

Holroyd City
Built Around People

PANDEMIC

PLAN OF MANAGEMENT

Created: 28 December 2006
Reviewed: May 2009

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INTRODUCTION

Holroyd City Council covers 40sqm with a population of 95,480 (as at June 2007). The organisation employs approximately 560 staff who provide a variety of services to the Holroyd community. Led by the General Manager, Council provides service through its four departments:

- Corporate and Financial Services
- Engineering Services
- Environmental & Planning Services
- Library and Community Services

This Plan of Management has been established to manage the operations of the organisation should a Pandemic occur. The aim of this plan is to have actions in place to respond to the impacts of the Pandemic. The priorities for Council during a Pandemic are:

- To maintain essential services
- To communicate with the Community on Council's response and actions
- To support the State and Federal Government's actions

1. PLAN FOR THE IMPACT OF A PANDEMIC ON COUNCIL

- 1.1 *Identify a pandemic coordinator and/or team with defined roles and responsibilities for response planning. The planning process should include input from union representatives.*

Council's Pandemic Co-ordination Team is:

Stan Antczak	Director Engineering Services	Ext: 9850
Stoyan Franca	Assistant Manager Operations	Ext: 8681
Helen Connell	Manager Human Resources	Ext: 9754
	Manager Corporate Review	Ext: 9763
Cathie Zammitt	Manager Children's Services	Ext: 9903
Leesa Stephenson	Communications Officer	Ext: 9718
Michael Middleton	Team Leader Environmental Health	Ext: 9810

- 1.2 *Gain senior management support for pandemic planning.*

Senior Management endorsed the Pandemic Coordination Team and the creation of this Plan of Management in March 2006.

- 1.3 *Conduct awareness raising with all levels of organisation and consult with workers about their concerns.*

Through the Human Resources section a series of awareness methods to be implemented including:

- Posters, Emails, Newsletter
- Approved Plan of Management on Intranet
- To be placed as an agenda item on staff meetings

An annual action plan for Pandemic awareness and general hygiene is provided in Section 7.

1.4 *Identify essential personnel and contractors to maintain business operations by during a pandemic.*

To understand the impact of a Pandemic on Council, an analysis has been undertaken by each section. This analysis provided in Appendix 16 highlights the impact of a progressive reduction of staff due to illness.

During a Pandemic it is considered that there will be a gradual response subject to the number of staff affected. As a result the continuity of business will be subject to the areas affected within Council. The services considered most essential are:

External

- Garbage collections
- Community Food Services (formerly Meals on Wheels)
- Street sweeping/litter bin collection
- Emergency road and park activities.

Internal

- IT services
- Payroll
- Customer services
- Security.

Refer to matrices by managers in Appendix 16.

1.5 *Prepare and provide training for ancillary workforce (eg contractors, employees in other job titles / descriptions, retirees).*

To ensure the operations of Council continue, whilst at a reduced level, a review of ancillary staff within the Council area is to be undertaken. To support ancillary staff work method statements will be prepared that cover the tasks undertaken within the organisation. This process is currently underway as part of Council's Performance Evaluation program.

An Expression of Interest to be considered to establish the availability of residents being part of an ancillary workforce for the delivery of essential services.

1.6 *Develop and plan for scenarios likely to result in an increase or decrease for products and/or services during a pandemic (eg effect of restriction on mass gatherings, need for hygiene supplies).*

As a service based organisation a reduction of staff due to illness will impact on the effective provision of services to the Holroyd community. The results from the section Matrices will note the impact on various staff reduction scenarios. The impact can result in:

Issue	Impact	Response
Payroll not produced on time.	Financial claims against Council by staff or unions	
Creditors not paid on time.	Financial claims against Council by creditors for late payment or cancellation of services.	
Rates not issued on time.	Cash flow problems.	
Rates and other debts not recovered on time.	Cash flow problems.	

Purchases not acquired as needed.	Breakdown in provision of services.	
Waste not collected on time.	Health issues and claims against Council.	
DA's not processed on time.	Legal action being taken and have matters determined.	
Children's Services having insufficient staff to care for children.	Closing of service or claims against Council for poor management should incidents occur.	
Inability to provide community food services	Claims against Council for resultant health issues with users.	
Infrastructure (roads, buildings, parks etc) not maintained adequately.	Incidents and accidents. Insurance claims and associated costs.	
Closure of centres, but staff still on sick leave.		
Pay officers		
Collection of rates/Internet kiosks		
Close customer services.		

- 1.7 *Determine potential impact of a Pandemic on business financials using multiple possible scenarios that affect different product lines/services and/or production or service sites.*

To be determined when Section Matrices are completed.

- 1.8 *Determine potential impact of a Pandemic on business-related domestic and international travel (eg quarantines, border closures).*

Information to be gathered from the Federal Government and advised to staff.

- 1.9 *Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources to make sustainable links.*

Information on the Pandemic can be found at:

- Australian Government – Australian National Action Plan
- World Health Organisation
- NSW Government
- International Plant Protection Convention/Communicable Diseases Network Australia/National Influenza Pandemic Advisory Committee.

- 1.10 *Establish an emergency communications plan and revise periodically.*

Refer to Section 5 of Plan.

1.11 *Emergency plan includes key contacts, communicators and processes for tracking and communicating business and employee status.*

Staff Member	Activity	Alternate

1.12 *Implement an exercise/drill to test your plan and revise periodically.*

- Finalised POM. April 2007
- Provided to staff for comment. September 2007
- Managers met. December 2007
- Desktop exercise conducted periodically

2. PLAN FOR THE IMPACT OF A PANDEMIC ON COUNCIL EMPLOYEES AND CUSTOMERS.

2.1 *Estimate and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.*

- Refer to section matrices

2.2 *Implement guidelines to reduce the frequency and type of face to face contact (e.g. hand shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers.*

- This is covered in the “Guidelines for Limiting Influenza Spread” in Appendix 1

2.3 *Encourage and track annual influenza vaccination for employees.*

- Currently occurs in March – offered to all staff as part of Vaccination Program see Appendix 2
- Staff influenza vaccination record form is been kept and updated as required, see Appendix 3.

