



**SHIRE OF YORK**  
**Business Continuity Plan**  
**COVID-19 Pandemic Response**

**March 2020**

# Version Control

<b>Version</b>	<b>Date</b>	<b>Revised By</b>	<b>Changes Made</b>
1.0	23 March 2020	EMCCS	Initial draft for discussion
1.1	23 March	EMG	Review and minor amendments
1.2	23 March	EMCCS	Addition of Appendices and Stand Down Provisions
1.3	24 March	EMG	Minor amendments

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# 1. Acronyms Used

## Councillors and Staff

ACHO	Arts & Cultural Heritage Officer	Carol Littlefair
AGC	Administration & Governance Coordinator	Natasha Brennan
CEO	Chief Executive Officer	Mr Chris Linnell
CESM	Community Emergency Services Manager	Troy Granville
CESO	Council & Executive Support Officer	Helen D'Arcy-Walker
Crs	Councillors	
CSO	Customer Service Officers	Lindy Dewar, Dot Bourne
DAO	Depot Administration Officer	Kerry Blyde
DSC	Development Services Coordinator	Jack Nunn
DSP	Deputy Shire President	Cr Denis Warnick
EEDO	Events & Economic Development Officer	Esmeralda Harmer
EHO	Environmental Health Officer	George Johnson
EMCCS	Executive Manager Corporate & Community Services	Suzie Haslehurst
EMIDS	Executive Manager Infrastructure & Development Services	Darren Wallace
ESO	Executive Support Officer	Tamara Hooper
ETO	Engineering Technical Officer	Sujan Bhattarai
FM	Finance Manager	Tabitha Bateman
FO	Finance Officer (Rates & Sundry Debtors)	Anneke Birleson
FO (Creditors)	Finance Officer (Creditors)	Kristy Livingstone
IT/P	IT/Payroll Officer	Matthew Davies
LH	Leading Hand	Lindsay Slater, Rob Mackenzie
LO	Library/Customer Service Officer	Sasha Tomlin
MC	Museum Curator	Mona Numann
PM	Pool Manager	Geoff Heaton
PMO	Property Maintenance Officer	Alan Blyde
PO	Project Officer/Social Media Coordinator	Joanna Bryant
Pres	Shire President	Cr Denese Smythe
Ranger	Ranger	John Goward
RO	Records Officer	Amanda Smith
SLO	Senior Library Officer	Cindy Keeble
SP	Senior Planner	Carly Rundle
TSO	Technical Services Officer	Sharla Simunov
VIO	Visitor Information Officer	Rebecca Hameister
WC	Works Coordinator	John Dyer
YRCCM	York Recreation & Conventions Centre Manager	Kathryn Brown

- Contact lists are attached to this Plan.

## Other

BCP	Business Continuity Plan
COVID-19	Novel Coronavirus ID-19
DFES	Department of Fire and Emergency Services
EMG	Executive Management Group
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.

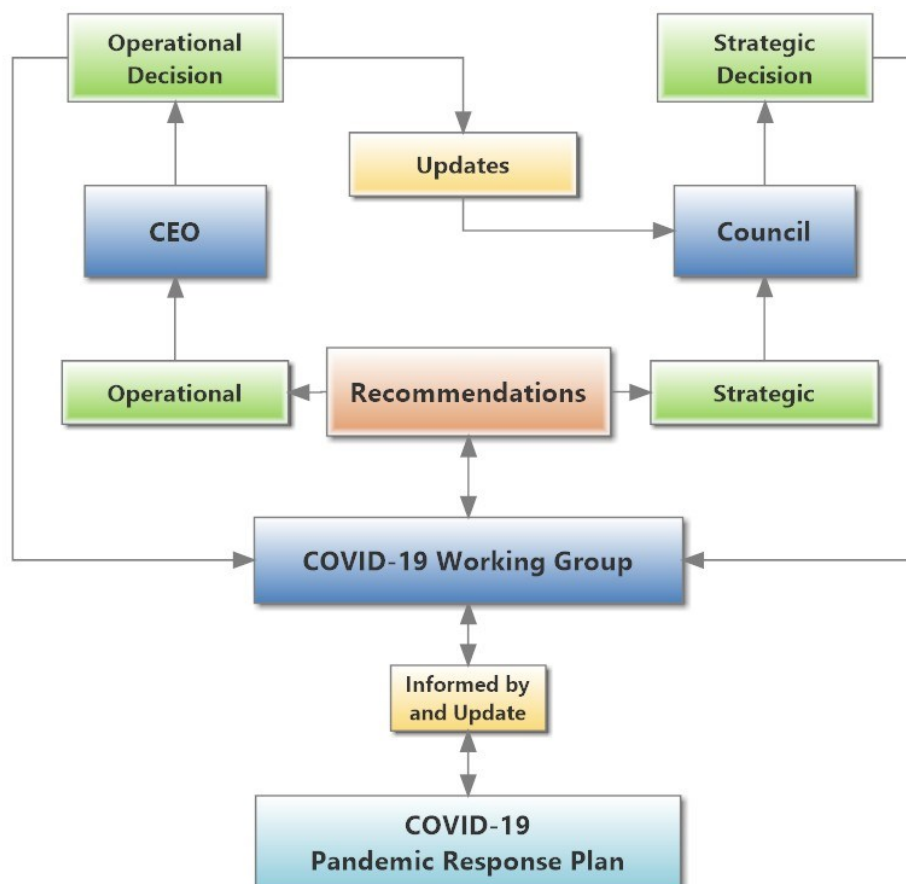
This document details the critical strategies, functions, roles and responsibilities to enable the Shire of York to work towards the following key objectives in the current situation;

