

Business continuity planning for Local Government

Dr Barry Gilbert

Public Health Management P/L

barry@gilbertconsulting.com.au



Preparation – the conventional model



- Plan for the impact on your organisation
- Impact on employees and customers
- Establish policies for implementation during the pandemic
- Allocate resources
- Communicate and Educate
- Coordination with external agencies

Plan for the impact on your organisation



- Identify pandemic co-ordinator
- Identify pandemic planning team
 - Defined roles and responsibilities
 - Union consultation
- Gain senior management support
- Conduct awareness raising at all levels
- Identify critical employees
- Identify critical inputs
 - Materials
 - Suppliers
 - Subcontractors
 - logistics

Impact on organisation



- Train and prepare ancillary workforce
- Develop and plan for increases or reductions in demand for services, products
- Financial planning
- Domestic and international travel
- Sustainable links with reliable information
- Emergency communications plan
- Key contacts, chain of communications
- Processes for tracking business and employees
- Test the plan on periodic basis (scenario V1.0)

Impact on employees and customers



- Estimate and allow for absenteeism
- Reduce frequency and type of face-to-face contact
- Annual influenza vaccination
- Access to healthcare
- Access to mental health and social/financial services
- Identify employees and key customers with special needs

Establish policies for implementation during the pandemic



- Workers compensation and sick leave
- Fitness for Return to work
- Telecommuting (technical limitations)
- Shiftwork
- Infection control at work
 - Hygiene, PPE
 - Post exposure or suspected ill
- Travel restrictions, return from overseas and evacuation
- Authorities, triggers and procedures for response, alteration of operations.

Allocate resources



- Infection control supplies
 - Hand-hygiene
 - Tissues
 - N95 rated facemasks
 - Disposal
- Enhanced communications and IT infrastructure
- Signage for behaviour and reporting
- Medical availability and advice

Communicate and Educate



- Information Fundamentals – signs, symptoms and transmission
- Personal and family protection and response
- Anticipate fear and anxiety, rumours and misinformation
- Ensure appropriate cultural and linguistic response
- Disseminate information on preparedness and response
- Advice re management of home care and ill relatives
- Hotline and Website communications
- Identify community resources

Coordination with external agencies



- Collaborate with:
 - Insurers
 - Utilities
 - Local healthcare facilities
 - Federal, State and other Local Government
 - Emergency responders
- Share with:
 - Other businesses
 - Chambers of commerce
 - Associations
 - Community

Adapted from CDC Business Readiness Checklist

Preparation



- Keeping abreast of threat and government policy developments
 - WHO, CDC, DHA
- Keeping your senior management informed and engaged
- Addressing the need by employees of information
- Building relations with health, critical infrastructure suppliers and stakeholders

Summary



- This is a time-limited activity
 - 100% chance in 5 years?
- Engagement is extremely difficult
- Decisions not made become decisions made
- There is no one way to do it
- You cannot rely on others
- What you do must relate to the current day, this is not a 1:100 year event

Dr Barry Gilbert



barry@gilbertconsulting.com.au

Over to the Panel:

- Dr Rosemary Lester, DHS
- Rodney Moran, DHS
- Bram Alexander, media DHS