none"> • Reach and engagement on social media posts • Open rates of external newsletters • Page views on website stories • Zero attendance by community at Shire events cancelled or postponed. • Media releases published in local newspaper
Audience/s:	<p>Internal</p> <ul style="list-style-type: none"> • Councillors • Staff • Volunteers • Advisory, committee and working group members <p>External</p> <ul style="list-style-type: none"> • Community (residents and ratepayers) • Users of Shire facilities, programs and services • Business community

Title: COVID-19 Communications Plan	
Spokesperson/s:	<ul style="list-style-type: none"> • Internal - Chief Executive Officer (deputy CEO in CEO's absence) • External - Shire President (in the absence of the Shire President, the Deputy Shire President or the CEO, in consultation with Deputy Shire President)
Risk:	<ul style="list-style-type: none"> • Confusion and anxiety amongst internal and external audiences if they are not informed of how the Shire is managing its response to COVID-19. • Reputational damage if a case of COVID-19 is contracted at a Shire facility and relevant alerts and information are not communicated to relevant stakeholders in a timely manner. • Spread of COVID-19 if a case is contracted at a Shire facility and relevant alerts and information are not communicated to relevant stakeholders in a timely manner.
Budget:	Nil – all COVID-19 communication to be carried out using existing staff resources

Part 2

Activities				
What	Channel	Responsibility	Status	Frequency
Updates to Councillors	CEO email	CEO	Ongoing	As required and/or new information becomes available
Reports to Council for noting/decision	Special or Ordinary Council Meeting	CEO	Ongoing	As required
Updates to staff	CEO email	CEO and Communications	Ongoing	As required and/or new information becomes available
Information for staff	Email and F2F	CEO and Communications	Ongoing	As required and/or new information becomes available
Updates to volunteers and Advisory, committee and working group members	Email and F2F	Relevant Director	Ongoing	As required and/or new information becomes available
Community and business updates	Social media, website page, Community Matters Direct mail	Shire President, CEO and Communications	Ongoing	As required and/or new information becomes available

10.2 Working From Home Policy



HUMAN RESOURCES

POLICIES AND PROCEDURES

WORKING FROM HOME

Objectives

To provide guidelines for employees of the Shire of York who wish to request approval to work from home.

To ensure the safety of employees approved to work from home.

Scope

This policy and operating procedure applies to employees of the Shire of York who request approval to work from home.

Definitions

Ad hoc - less than ten days within a three month period.

Employee, for the purposes of this procedure means employees and volunteers of the Shire York.

Furniture – chairs, desks and other furniture normally provided at the Shire worksite.

Home based office means an area designated in an employee's private dwelling which has been agreed by the Shire and the employee for use by the employee to perform home-based work.

Home based work – the agreed duties to be performed by the employee at the home based office.

Information technology equipment – computer, telephone or other electronic and related machinery required for the conduct of work.

Long term working from home – regular working from home for greater than a three month period.

Regular working from home means weekly, fortnightly or monthly on a regular basis within a three month period.

Remote access – access to the Shire's information systems from a location not within the Shire office.

Shire means the Shire of York and its authorised representatives.

Principles

In accordance with the provisions of the Working from Home Guidelines Attachment A, approval may be given for an employee to work from home where it has been clearly identified that one or more of the following apply:

the arrangement would enhance or maintain productivity

there is a benefit to the Shire of York

there would be no significant additional expenses incurred

working from home is an approved condition of employment or

there are valid personal or family reasons

Approval to work from home on a regular or ad hoc basis is subject to operational requirements and efficiency, safety, productivity and cost considerations in accommodating the request, along with considerations of the employee's personal circumstances.

The provision of information technology equipment and services for employees working from home is subject to availability and approval by the Chief Executive Officer.

If an employee works from home on an ad hoc, regular or long-term basis, a Working from Home Agreement approved by the employee's Manager is required.

A specific workspace must be designated at the employee's home and that workspace must be assessed in accordance with the Shire's Workplace Inspection Checklist by the employee or an appropriate Shire representative.