- 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

Name	Position	WG Role	Alternate
Chris Linnell	Chief Executive Officer	Chair/Executive/ Communications	Suzie Haslehurst Darren Wallace
Suzie Haslehurst	Executive Manager, Corporate & Community Services	Executive/Human Resources/ Corporate Services	Darren Wallace Tabitha Bateman
Darren Wallace	Executive Manager, Infrastructure & Development Services	Executive/ Emergency, Operations & Works	Suzie Haslehurst Jack Nunn
Jo Bryant	Project Officer	Media/ Communications & Liaison	Suzie Haslehurst Esmeralda Harmer
Esmeralda Harmer	Events & Economic Development Coordinator	Events & Liaison	Jo Bryant
Tabitha Bateman	Finance Manager	Corporate Services	
Jack Nunn	Development Services Coordinator	Building Operations	
John Dyer	Works Supervisor	Operations	Lindsay Slater
Matthew Davies	IT/Payroll	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.

Function	Responsibility	Alternate	WFH
Customer Service	Lindy Dewar Dot Bourne	Cindy Keeble Sasha Dunn	x x
Records	Amanda Smith	Natasha Brennan	✓
Payroll/IT	Matthew Davies	Tabitha Bateman	x/✓
Communications – content	Chris Linnell	Suzie Haslehurst	✓
Communications – distribution	Jo Bryant	Esmeralda Harmer Helen D'Arcy-Walker	✓ x
Environmental Health	George Johnson	Jack Nunn	✓
Emergency Services	Troy Granville	DFES	✓
Works Coordination	John Dyer	Lindsay Slater	✓/x
Grader Driver*	Neil Thomas	Ross McGee	x
Town Maintenance Supervision	Rob Mackenzie	Rob Macey	x
Town Maintenance Operations	Rob Macey Rob Windsor	Clint Strickland Michael Moppett	x x
Cleaning	Lalida Udomsak Casual staff	Contract cleaner Casual staff	x x
Creditor Payments	Kristy Livingstone		✓

\* This assumes that no capital works projects will be undertaken, only maintenance grading.

## 5. Current Strategies/Actions to Date

As at 23 March 2020, 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 daily 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 daily.

A member of the Executive Management Group (EMG) will chair the meeting in the absence of the CEO. Meetings have, so far, been held in the CEO office. This may need to be reviewed to comply with further government directives regarding social distancing.

### 5.2 Preventative Strategies

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

- Requesting 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
- Email and verbal updates to staff
- Direction to 2 staff returning from overseas to self-isolate for 14 days
- Investigating and implementing strategies to increase the ability for staff to work from home
- Development and implementation of a Business Continuity Plan for adoption – SCM 24 March 2020
- Introducing and implementing checklists for a regular disinfection regime for all public areas
- Investigation of options to reduce social isolation in the community ie mobile library services in collaboration with HACC and CWA, live-streaming of Storytime
- 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 CEO
- Establishment of measures to record the impacts of the pandemic

- Answering questions at a Business Forum held on 17 March 2020
- Stocktake and sources of supplies such as hand sanitiser, soap, toilet rolls, paper towels
- Establishment of Sanitisation Stations in Shire public areas ie Administration office, Visitor Centre, Museum, Swimming Pool
- Closure of all indoor sporting venues including the YRCC hospitality area, gymnasium, tennis courts, bowling greens, hockey clubrooms, meeting rooms, indoor stadium
- Closure of cultural institutions including the York Residency Museum and York Public Library.