2.4 *Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.*

- Council’s current nominated doctor, Doctor Ho of 25 Memorial Avenue, Merrylands has indicated his agreement to provide healthcare services and advice.

2.5 *Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.*

- Department of Health-Public Health Unit/Merrylands Community Health Centre provide mental health services during a pandemic
- Sydney West Health has its own protocol and would nominate staff from our service for their plan and mental health is covered by this plan.
- They do not provide social services

2.6 *Identify employees and key customers with special needs, and incorporate the requirements of such persons into the plan.*

- Managers/Department survey.

3. ESTABLISH POLICIES TO BE IMPLEMENTED DURING A PANDEMIC

3.1 *Establish policies for employee compensation and sick-leave absences unique to a pandemic (eg. liberal leave) including policies on when a previously ill person is no longer infectious and can return to work after illness.*

These are covered in the following Policies

- Sick Leave - Appendix 4
- Carer's Leave – Appendix 5
- Non – work related illness Appendix 6

3.2 *Establish policies for flexible worksite (eg. telecommuting).*

- IT and computer networking from home – IT section to coordinate.
- Home based policy – Appendix 7

3.3 *Establish flexible work hours (eg. staggered shifts).*

- To be considered subject to extent of staff affected in particular sections.

3.4 *Establish policies for preventing influenza spread at the worksites.*

- Cough etiquette & respiratory hygiene posters placed around all council sites – Appendix 8
- Cough etiquette & respiratory hygiene posters placed in all Council library public areas (similar to Appendix 8)
- How to wash your hands signage has been placed in all toilets –Appendix 9
- Short versions of “cough etiquette & respiratory hygiene posters” have been made into stickers for tissue boxes
- Influenza Notification posters have been designed for placement on advice that Pandemic is underway – Appendix 10

3.5 *Establish priorities for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (eg. infection control response, immediate mandatory sick leave).*

- Screening checklist has been developed – Appendix 11
- Suspected Case at Work Notification – Appendix 12
- Influenza Contact List – Appendix 13
- Return to work procedures. Under the non-work related illness form

3.6 *Establish policies for restricting travel, evacuating employees and guidance for employees returning from affected areas.*

Refer to: www.smarttraveller.gov.au and www.health.gov.au.

- 3.7 *Set up authorities triggers and procedures for activating and terminating the company's response plan, altering business operations and transferring business knowledge to key employees.*

This is under investigation as part of the Risk Management review.

4. PROVISION OF RESOURCES TO PROTECT COUNCIL EMPLOYEES AND CUSTOMERS DURING A PANDEMIC.

- 4.1 *Provide sufficient and accessible infection control supplies in all locations.*

In accordance with the Occupational Health and Safety Act 2000 Council has an obligation to ensure the health, safety and welfare of all persons at their place of work including but not limited to employees, visitors and contractors.

In order to meet this obligation Council has implemented a number of controls to minimise the effects of a Pandemic on the workplace at its employees including:

- The supply of "Personal Protection Packs" to employees including tissues.
- Appropriate provisions for the disposal of tissues and discarded masks.
- The provision of alcohol wipes for use on telephones, computers etc.

- 4.2 *Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.*

At the onset of a Pandemic, Council has established provisions through its "Home Based Work" Policy to provide relevant employees with the opportunity to work from home. Council's "Home Based Work" policy provides further detail of this provision. In some cases access to Council's systems may be required for staff working from home. Special arrangements will need to be made through the organisations IT section to accommodate links to Council's systems.

Where possible external customers of Council should be further encouraged to utilise either the Internet services or B-Pay services for any payment to Council. External customers should also be encouraged to direct any enquiries in relation to Council's services by the use of telephone or email services and where possible avoid direct contact with Council staff.

- 4.3 *Develop signage to encourage respiratory/cough hygiene and reporting of influenza symptoms.*

Appropriately worded and strategically placed posters and signs are placed throughout the organisation promoting appropriate cough etiquette to encourage the reporting of influenza symptoms.

- 4.4 *Ensure availability of medical consultation and advice for emergency response.*

Council has developed partnerships with the following medical consultation services:

- Familyland Medical Practice – 25 Memorial Avenue, Merrylands. Ph: 9637 5255
- Quality Occupational Health – Unit 2/2-6 Gladstone Street, Merrylands. Ph: 9897 7699
- Parramatta Central Medical Centre – 290 Church Street, Parramatta. Ph: 9635 5162

5. COMMUNICATE AND EDUCATE COUNCIL EMPLOYEES.

5.1 *Develop and disseminate programs and materials covering pandemic fundamentals.*

- How to identify signs/symptoms of flu
- How flu is transmitted.
- Links to item 1.3

5.2 *Develop and disseminate programs and materials covering personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, and contingency plans).*

- How to adopt basic hygiene principles.
- How to prevent spreading flu
- What action to take if you are really unwell.
- Links to item 1.3

5.3 *Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.*

- Daily bulletins – email or hardcopy at work
- Broadcast emails at home
- Senior Officers to visit area and outposts

5.4 *Ensure that communications are culturally and linguistically appropriate.*

- Information would need to be in English, Italian, Spanish, Greek, Chinese, Vietnamese and Arabic.
- The steps to put this in motion would be to raise the information with the BHHP Migrant Resource Centre at 15 Hunter Street, Parramatta and their group leaders, send copy of info to radio outlets, and then to print media, involve places of worship and known groups.