An employee cannot be directed to work from home. Work from home arrangements can only occur by agreement between the employee and his or her Manager. The Manager or the employee can terminate a working from home agreement on four weeks' notice.

Responsibilities

The **Chief Executive Officer** is responsible for:

- Considering requests for regular or long term working from home.
- Considering any requests received in accordance with this policy and procedures.
- Ensuring that the principles of fairness, equity and risk management are considered for all requests.

The **Executive Leadership Team** is responsible for;

- Considering ad-hoc working from home requests from employees within their directorate.
- Considering any requests received in accordance with this policy and procedures.
- Ensuring that the principles of fairness, equity and risk management are considered for all requests.
- Ensuring that managers, supervisors and employees comply with this operating procedure.
- Complying with this operating procedure.

The **Executive Manager, Corporate and Community Services** is responsible for;

- Review and implementation of this procedure.
- Ensuring that relevant legislation is complied with in relation to this policy and procedure.
- Monitoring and reporting to the Executive Leadership Team the effects of working from home arrangements on the workforce and the organisation.

Managers and Supervisors are responsible for;

- Complying with this operating procedure.

- Ensuring Shire operations are not unduly affected by employees working from home.

All Employees are responsible for;

- Complying with this operating procedure
- Demonstrating that Shire operations will not be unduly affected by a request to work from home if approved.
- Acknowledging that not all requests can be met.

Associated Legislation: **Various**

Associated Policies: ***G1.1 Code of Conduct***

Associated Documents: **Relevant Enterprise Agreement**

Appendix A – Operating Procedure for Working from home

Appendix B – Agreement and Schedule

Appendix C – OSH Checklist

Review Responsibility

Executive Manager, Corporate and Community Services.

This Policy and Operating Procedure may be varied or cancelled at any time at the discretion of the CEO.

All employees will be notified by the normal correspondence method of any variation to this procedure.

Date Adopted: 17 April 2019

10.3 Working from Home Process

1.0 APPROVALS

The Executive Manager may approve an employee working from home on an ad-hoc basis or regular working from home for up to 3 months. The Chief Executive Officer only may approve working from home on a long-term basis.

1.1 *Occasional and ad-hoc arrangements for working from home*

The Executive Manager may permit an employee to work on projects, tasks or reports at home on an ad hoc basis where it is considered by the manager that it would be appropriate or more productive to do so.

Less than ten days within a 3 month period would be considered as ad hoc.

A signed ***Working from Home Agreement and Schedule*** (Appendix B & C) for occasional and ad hoc must be approved by the relevant Manager on the first occasion, and then reviewed every 12 months or sooner if changes occur.

1.2. Regular or longer term arrangements for working from home

Where an employee wishes to work from home on a regular or longer term basis, other than covered in 1.1 (more than ten days within a 3 month period) a *Working from Home Agreement and Schedule* must be signed and approved beforehand. In such cases, the following process is to be followed.

Step 1

The employee and Executive Manager discuss the reasons for working from home and feasibility of doing so (see section 2.0).

Step 2

If agreed, the employee and Executive Manager discuss the conditions and complete the attached *Working from Home Agreement and Schedule* (Appendix B).

Step 3

The employee or appropriate Shire representative conducts a home based site inspection using Appendix C Guide and Assessment Checklist.

Step 4

If applicable, the Executive Manager and employee discuss requirements for information technology equipment and services. Provision by the employee's Manager is subject to availability and will depend on variables including the employee's existing technology equipment and connectivity at home.

Step 5

The employee must ensure the *Schedule B* contains a complete list of furniture and equipment required and that all costs of the proposal are specified.

Step 6

The Executive Manager must ensure the *Schedule B* and C has been signed by the appropriate parties.

Step 7

The Executive Manager and/or the employee must forward a completed, signed copy of the Agreement and Schedule Appendix B and C to the employee and Executive Support Officer - CCS to be placed on the employee's personnel file.

For ongoing arrangements, the Agreement must be reviewed at least every 12 months.