## 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, Jo Bryant, Project Officer is responsible for the development of content for all external communications which will be proofed by Suzie Haslehurst, EMCCS, Darren Wallace, EMIDS and authorised by Chris Linnell, 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 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](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.

### 6.3 Internal Communications

The CEO provides email updates twice weekly and verbal updates weekly or when required. These include information about the Shire's response and directions to staff to implement the Shire's responses.



## 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

The Shire will develop a matrix to provide a framework for staff working from home. The matrix will give consideration to the following;

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

The Shire has a Working From Home Policy which is attached to this Plan. Officers working from home will be required to sign an agreement in accordance with this policy.

### 7.2 Meetings

The Shire has restricted all non-essential face to face meetings between staff and with the community. Measures will be put in place to allow meetings to take place via electronic means.

### 7.3 Employee travel

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

- One person per vehicle where practicable
- Requests for attendance at seminars, conferences and workshops etc will not be approved
- Limit travel for the collection of goods/services
- Staff to provide notification of intra-state travel to enable tracking in the event of virus transmission

### 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;
- 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 after an employee's existing paid personal, carers and sick leave and RDO credits have been exhausted.

### 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; and
- 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).

## 8. Business Functions and Activities

### 7.1 Business Functions

The following table outlines the business functions of the Shire and the recovery time objective for each function.

Office of the CEO	Recovery (days)	Responsibility
Critical incident response and incident investigations	1	CEO
External communications	1	Pres., CEO, PO
Internal Communications	1	EMG
Application of relevant legislation	5	CEO
Council meetings	2	ESO
Risk management	1	EMG
Corporate Services	Recovery (days)	Responsibility
Payroll	1	IT/P
ICT operations (IT, phones, connectivity, server ops and maintenance)	1	IT/P
Customer Service (phone reception, advice, payment acceptance)	1	AGC
Records – correspondence	3	RO
Accounts Payable	5	FO (Creditors)
Accounts Receivable	5	FO
Back-ups	1	ITP
Infrastructure Services	Recovery (days)	Responsibility
Respond to an emergency	0	EMIDS
Reactive works requests	1	WC
Cemetery and Interment	2	EMIDS
Works Program Management	5	WC
Contractor Liaison	2	WC
Development Services	Recovery (days)	Responsibility
Environmental health and amenity issues	2	EHO
Building issues (dependent on risk)	0-5	DSC
Animal control (dependent on risk)	0-5	Ranger
Emergency services coordination	0-5	CESM
Planning matters	2-5	SP
Compliance matters	2-5	DSC
Waste Management – contractor and health matters	0-5	EMIDS/EHO
Liaison with external authorities (unrelated to pandemic)	10	SP
Community Services	Recovery (days)	Responsibility
Library Services	3	SLO
Urgent building matters (leased buildings, DAIP issues)	0-3	PMO
Evacuation/Welfare Centre	0	CESM, YRCCM

### 7.2 Events

#### 7.2.1 Shire events

All Shire of York events have been cancelled or postponed. The following events are currently planned to take place in November as part of the recovery process.

- Seniors Forum (May)
- YORKids (June)

### 7.2.1 Other events

Event	Comments
York's Bid Dance Weekend	Encouraged by the Shire to cancel the event.
Sport & Recreation	All clubs have cancelled on-going training and competition until further notice
York Motorcycle Festival	Premiere Events has cancelled 2020 Festival
Photographic Awards	The York Society has cancelled this event.
Easter Antique Fair	Cancelled by the event organisers
Gravity Enduro Mountain Bike Event	Postponed by the event organisers
A Night at the Palace of the Stars 2020	Cancelled by the event organisers
Nin's Birthday Book Trail	Cancelled by the event organisers
Community Road Safety Meeting	Cancelled by the event organisers
Digging York's Past – Ask an Archaeologist	Cancelled by the event organisers
Botanicalia Artisan Market	Cancelled by the event organisers
York Festival	Postponed until March 2021
LG Pro Training Better Practice Training	Face to Face cancelled. Webinars being introduced.
WALGA Convention	Cancelled

## 7.3 Shire of York Venues

### 7.3.1 Forrest Oval Precinct

The following facilities at the Forrest Oval Precinct have been closed effective 23 March 2020 in accordance with Federal and State government directives.