5.5 *Disseminate information to employees about your pandemic preparedness and response plan.*

- Summary of Pandemic – Plan of Management is both on the internal and external website.

5.6 *Provide information for the at-home care of ill employees and family members.*

- List of hospitals in the area.
- List of GP's and Medical Centres in the area
- Availability of Community Health Services.

5.7 *Develop hotline lists/websites for communicating pandemic status and actions to employees, vendors, suppliers and customers in a timely way, including backups for the emergency contact system.*

- How to communicate.

5.8 *Identify community sources for timely and accurate Pandemic information and information on obtaining counter-measures (e.g. vaccines and antivirals).*

- Pandemic Team to monitor print and electronic media for latest information.
- Check Commonwealth and State Health Department websites for latest information.
- Communicate all useful information to staff – internal/external email systems.
- Links to items 1.9 and 3.6.

6. COORDINATE WITH EXTERNAL ORGANISATIONS AND HELP THE COMMUNITY.

6.1 Collaborate with insurers, health plans, major utilities and major local healthcare facilities to share pandemic plans and understand their capabilities and plans.

- Through Risk Management contact each of Council's insurers to inform of Council's plan and to invite comment.
- Through the Community Projects section access to Council's City Health Plan and provide information to reflect the existence of the Pandemic Management Plan.
- Collect or have access to other health plans.
- Through the Environmental Health section compile a list of contacts in relation to local health care facilities to share Council's plan and again invite comment.
- A list of contacts for major utilities is to be compiled through the Purchasing section.

6.2 Collaborate with federal, state and local public health agencies and/or emergency responders/planners to participate in their planning processes, share Pandemic plans, and understand their capabilities and plans.

- Through the Environmental Health section compile a list of federal, state and local health agencies.
- Access the Disaster Recovery Plan to determine if there is a list of Emergency Services and contacts.
- Contact each of the above to determine the possibility of becoming involved in their planning processes and sharing Council's plan.

6.3 Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services Council could contribute to the community.

- Survey Council managers to determine what assets and/or services Council could make available.
- Prepare a list of available resources via the matrix to be able to offer to Health agencies and/or emergency responders.

6.4 Share best practices with other business in your communities, chambers of commerce, and associations to improve community response efforts.

- Through the Place Managers prepare a list of businesses in the area and determine the meeting procedures for each of these groups.
- Through the Community Services section prepare a list of community organisations and contacts and determine their meeting procedures and how best to communicate with them.
- Through the Library services and Children's services sections provide information and communicate to the public to improve their response.
- Communicate through existing groups by inviting our presence to discuss our plan and awareness strategies.

7. ACTION PLAN

Item	Action	Responsibility	Timeframe
PLAN FOR THE IMPACT OF A PANDEMIC ON COUNCIL			
1.6	Completion of Impact Table	DES	June 2009
1.11	Matrices to be reviewed in relation to back-ups, chain of communications communicating business and employee status/ email all managers of example of key contacts sheet	WSO	Update as required
PLAN FOR THE IMPACT OF A PANDEMIC ON COUNCIL EMPLOYEES & CUSTOMERS			
2.1	Matrices will show pandemic impact on services within Council, break down of departments – flow on to section 3.1 and how resources will be utilised in accordance with Council policies.	MHR	Annual Review
2.2	Guidelines prepared and seeking comments. Staff to be made aware of policy and implementation process to begin (e-mail/intranet). PCT Message to be sent out	ODSO	Completed Periodic Reminders
2.3	Staff Influenza Vaccination Record Form, staff to be made aware of form and implementation process to begin. Form includes staff information on vaccinations provided by own doctor as well as Council program.	MHR	Completed
2.4	Seek further expressions of interest (EOI) from other doctors and health centres on their available services. An abridged version of PoM to be sent with EOI	MCR	May 2009
2.5	Contact Department of Health – Public Health Unit/Merrylands Community Health Centre next to Council to determine if organisations are able to provide mental health and social services during a pandemic. List of organisations & phone numbers in HCC “Community Information Directory”	CSO	Annual Review
2.6	Proposed survey will show employees and key customers with special needs. Changes as discussed and then send out.	CSO	Completed Review annually
ESTABLISH POLICIES TO BE IMPLEMENTED DURING A PANDEMIC			
3.1	Current policies need to be adapted to pandemic scenario (incl Fitness for Work)	MHR	Update as required
3.2	Survey will show who has computer/internet access	MHR	Completed
3.6	Create a FAQ and develop a policy re staff on overseas holidays	MCR	June 2009
3.7	Determine essential staff, authorised Council Officers to put in place plan and other triggers that are required. Refer to 1.12.	DES	June 2009
PROVISION OF RESOURCES TO PROTECT COUNCIL EMPLOYEES AND CUSTOMERS DURING A PANDEMIC			
4.1	Development and monitoring of a thorough cleaning regime including but not limited to offices, amenities and air conditioner units.	BLDE/MAS	Ongoing
4.4	Additional contacts to be added should EOI be utilised Refer to 2.4	MCR	May 2009