2.0. POINTS FOR CONSIDERATION BEFORE AN APPLICATION IS APPROVED

Approval to work from home should only be considered where it has been clearly identified that one or more of the following apply:

- the arrangement would enhance or maintain productivity
- there is a benefit to the Shire
- there would be no significant additional expenses incurred
- working from home is an agreed condition of employment or there are valid personal or family reasons
- there is no quiet area within The Shire that can accommodate officers to work without interruption

Generally speaking, working from home arrangements are not suited for work that requires a high level of face-to-face interaction with clients and colleagues or where the employee needs to regularly access particular documents (i.e. files) that are physically located in the office. Please note that files are not to be removed from the office.

All working from home agreements must be approved according to the Guidelines before the arrangement commences.

Requests for working from home made according to the Guidelines will be considered by the employee's Executive Manager after assessing the following aspects:

- suitability of the position for working from home;
- the reasons for the application to work from home;
- the result of the home – based work WHS-assessment;
- the suitability of the residence (security, confidentiality); and
- the past performance of the employee.

Valid personal or family reasons for working from home include:

- an illness or injury restricting the employee's ability to attend the workplace
- short term caring for a sick or disabled person

The underlying circumstances for the request by the employee need to be considered. For example, it is important to understand that working from home is not a substitute for regular childcare or other carer's responsibilities. Employees who work from home must ensure that they have suitable childcare/carer arrangements in place. Alternatively, Personal (Carer's) Leave can apply.

An employee is not authorised to work from home without the approval under this Policy and the attached working from home Guideline.

Non-Valid Reasons may include:

- Long term care for a child or other person would not normally be a valid reason for working from home unless it is an agreed condition of employment.
- Lack of available office accommodation – the Shire is expected to plan for and provide appropriate office accommodation for their staff. A lack of available office accommodation would not normally be a valid reason for allowing an employee to work from home however, during specific events or disasters, working from home may be approved.
- ICT - The information, communication and technology needs and, if required, the feasibility of providing a standard of support that is comparable with the support available at a Shire office must be taken into consideration. Any requests for remote access will need to be referred to the service provider for assessment in accordance with the relevant ICT policy with approval from the Executive Manager, Corporate & Community Services pending the assessment.

- Pool or Shire Vehicles - If an employee working from home is allocated a car pool vehicle or an operational use vehicle, the vehicle must be made available at the appropriate Shire site for that purpose. Any variation to this requires the approval of the Chief Executive Officer.

Other factors to consider include:

- whether the duties are suitable for work from home including the types of work and the amount of work that can be performed
- whether the employee has demonstrated the ability to work independently and without supervision to achieve required outcomes
- the maintenance of quality customer service and the need for employees and supervisors to take action to maintain services, e.g. diverting telephones to home
- if the employee should be required to attend the workplace for duty at agreed intervals
- the provision of career development opportunities, such as training, with appropriate consideration as to location, duration and timing
- the establishment of communication processes to ensure that employees are aware of developments during the time when they are not at the workplace
- the opportunity to participate in activities such as employee meetings and other employee networking activities

Return to work after illness or injury

In cases of an illness or temporary disability which inhibits attendance at work, the Executive Manager should consult with WALGA and the Shire's insurers (LGIS) to determine if a Return to Work Program is needed and/or a medical certificate is required stating that the employee is able to work safely from home.

3.0. CONDITIONS OF EMPLOYMENT

The conditions of employment for employees who work from home are the same as the conditions at the Shire office except where there is an agreed variation. All Work from Home Agreements and Schedules and any variations to these Agreements must be approved by the Executive Manager prior to implementation.

Any variations (for example, to the hours worked) must comply with the provisions of the relevant Enterprise Agreement (EA) or any other statutory instrument. Any payment to employees must be in accordance with the provisions of the EA.

4.0. THE PROVISION OF FURNITURE, EQUIPMENT AND OTHER ITEMS

All costs associated with the approval of a Work from Home Agreement and Schedule will be met by the employee's directorate.