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

### 7.3.2 York Swimming Pool

The swimming pool is closed to the public effective from 25 March 2020.

### 7.3.3 Cultural Institutions

The York Public Library and York Residency Museum are closed to the public effective from 23 March 2020 in accordance with State Government directives.

### 7.3.4 York Visitor Centre

Advice has been received from Destination Perth that any changes to Visitor Centre hours “*must be approved by both TCWA and TWA, as the changes will not align with the requirements of VIC accreditation*”. The CEO has directed that an email be sent advising that the York Visitor Centre will be closed to the public as from Wednesday 25 March 2020.

It is proposed that the Visitor Centre remain contactable by phone and online and that these details are made public as a community hub for public enquiries and concerns.

#### **7.3.5 Other Shire of York Public Facilities**

- Public Toilets will remain open for use as per usual. Extra cleaning rosters have been implemented.
- Public open space currently remains available for public use. However, community members are advised to remain conscious of social distancing guidelines.
- The York Town Hall will be closed to the public as from Wednesday 25 March 2020. Essential meetings to ensure business continuity such as Council meetings, may continue to be held in the Town Hall.

#### **7.4 Other Public venues**

All other venues such as restaurants, shops, hotels etc. are required to follow 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	Trigger	Responsibility
8.1	WG Meeting to discuss latest updates and determine immediate actions	Daily	CEO
8.2	Implement 1.5m social distancing between staff and customers	Immediate	AGC, CSO
8.3	Finalise Business Continuity Plan	Immediate	EMG
8.4	Special Council Meeting to adopt BCP	Immediate	CEO, CESO
8.5	Communicate with all venue hirers/event organisers	Immediate	EEDO, CSO
8.6	Update IT software & licences to allow remote access	Immediate	IT/P
8.7	Implement software to allow electronic attendance at meetings	Immediate	IT/P
8.8	Implement meeting software for all Councillor and staff meetings including WG and EMG meetings	Immediate	IT/P
8.9	Enact new legislation regarding electronic attendance at meetings	Following gazettal	CEO
8.10	Roster for Working From Home rotations	School closures Government directive	EMG
8.11	Direct all staff to work from home if possible	Government directive	CEO
8.12	Develop procedure to account for and verify well-being of staff	Implementation of WFH	EMCCS
8.13	Close all Shire of York public venues as per 7.3 of this Plan	Government directive	CEO
8.14	Develop a matrix of major projects and current business functions that are time critical ie project milestones, reporting, grant requirements, tenders, contracts	Short-term	EMG
8.15	Place a hold on debt collection activities	Immediate	FO
8.16	Place a hold on any new planning and building compliance follow-up	Immediate	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"> <li>• Slowing down the rate of spread of the virus in both staff and the community.</li> <li>• 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.</li> <li>• Maintaining the physical and mental wellbeing of Councillors, staff and volunteers.</li> <li>• Ensure continuity of as many Shire functions as possible whilst remaining agile to respond to changing situations.</li> </ul>
Evaluation:	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Number of questions received by staff regarding COVID-19.</li> <li>• Number of staff who are unable to work because of COVID-19.</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Reach and engagement on social media posts</li> <li>• Open rates of external newsletters</li> <li>• Page views on website stories</li> <li>• Zero attendance by community at Shire events cancelled or postponed.</li> <li>• Media releases published in local newspaper</li> </ul>
Audience/s:	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Councillors</li> <li>• Staff</li> <li>• Volunteers</li> <li>• Advisory, committee and working group members</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Community (residents and ratepayers)</li> <li>• Users of Shire facilities, programs and services</li> <li>• Business community</li> </ul>