COMMUNICATE AND EDUCATE COUNCIL EMPLOYEES			
Item	Action	Responsibility	Timeframe
5.1/2	<ul style="list-style-type: none"> • Posters • regular emails • discuss at staff meetings 	Environmental Health Section ODSO	Ongoing
5.3	<ul style="list-style-type: none"> • Daily bulletins – email or hardcopy at work • broadcast emails at home • Senior Officers to visit staff areas and outposts 	Link to 3.7	
5.4	Coordinate with Community Services for translations	CSO	Update as required
5.5	Internal email supplemented by hardcopies	MHR	Completed
5.6	<ul style="list-style-type: none"> • Data about hospitals and medical centres on web • Include in information brochure on pandemic 	MCR	June 2009
5.7	<ul style="list-style-type: none"> • Council hotline manned by Environmental Health Unit • Information on Council Website • Media Releases 	Link to 5.3	
WORLD HEALTH ORGANISATION PREPAREDNESS TABLE – ALERT CLASS GREEN			
1.	Nominate an Influenza Manager & set roles and responsibilities		
2.	Initiate influenza monitoring		
3	Identify critical and non critical business processes		
4	Identify tolerances to down time		
5	Identify key staff/skills and reduce reliance on key staff/skills		
6	Review ability to transfer work to non-affected locations		
7	Install infrastructure to allow remote/home working		
8	Develop policies on – Employment conditions during business suspension, Fear of turning up to work, Extended absence from work, Forced absence from work, pay and benefits during pandemic, Travel, Quarantine when returning from travel		
9	Establish emergency hotline for staff & other stakeholders		
10	Assess likelihood of disease spread due to office layout		
11	Develop Flu Website		

APPENDIX 1

GUIDELINES FOR LIMITING INFLUENZA SPREAD

1. *Protecting Staff and Visitors*

Main strategies for protecting staff and visitors include:

- 1a) Restrict workplace entry of people with influenza symptoms
- 1b) Practice good personal hygiene and workplace cleaning habits
- 1c) Assisting and managing staff who are sick at work
- 1d) Fact sheets and other information

Summary of influenza protection measures

PROTECTION MEASURE	WHERE APPLICABLE
Hand hygiene	Everyone, all the time
Cough etiquette	Everyone, all the time
Disposable mask	People with respiratory infection symptoms may use a disposable mask to help prevent exposing to others to their respiratory secretions
Ventilation	Everyone, all the time, Building maintenance
Social distancing	Everyone, whenever practical or required
Protective barriers	In situations where regular work practice requires unavoidable, relatively close contact with the public
Organisational policies	Everyone, all the time

- 1a) *Restrict workplace entry of people with influenza symptoms* - Consider notices at entry points restricting those entering who have influenza symptoms
- 1b) *Practice good personal hygiene and workplace cleaning habits* - Basic personal hygiene is essential
Simple measures include:
 - Covering the mouth and nose when sneezing and coughing (preferably with disposable single use tissue);
 - Immediately dispose of tissue;
 - Proper hand washing and hand hygiene practices especially after coughing, sneezing or using tissues;
 - Keep hands away from eyes, mouth and nose;
 - Ensure adequate supplies of hand hygiene products (requires early planning to avoid shortages of soap and towels); and
 - Communicate hand and personal hygiene information to all staff and visitors
- 1c) *Assisting and managing staff who are sick at work*
 - Advise sick employees to see their doctor and if directed stay home until well, provide doctors certificate
 - System needed to ensure those who have completed quarantine are healthy before returning to work. Note: those who have recovered from the pandemic influenza will be unlikely to be re-infected.
- 1d) *Fact sheets and other information*
 - Provide information to staff on differences between influenza and common cold
 - Communicate hand and personal hygiene information to all staff and visitors

What is the difference between Influenza and a Common Cold

<i>SYMPTOM</i>	<i>INFLUENZA</i>	<i>COMMON COLD</i>
Fever	Usual, sudden onset 38°C - 40°C and lasts 3-4 days	Rare
Headache	Usual and can be severe	Rare
Aches & pain	Usual and can be severe	Rare
Fatigue & weakness	Usual and can last 2-3 weeks or more often after the acute illness	Sometimes, but mild, more after the acute illness
Debilitating fatigue	Usual, early onset can be severe	Rare
Nausea, vomiting, diarrhoea	In children < 5 years old	Rare
Watering of eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare in early stages	Usual
Sore throat	Usual	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate
Complications	Respiratory failure, can worsen a current chronic condition, can be life threatening	Congestion or ear-ache
Fatalities	Well recognised	Not reported
Prevention	Influenza vaccine, Frequent hand washing, cover mouth when coughing	Frequent hand washing, cover mouth when coughing

2. *Workplace Cleaning*

The Influenza virus is killed by alcohol or chlorine. Clean with neutral detergent then disinfectant. The main strategies for this include:

- 2a) Additional measures are needed during pandemic.
- 2b) Air-conditioning

Cleaning Products

<i>DISINFECTANTS</i>	<i>RECOMMENDED USE</i>	<i>PRECAUTIONS</i>
<p>Sodium hypochlorite: 1000 parts per million of available chlorine, usually achieved by a 1 in 5 dilution of hospital grade bleach.</p>	<p>Disinfection of material contaminated with blood and body fluids.</p>	<p>Should be used in well-ventilated areas. Protective clothing required while handling and using undiluted bleach. Do not mix with strong acids to avoid release of chlorine gas. Corrosive to metals.</p>

DISINFECTANTS	RECOMMENDED USE	PRECAUTIONS
Granular chlorine: e.g. Det-Sol 5000 or Diversol, to be diluted as per manufacturer's instructions.	May be used in place of liquid bleach, if it is unavailable.	Same as above.
Alcohol: e.g. Isopropyl 70%, ethyl alcohol 60%.	Smooth metal surfaces, tabletops and other surfaces on which bleach cannot be used.	Flammable and toxic. To be used in well-ventilated areas. Avoid inhalation. Keep away from heat sources, electrical equipment, flames, and hot surfaces. Allow it to dry completely, particularly when using diathermy, as this can cause diathermy burns.