Managers may approve the provision of standard IT equipment, subject to availability up to \$1,000. The cost of any additional equipment, furniture or expenses in excess of \$1,000 requires approval by the Executive Leadership Team.

10.4 Working from Home Guidelines

1. SCOPE

The *Working From Home Agreement and Schedule* (the Agreement) is a voluntary and cooperative arrangement between the Shire of York (**the Shire**) and the employee. The terms and conditions of employment between the Shire and the employee that apply at the employee's place of work also apply at the home based office unless varied by agreement between the Shire and the employee within the scope permitted by the relevant Enterprise Agreement.

2. IMPLEMENTATION

The Shire and the employee have designated the home based work site (the site) specified in the schedule attached to this Agreement.

The employee agrees to cooperate with the Shire to ensure that the home based work site conforms with the Shire's work health and safety standards.

The Shire is responsible for the health, safety and welfare of the employee while at the site. The Shire will ensure that the site and the equipment to be used is in accordance with the provision of the *Occupational Safety & Health Act 1984 (WA)* and the Shire's OSH policy.

The employee consents to The Shire having access to inspect the site if required, prior to the commencement of the Agreement, and subject to the provision of 24 hours' notice or by agreement. The inspection can only take place within designated working hours.

The employee consents to a Shire representative entering the home based work site in the event of a dispute arising on an issue of health, safety or welfare for the sole purpose of resolving the dispute.

The employee has the right to have a union representative or third party present during visits by the Shire representatives.

The employee agrees to notify the Manager of any work related injury, accident, illness or disease arising out of home based work, within 24 hours of the injury occurring.

The employee agrees that the Shire is not responsible for any liability in respect of a third party, unless the third party or parties are present in connection with work related duties.

3. FURNITURE AND EQUIPMENT

The furniture and equipment listed (in the *Appendix B*) is to be used by the employee in the course of carrying out work at the home based work site.

The equipment owned or leased by the Shire and for the use of the employee at the home based work site will be used solely for the purposes of the Shire work. All equipment owned or leased by the Shire will remain the property of the Shire or contracted lessor and the employee agrees that the Shire may have access to the home based site during hours of work and after provision of 24 hours' notice for the removal of the equipment.

The Shire or the contracted lessor will maintain the equipment owned or leased by the Shire.

The employee agrees to notify the Shire, within 24 hours, if any problems or difficulties arise with the operation of the equipment and allow access to replace, service or repair the equipment. Any failed equipment is to be returned to the Shire site for repairs.

If it is agreed that the employee's equipment is to be used at the home based work site for the Shire work, the percentage of costs of maintenance, repair and insurance of the equipment to be borne by the Shire will be agreed prior to the agreement commencing. The manner in which consumables are to be supplied (e.g. toner, paper etc.) will also be agreed.

4. SECURITY OF ASSETS AND INFORMATION

Provision for security of Shire assets (including furniture and equipment, computers, mobile phones and other mobile technology) shall be the same as for the Shire's office based employment.

The employee agrees to ensure that the Shire owned assets and information will be managed and secured in accordance with Shire information management, information confidentiality and information and communication technology security policies. The employee agrees that suitable precautions will be taken to prevent theft or misuse of equipment and information, the unauthorized disclosure of information, or unauthorised access to Shire systems.

5. INSURANCE

All Shire owned equipment is covered by the Shire's insurance arrangements. Property owned by the employee is covered under his or her own insurance policy conditions. A copy of the employee's insurance policy must be provided by the employee to the Shire on request.

6. CONDITIONS OF EMPLOYMENT AND VARIATIONS

The terms and conditions of employment that apply at the Shire office (as stated in the relevant EA and Shire policies) will also apply at the home based office. Any variation must be approved in writing and within the scope of the EA and policies before being implemented.

7. HOURS OF WORK

The employee agrees to the hours of work as stated in the Schedule (Appendix B). Any overtime hours of work must be approved in advance and paid in accordance with the EA.

8. ACCESS TO THE EMPLOYEE

The Executive Manager and other relevant Shire officers have the right of access to the employee to discuss work related issues, during the agreed normal working hours.