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

## Part 2

Key messages – Last updated 10am, 23/03/2020	
<b>**To be reviewed daily and updated in line with updated advice from medical and government authorities**</b>	
Audience	Message
All	YRCC, Indoor Stadium and Gym closed effective noon 23/3/20
All	The safety, health and wellbeing of our local community, our customers and our staff is our main priority and the Shire is actively following the advice received from medical and government authorities to ensure we are equipped with the latest information.
All	The Shire has established an internal COVID-19 Management Group and we are reviewing our Business Continuity Plan to ensure we can maintain essential services to our community.
All	The Shire encourages everyone to continue to follow WA Health's website for the latest alerts and information regarding COVID-19.
Community	The Shire is continually reviewing our Events Calendar to conform with the Australian Government's requirement regarding public gatherings.
Community	Community members intending to go to local events and gatherings should seek information from organisers directly to confirm details.
Business community	If you are a business owner or operator and you need some guidance on how to navigate your business through this difficult period, help is available from the State Government's newly created COVID-19 assistance centre. Call 133 140 or visit <a href="https://www.smallbusiness.wa.gov.au/coronavirus">https://www.smallbusiness.wa.gov.au/coronavirus</a>
Internal	<p>The Prime Minister has announced that as of 12am 16 March (AEST) all people returning from international travel must self-isolate for 14 days after the date of return to Australia. Self isolation does not apply to other members of the household who have not travelled overseas.</p> <p><b>Staff who are feeling unwell</b> Staff who are displaying symptoms of fever, cough, shortness of breath, sore throat or headache are advised to stay at home.</p> <p><b>Self-quarantine (suspected cases/close contacts)</b> People identified as a suspected case of COVID-19 need to self-quarantine. This means they must stay in their home, hotel room, or other accommodation even if they are perfectly well with no symptoms. The only time a person who is a suspected case should leave their home/accommodation is to seek medical attention. When people are in self-quarantine they cannot attend public places such as work, school, shopping centres or go on a holiday.</p> <p>People need to self-quarantine in the following circumstances:</p> <ul style="list-style-type: none"> <li>• If you have been in close contact with a confirmed case of coronavirus, you must isolate yourself for 14 days after the date of last contact with the confirmed case.</li> <li>• All people returning from international travel on or after 12.00am 16 March 2020, must self-isolate for 14 days after the date of return to Australia.</li> <li>• If you have left, or transited through mainland China or Iran in the last 14 days, you must isolate yourself for 14 days from the date of leaving mainland China or Iran.</li> <li>• If you have left, or transited through the Republic of Korea on or after 5 March, you must isolate yourself until 14 days after leaving the Republic of Korea.</li> <li>• If you have left, or transited through Italy on or after 11 March, you must isolate yourself until 14 days after leaving Italy.</li> </ul> <p><b>Self-isolation (confirmed cases)</b> People who have a confirmed case of COVID-19 and are well enough to be cared for at</p>



	<p>home must remain in self-isolation. This is different to self-quarantine as it requires a few more actions to help prevent the spread of the coronavirus. People in self-isolation must stay in their home, hotel room, or other accommodation. The only time they should leave their home/accommodation is to seek medical attention. This means they cannot attend public places such as work, school, shopping centres or go on a holiday.</p> <p>In addition, people in self isolation must follow appropriate infection control measures such as:</p> <ul style="list-style-type: none"> <li>• wearing a surgical mask when they are in the same room with other people <ul style="list-style-type: none"> <li>• (irrespective of whether they are also in isolation or not),</li> <li>• covering their mouth and nose when they sneeze or cough,</li> <li>• washing hands often and thoroughly for at least 20 seconds, and</li> <li>• ensuring they do not share household items with other people in their home.</li> </ul> </li> </ul> <p>People must stay in their place of isolation and not go out, except to seek medical care, for the length of time as advised by their doctor or public health unit.</p> <p>Self-quarantine and self-isolation are important for protecting the Western Australian community.</p>
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### Part 3

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 Management Group** 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 management group 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 management group.

## 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 and 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	\$
<b>TOTAL</b>	\$

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

<hr/> <b>Executive Manager / CEO</b>	<hr/> <b>Signature and date</b>
--------------------------------------	---------------------------------

**10.4. EXPENDITURE APPROVED / NOT APPROVED**

N/A	\$ _____ <b>Amount</b>
<hr/> <b>Executive Manager / CEO</b>	

**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

<b>LIGHTING AND GLARE</b>	<b>√</b>
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?	
<b>WORKSTATION AND EQUIPMENT</b>	<b>√</b>
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.	
<b>COMPUTER EQUIPMENT</b>	<b>√</b>
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.	
<b>SAFETY EQUIPMENT</b>	<b>√</b>
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?		

<b>Signature of Employee:</b>		<b>Date</b>	
<b>Signature of Assessor</b>		<b>Date</b>	
<b>Signature of Executive Manager:</b>		<b>Date of Approval</b>	