2a) *Additional measures are needed during pandemic.*

- Hard surfaces need cleaning including handles, sinks, railings, counters, work stations, phones, computers etc. Note viruses may live several days on hard surfaces;
- Staff to not share cups, dishes or cutlery;
- Ensure utensils are thoroughly washed with soap and hot water after each use;
- Remove material that can be handled from lunch rooms and common areas such as foyers including magazines, newspapers etc;
- Ensure adequate cleaning of areas contacted by people who have suspected influenza; and
- Ensure that cleaners follow appropriate protocol for cleaning and personal protection and waste disposal.

2b) *Air Conditioning System* - evidence shows that influenza virus can spread in areas that have poor ventilation. Therefore:

- Ensure good ventilation of internal work areas such as around work stations, meeting rooms etc
- Use fresh air by opening windows where possible; and
- Ensure properly designed and maintained air conditioning system (refer to Australian Standards - Engineers)
- Filters of the air conditioning systems should be cleaned and anti-bacteria solution applied if possible.

3. **Social Distancing**

Social distancing refers to strategies to reduce the frequency of contact between people. Main strategies for social distancing include:

3a) Social distancing

3b) Increased Social Distancing.

3a) *Social distancing*

- Minimum distance of one metre between persons wherever practical (Larger distances more effective);
- Avoid contact with infected people or suspect infected people;
- Avoid face-to-face meetings – use telephone, internet (internal/external), fax;

- Documents or other objects go through as few hands as possible, use multiple individual copies of documents or electronic distribution;
- Set up systems where Council can request/provide information from and to customers by telephone or e-mail or fax;
- Avoid any unnecessary travel and cancel or postpone non-essential meetings/gatherings/workshops/ training sessions;
- Eat alone at desk or away from others (Do not congregate in tearooms or other areas where people socialise);
- Stagger lunch or break times;
- Avoid congregating in communal areas;
- In essential meetings minimise the meeting time, choose a large room and sit greater than a metre away from others;
- If possible, arrange for employees to work from home or work flex hours to avoid crowding at the workplace;
- Consider meetings in open air; and
- Avoid any hand shaking, hugging etc.

3b) *Increased Social Distancing*

- Limit unnecessary travel;
- Work from home wherever possible in accordance with Council's Policy;
- Where operationally allowed, shift changes where there is no contact between each shift – Ordinance Inspectors, Swimming Pool staff, Library staff

APPENDIX 2

VACCINATION PROTECTION PROGRAM ***BEING UPDATED TO INCLUDE INFLUENZA & POLIO***

Council has a commitment to ensure the health, safety and welfare of its employees under the Occupational Health & Safety Act, 2000. This includes ensuring safe systems of work and identifying and controlling risks such as possible exposure to diseases such as Hepatitis A, Hepatitis B and Tetanus while at work.

As part of its duty of care, Council provides a vaccination protection program to staff who are in occupations at higher risk of contracting these diseases. The vaccinations are provided free to staff where a risk assessment has determined that their duties place them at a higher risk of exposure.

This program is not compulsory but staff are urged to make informed decisions based on information below whether to participate and be protected from possible exposure.

PROCEDURE

Information on Hepatitis A, Hepatitis B and Tetanus is provided to inform staff not participating in the program as to how contracting these diseases can affect them.

Hepatitis 'A' is a viral infection affecting the liver and consisting of a range of symptoms including aches and pains, fever, nausea followed by jaundice (yellowing of the eyeballs and skin). The virus is spread via the faecal - oral route ie not washing hands properly and touching the face etc.

Hepatitis 'A' vaccination **program** consists of one injection. A booster injection is given 12 months later which gives immunity for up to 20 years.

Hep A/B injections may be taken in combined form. It is given as a course of 3 intramuscular injections over 6 months rather than the previously required 5.

Hepatitis 'B' is a virus, which affects the liver. It can be passed from one person to another. Symptoms may include weakness, fatigue, fever, vomiting and jaundice. The virus is carried in all body fluids and usual transmission methods are - absorption of infected blood via cuts and sores on the skin, sharing infected personal items ie needles toothbrush as well as sexual contact with an infected person.

The Hepatitis 'B' vaccination **program** consists of an initial blood test to assess immunity then a course of three injections to be given at 0, 1 and 6 months, followed by a blood test to indicate on sero conversion. Staff who have an acceptable sero conversion will be advised and need not undertake further injections. A booster injection 5 years later is no longer required as the immunity level is thought to be at least 20 years and could be life long. (Australian Immunisation Handbook – 7th Edition).

Tetanus is a disease of the nervous system caused by the toxic substance produced by bacterium. Tetanus may occur if bacteria enters the body through a break in the skin. Tetanus causes muscle spasms beginning in the jaw and neck, breathing difficulties and painful convulsions.

Adults need a booster every 10 years. If a person sustains a wound it is advisable to have a booster if they have not had a tetanus injection in the last 5 years.

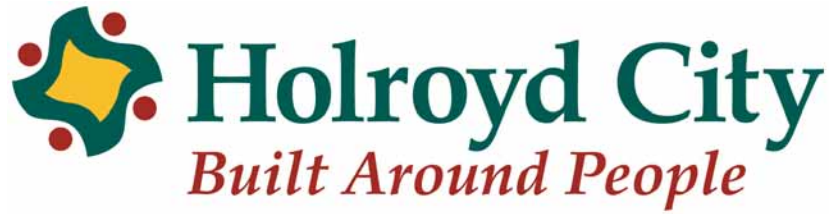
Vaccination Coverage

Vaccinations will be offered to staff in occupations where a risk assessment has determined that their duties place them at higher risk of exposure. This would include (but not limited to) staff at childcare centres, outdoor workers, mechanics, community services and parking patrol officers.