9. FAMILY AND PERSONAL RESPONSIBILITIES

Employees who have personal responsibilities such as child care or elder care will be expected to manage these responsibilities in a way that allows them to successfully meet their employment obligations as stated in the Schedule.

10. WORK ENVIRONMENT AND OSH

The work environment of an employee's home based office will comply with the Shire's OSH policy and other relevant legislation with control measures in place to minimise risk to health and safety. The employee's home based office will be assessed by an appropriate Shire representative prior to commencement of a work from home arrangement to ensure that it complies with the above requirements.

The designated workspace at the home based worksite will be maintained by the employee to a safe standard that complies with the Shire's Occupational Safety and Health policy and the *Occupational Safety and Health Act (WA) 1984*.

The provisions of the workers compensation legislation apply for employees engaged in working from home in accordance with this agreement.

For the purpose of defining work related accidents or illnesses and the application of worker's compensation laws, the employee's work hours will conform to the attached schedule agreed upon between the Executive Manager and the employee.

All accidents, incidents or near misses must be reported immediately using the Shire's Incident Reporting Procedure within 24 hours. Any changes to the work hours must be approved in advance.

11. COMMUNICATIONS

The Executive Manager and/or Supervisor and the employee will ensure regular opportunities for

communication and take all reasonable steps to ensure the employee receives all relevant information concerning staff meetings, training and career development opportunities.

The employee agrees to be contactable during the periods in which home based work is carried out and available for communication with the Executive Manager and other staff as required.

12. PERFORMANCE

The Executive Manager and the employee agree to the methods by which the performance of the employee at the home based work site can be monitored and measured as stated in the Schedule.

13. TRAINING

The Shire agrees to ensure that training and career development opportunities are provided on the same basis as for other employees.

14. INFORMATION TECHNOLOGY

Subject to availability, the Executive Manager will ensure that the employee has appropriate access to information technology and information systems for carrying out the agreed duties.

15. TERMINATION AND/OR REVIEW OF THE AGREEMENT

This agreement may be terminated by either party prior to expiry, provided that the party wishing to terminate gives a minimum of four weeks' notice.

Grounds for Agreement termination may include:

- a breach of this Agreement
- non-compliance with the criteria for working from home (see 2.0)
- changed operational requirements which affect the criteria for working from home
- not meeting deadlines and/or objectives

This Agreement is to be regularly reviewed by the Executive Manager and revised at least every 12 months.

10.5 Shire of York - Working from Home Agreement

1. EMPLOYEE DETAILS

Employee Name	
Employee number	
Home office address	
Home phone number	
Mobile	
Email	

2. EXECUTIVE MANAGER DETAILS

Executive Manager's name	
Directorate	

3. TIME AND PLACE OF WORK

Days at home based office	
Days at employer's office	
Commencement date	
Completion date	
Hours of Work	
Address of proposed workplace	
Home based office - Describe the location of the proposed workplace within the address.	

4. SCOPE OF WORK

The following work will be performed at the home based work site

Duties	Outputs

5. FURNITURE AND EQUIPMENT

The following furniture and equipment is required

To be provided by the Shire	To be provided by employee

Privately owned equipment should not be used without prior approval.

6. IT EQUIPMENT AND SERVICES (if applicable)

Describe any IT equipment and services to be provided and special requirements, such as high speed internet access or remote access.

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7. COSTS TO THE SHIRE

The Shire will pay for the following items	
Item	\$
TOTAL	\$

All costs are to be met by the employee’s directorate. It is the employee’s responsibility to pay for modifications that add value to the home such as lighting, doors and locks.

8. ADDITIONAL COMMENTS OR CONDITIONS

E.g.: Variations to standard work hours / requirements for recording hours / supply of paper, cartridges etc.

9. RATIONALE AND BENEFITS

List the reason(s) for working from home and any benefits to the Shire and/or the employee.

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10. AUTHORISATIONS

10.1. OSH INSPECTION

The home based site has been assessed in accordance and complies with the Checklist Appendix C.