Staff must sign a consent form (available on the Intranet) and forward this to the Training & Safety Coordinator. The staff member can then discuss with their Manager/Supervisor when to attend to receive their injections. The address to attend is:

Quality Occupational Health
Unit 2 / 2 – 6 Gladstone Street, Merrylands NSW 2160
Ph: (02) 9897-7699
Fax: (02) 9897-7390
Internet: www.qoh.com.au

APPENDIX 3



Staff Influenza Vaccination Record Form

Name: _____

Section of Council: _____

Date of vaccination: _____

Vaccination provided by: (please circle)

Council

Family Doctor

Other: _____

This information will assist Council in determining what impact a pandemic may have on the staffing levels through out Council and will allow Council to identify staff who have been vaccinated.

This form is essential, and only the Manager Human Resources will have access to the data.

Submit form to Manager Human Resources

APPENDIX 4

SICK LEAVE

Employees who are unable due to sickness to attend for duty shall be entitled during each year of service to sick leave of 3 weeks at the ordinary rate of pay subject to the following conditions:

- Council shall be satisfied that the sickness is such that it justifies the time off; and
- That the illness or injury does not arise from engaging in other employment; and
- That the proof of illness to justify payment shall be required after 2 days absence or after 3 separate periods in each service year; and
- When requested, proof of illness shall indicate the employee's inability to undertake their normal duties.

Proof of illness may include certification from a qualified medical/health practitioner, registered with the appropriate government authority. A statutory declaration will be accepted in place of a medical certificate for two occasions not exceeding one ordinary working day per service year.

NOTE: Sick leave is provided to cover the time when you are sick. Any abuse of sick leave may lead to disciplinary action.

Council may require employees to attend a doctor nominated by Council at Council's cost.

Also note, that employees that are diagnosed with a contagious illness or disease (such as influenza, chicken pox and measles) are required to remain away from the workplace until such time that the incubation period and/or side effects have passed. In cases where an employee has been diagnosed with a contagious illness or disease a medical certificate from a qualified medical practitioner stating that the employee is fit to resume normal duties, is required prior to that employee returning to work. Confirmation may also be required from Council's nominated doctor, at Council's expense.

Sick leave shall accumulate from year to year so that any balance of leave not taken in any one year may be taken in a subsequent year or years.

Where an employee has had 10 years' service with Council and the sick leave entitlement as prescribed has been exhausted, Council may grant such additional sick leave as, in its opinion, the circumstances may warrant.

Accumulated sick leave shall be transferable on change of employment from Council to Council within New South Wales up to 13 weeks, provided that an employee shall only be entitled to transfer sick leave accumulated since the employee's last anniversary date on a pro-rata basis.

Such accumulated sick leave shall only be transferable if the period of cessation of service with the Council and appointment to the service of another Council does not exceed three months.

The sick leave entitlement transferred shall not exceed the maximum amount transferable as prescribed by the appropriate award - Local Government (State) Award 2007 at the time of transfer.

Industrial Agreements in place from time to time may provide additions to the Local Government (State) Award 2007 sick leave provisions and employees would need to consult with Human Resources to determine if these agreements apply to them.

APPENDIX 5

CARER'S LEAVE

An employee, other than a casual employee, with responsibilities in relation to a class of person set out below, who needs the employee's care and support shall be entitled to use, in accordance with this policy, any current or accrued sick leave entitlement, provided for under provisions of the Local Government (State) Award 2007, for absences to provide care and support for such persons when they are ill or who require care due to an unexpected emergency. Such leave may be taken for part of a single day.

The employee shall establish, either by production of a medical certificate or statutory declaration, the illness of the person concerned and that the illness is such as to require care by another person. A statutory declaration will be accepted in place of a medical certificate for two occasions not exceeding one ordinary working day per service year.

In normal circumstances, an employee will not be approved to proceed on carer's leave where another person has taken leave to care for the same person.

The entitlement to use sick leave in accordance with this policy is subject to:

- a) The employee being responsible for the care of the person concerned; and
- b) The person concerned being:
 - i. A spouse of the employee; or a defacto spouse, who, in relation to a person, is a person of the opposite sex to the first mentioned person who lives with the first mentioned person as the husband or wife of that person on a bona fide domestic basis although not legally married to that person, or
 - ii. A child or an adult child (including an adopted child, a step child, foster child, or an ex nuptial child), parent (including a foster parent, step parent and legal guardian), parents of spouse;
 - iii. grandparent, grandchild or sibling (including half, foster and step sibling) of the employee or spouse or de facto spouse of the employee, or
 - iv. A same sex partner who lives with the employee as the de facto partner of that employee on a bona fide domestic basis, or
 - v. A relative of the employee who is a member of the same household, where for the purposes of this paragraph;
- c) "relative" means a person related by blood, marriage or affinity;
- d) "affinity" means a relationship that one spouse because of marriage has to blood relatives of the other, and
- e) "household" means a family group living in the same domestic dwelling.

Unpaid Carer's Leave

An employee (including casuals) is entitled to a period of up to 2 days unpaid carer's leave for each permissible occasion when a member of the employee's immediate family, or a member of the employee's household, requires care or support during such a period because of:

- a) a personal illness, or injury, of the member; or
- b) an unexpected emergency affecting the member.

Requirements For Taking Carer's Leave

An employee shall, wherever practicable, give Council notice prior to the absence of the intention to take leave, the name of the person requiring care and the estimated length of absence. If it is not practicable for the employee to give prior notice of absence, the employee shall notify Council by telephone of such absence at the first opportunity on the day of absence.

Time Off in Lieu of Payment for Overtime - An employee may elect to take time in lieu of payment overtime accumulated in accordance with provisions of the Local Government (State) Award 2007 for the purpose of providing care and support for a person in accordance with provisions of this policy.

Make-up - An employee may elect, with the consent of the General Manager, to work "make-up time", under which the employee takes time off during ordinary hours, and works those hours at a later time, within the spread of ordinary hours provided in the Local Government (State) Award 2007, at the ordinary rate of pay for the purpose of providing care and support for a person in accordance with provisions of this policy.

Annual Leave and Leave Without Pay - An employee may elect to take annual leave or leave without pay for the purpose of providing care and support for a person in accordance with provisions of this policy. Such leave shall be taken in accordance with provisions of Local Government (State) Award 2007 and Council Policy.

APPENDIX 6

FITNESS FOR WORK

POLICY

Council is committed to providing a safe and healthy place of work for its employees and others in the workplace. This commitment extends to Council's obligation as an employer as detailed in the Occupational Health and Safety (OHS) Act 2000.

Council has adopted a proactive approach to workplace health and safety involving attention to all matters which may increase risks, including lack of fitness for work. Council has introduced a holistic approach to fitness for work by examining how best to manage all of the influences on fitness for work, rather than focusing entirely on individual factors.

Council and its employees have a responsibility for the provision of a safe, healthy, cost-effective and productive workplace. This means that each of us has an individual responsibility to maintain personal "fitness for work".

Council employees are required to attend work in good physical and mental condition so duties are performed in a safe, efficient and productive manner. Many factors may affect fitness for work, and these can often interact with each other. These include:

- Physical fitness
- Personal hygiene
- Fatigue – due to shift work, hours of work, nature of work, activities outside paid work including but not limited to secondary employment
- Job design and work environment
- Previous injury or illness (work related or non-work related)
- Consumption of alcohol or other drugs (prescription and non-prescription, legal and illegal)
- Psychosocial factors (eg. psychiatric problems, unresolved domestic problems)
- Hazardous substances or environment (eg. chemicals, confined spaces)
- Recruitment/selection (potential employees not having pre-employment medicals)
- Training, provision of information and supervision
- Personal issues

Any employee who is affected by either one or a combination of the above factors may place not only themselves at risk but also others in the workplace.

SCOPE

This policy applies to the following:

- Council employees
- Contractors performing work on Council's behalf
- Volunteers
- Others in the workplace such as visitors

DEFINITIONS

Fatigue – Increased difficulty in performing physical or mental activities resulting from insufficient rest and sleep.

Non Work Related Injury – an injury that has occurred outside the workplace. These injuries may reduce the employees' capabilities to perform their duties in a safe manner.

Pandemic - is an epidemic (an outbreak of an infectious disease) that spreads worldwide, or at least across a large region.

Personal Hygiene – an appropriate level of cleanliness and grooming relating to both the persons body and clothing. Good personal hygiene prevents infection through cleanliness and has come to mean any practice leading to the absence of harmful levels of bacteria.

Personal Protective Equipment (PPE) - equipment issued to the individual by the employer intended to protect that person's safety from hazards relating to work they perform. PPE does not control a hazard but assists as a temporary measure when working with that hazard.

Supervisor – any person who is referred to as a team leader, coordinator or overseer and ensures work is properly performed on a day to day basis according to policy and procedure, and has the delegated authority to instruct employees how they are to act while at work.

RESPONSIBILITIES

Managers and Supervisors - are responsible for ensuring that no employee, contractor or other person in the workplace commences or continues to work if they appear to be affected by one or a number of factors which affect fitness for work as described on page 1 of this document.

Employees, Contractors and Volunteers - in the workplace must ensure they do not attend work in a condition that renders them unfit to carry out normal duties. It is the employees' responsibility to present for work in a fit state.

Ultimately, employees who are fit for work are in a physical and mental state which will allow them to fulfil their work responsibilities competently and in a manner which does not compromise safety. Alternatively, employees influenced by one or a number of the factors that affect fitness for work are more likely to put themselves or others at risk.

Employees are also responsible for any civil or criminal penalty which may result from being influenced by one or a number of factors that affect fitness for work.

RISK ASSESSMENT

The employer holds the fundamental responsibility for managing the risks associated with fitness for work. It should be noted that the responsibilities of the employer extend to managers, supervisors and those in control of a place of work. However, employees are responsible for ensuring that their behaviour does not create or exacerbate risks. In particular the parties have the following responsibilities:

	Employer	Employee
Identify	<ul style="list-style-type: none">• To identify the risks associated with fitness for work, including establishing and monitoring an ongoing system for identifying hazards or issues.• All works under their control are carried out in accordance with the OHS Act 2000 and the OHS Regulation 2001 and any relevant Code of Practice.	<ul style="list-style-type: none">• To report hazards or issues relating to fitness for work• To contribute to establishing and monitoring reporting systems.• All works are carried out in accordance with the OHS Act 2000 and the OHS Regulation 2001 and any relevant Code of Practice.

	<ul style="list-style-type: none"> • Employees, contractors and others in the workplace are effectively managed and adhere to Safe Work Procedures • Consultation with employees 	<ul style="list-style-type: none"> • Refer and adhere to Safe Work Procedures and practices
ASSESS	<ul style="list-style-type: none"> • Undertake risk assessment and implement suitable controls and procedures in order to eliminate or minimise the factors that influence fitness for work. 	<ul style="list-style-type: none"> • To contribute to the assessment of risks • Consult their supervisor in relation to developing appropriate measures to control risk associated with fitness for work.
Control	<ul style="list-style-type: none"> • To control the risks associated with fitness for work, specifically: <ul style="list-style-type: none"> ◆ Ensure that work systems are flexible enough to deal with factors influencing fitness for work (eg. allowing supervisors to reschedule tasks if issues are identified) ◆ Ensure shift arrangements control risks, especially fatigue ◆ Ensure that working arrangements do not contribute to alcohol and drug consumption or interfere unreasonably with employees' capacity to meet family and social commitments ◆ Ensure that fitness for work testing does not shift responsibility for managing the risks to the individual ◆ Provision of appropriate training and information for employees ◆ Provision of any plant, equipment and PPE necessary to carry out work safely. 	<ul style="list-style-type: none"> • To cooperate with control measures • To contribute to the design and implementation of control measures • To manage individual factors which influence fitness for work (eg ensuring adequate rest between shifts, controlling alcohol and drug use) • Commitment to attend and actively participate in any training provided by Council in the interests of health and workplace safety. • Responsible for maintaining PPE in a clean and serviceable condition and to use it as directed. • Maintain personal hygiene including but not limited to washing and showering regularly and work clothes are to be laundered and neatly presented.