<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Name of employee / assessor	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Signature and date
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10.3. APPROVED / NOT APPROVED

 <hr/> Executive Manager / CEO	 <hr/> Signature and date
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10.4. EXPENDITURE APPROVED / NOT APPROVED

N/A <hr/> Executive Manager / CEO	 \$ <hr/> Amount
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10.5. DATE OF NEXT REVIEW: _____ (Maximum 12 months)

The Executive Manager will ensure a copy of this agreement and signed schedule is to be sent to Executive Support Officer, CCS to be placed on the employee's personnel file.

WORKING FROM HOME CHECKLIST

LIGHTING AND GLARE	√
Ensure the computer screen is not facing an uncovered window.	
Are there are window/s in the workroom?	
Is there ability to adjust lighting through the window?	
Ensure there is no reflection or glare on the computer screen.	
Is the desk positioned at right angles to the window or main source of light?	
Is the level and positioning of overhead lighting satisfactory?	
Is the layout of the work area and items to be used appropriate to prevent undue twisting or lifting?	
Is access to the work area free from obstacles?	
Are there any trip or slip hazards?	
Is the level of noise conducive to concentration?	
Is ventilation and thermal comfort adequate?	
Are storage facilities adequate?	
WORKSTATION AND EQUIPMENT	√
Check desk height and dimensions. Is it appropriate?	
Is the chair appropriate?	
Does the chair have castors?	
Non-adjustable armrests are not recommended for working at a computer.	
When seated, check that the elbows are at or slightly above the desk when arms are at the side of the body and shoulders relaxed. In this position feet should be resting comfortably on the floor with knees bent at 90 degrees. If this cannot be achieved a footstool is required.	
COMPUTER EQUIPMENT	√
Ensure the top of the computer screen is at eye level when seated in their chair.	
Ensure the keyboard is straight on the desk and in line with the body and the monitor.	
Keep the monitor at least arms distance when seated in front.	
Are the characters on the computer display set at an appropriate size and colour for reading?	
Is a document holder available?	
Is the image on the screen steady? If it flickers the refresh rate may need to be reset.	
Is the mouse being used at the same level and as close as possible to the keyboard?	
If applicable, check with IT Operations to ensure power supply complies with any Council warranty agreements.	
SAFETY EQUIPMENT	√
Is a first-aid kit/supplies available?	
Is an earth leakage circuit breaker installed?	
Ensure all electrical cords and connections are safe (undamaged, unimpeded, not caught under equipment).	
Are power boards and double adaptors being used?	

Working from Home Arrangements Workstation Assessment Checklist

Prior to approval of any Working from Home (WFH) arrangement, an employee must complete and sign the following Assessment Checklist in relation to his / her proposed home based work site and submit with the WFH application for approval. **Photographs** are to be provided with the checklist.

Equipment	Council owned (v)	Employee owned (v)
Computer / Laptop (please circle)		
Wireless Internet Access / Modem (please circle)		
Printer		
Landline / Mobile phone		
Has your supervisor instructed you in OSH requirements for working from home?		
Workstation environment (add photos)		
Is the floor space free of tripping hazards (cables etc.)?		
Is the lighting adequate for the tasks being performed?		
Are noise levels acceptable?		
Is the room temperature comfortable – heating and cooling as required?		
Is the chair fully adjustable?		
Does the chair have a 5 star stability base?		
Does the chair have adequate lumbar support?		
Are there adequate power outlets to run the computer and other equipment?		
Is your house protected by a circuit breaker and the computer by a surge protector?		
Is modem/wireless internet access available?		
IT equipment, software and service requirements have been confirmed with IT Services and can be supported.		
Computer ergonomic setup check.		
Is the computer monitor approx. 600mm from you?		
Is the top edge of the computer monitor at the eye level of the user?		
Is the computer monitor free from glare and reflections from lights?		
Can the angle or position of the monitor be easily changed?		
Is the keyboard at a comfortable tilt angle or flattened for touch typing?		

Signature of Employee:		Date	
Signature of Assessor		Date	
Signature of Executive Manager:		Date of Approval	