PROCEDURES

DRUGS & ALCOHOL - Refer to Council's Drug and Alcohol Policy.

NON-WORK RELATED INJURY

In cases where an employee sustains a non-work related injury Council may consider providing alternate duties in line with the employees restrictions as determined by the treating doctor in consultation with Council's nominated doctor. It should be noted that Council is under no obligation to provide alternative duties in such cases.

Other factors that may need to be considered when providing alternate duties would include the employee's level of skills and knowledge to perform any determined alternate duties, the availability of resources, the extent of the injury and the recovery period.

Refer to Council's Non-Work Related Injury Management Form and procedure.

NON-WORK RELATED ILLNESS OR DISEASE

In cases where an employee is diagnosed with a non-work related illness or disease, with the exception of a contagious illness or disease, Council may consider providing alternate duties. In these cases alternate duties will be considered based on recommendations provided by the employees treating doctor and, if required, Council's nominated doctor. It should be noted that Council is under no obligation to provide alternative duties in such cases.

In some cases illnesses or diseases may be contagious. Examples of contagious illnesses or diseases include but are not limited to influenza, measles and chicken pox.

Employees that are diagnosed with a contagious illness or disease are required to remain away from the workplace until such time that the incubation period and/or side effects have passed. In cases where an employee has been diagnosed with a contagious illness or disease a medical certificate from a qualified medical practitioner stating that the employee is fit to resume normal duties is required prior to that employee returning to work. Confirmation may also be required from Council's nominated doctor.

PANDEMIC

In the case of a pandemic the procedure above for non-work related illness or disease applies to any infected employees.

Refer to Council's Pandemic - Plan of Management for further information regarding the preventative measures that can be taken to minimise the potential of infection and the controls Council will implement during the onset of a pandemic.

PERSONAL HYGIENE

Council encourages its employees to portray a positive image to its customers and maintain good working relationships with other staff. In part good personal hygiene is an important step in portraying such values. Refer to Council's Employee Handbook.

Outward signs of good personal hygiene include the absence of visible dirt (including dust and stains on clothing) or of bad odour/smells. Good personal hygiene assists health, safety, beauty, comfort and social interactions. Good personal hygiene directly contributes to disease prevention and/or disease isolation.

Good personal hygiene is one of the most effective ways to protect others and ourselves from many illnesses, such as gastroenteritis. Good personal hygiene includes but is not limited to:

- Regular washing and showering of the body.
- Practicing appropriate cough etiquette and respiratory hygiene.
- Good dental hygiene.
- Washing hands regularly, especially before preparing or eating food and after going to the toilet.
- Maintaining work clothes that are regularly laundered and neatly presented.

Personal hygiene issues are to be managed with sensitivity. Managing personal hygiene issues by indirect means, such as sending anonymous notes or leaving soaps and deodorants on the employee's desk, are not considered appropriate. The following guidelines should be used by supervisors/managers when managing personal hygiene issues:

1. Arrange to meet with the employee - the meeting should be in a private area with enough time set aside for the employee to regain his/her composure, if needed, prior to returning to work.
2. Discuss the problem with the employee – be sensitive but direct when informing the employee of the personal hygiene problem. In some cases the employee may be unaware that a problem exists and may need specific information about what the problem is. In cases of this nature the problem may need to be described to the employee and any affect it may have on the workplace.

If the employee has a disability, the supervisor/manager should not assume that the hygiene problem is disability related. There may be other causes for the problem besides the disability, such as personal problems, financial problems, insufficient provision of Council issued clothing where applicable, cultural differences, or simply a failure to bathe.

3. Inform the employee of the required standard – inform the employee of what is considered to be good personal hygiene, agree to a timeframe to rectify the problem, determine what happens in the meantime, what follow up action will occur and any assistance Council can offer. The employee should be provided with an explanation and copy of this policy. In cases where there is a continuation of poor personal hygiene, and all reasonable assistance has been exhausted, further action may be considered by Council.

RELATED COUNCIL DOCUMENTS

- Occupational Health and Safety Policy
- Drug and Alcohol Policy
- Leave Policy
- Secondary Employment Policy
- Good Working Relations Policy
- HIV Hepatitis and Blood Policy
- Employee Assistance Program
- Rehabilitation and Injury Management Program
- Non-Work Related Injury Management Form
- Employee Handbook
- Dress Code
- Pandemic – Plan of Management
- Section based Safe Work Procedures, Operating Instructions and policies
- Incident/Accident/Near Miss Notification Forms
- Staff Information - Cough Etiquette and respiratory hygiene

REFERENCES - LEGISLATION

OHS Act 2000

OHS Regulation 2001

Anti Discrimination Act 1977

POLICY REVIEW

This policy will be reviewed as a result of any legislative change and as required.

APPENDIX 7

- NON-WORK RELATED INJURY MANAGEMENT PLAN -

A Non-work related injury is an injury that occurred in the employees own time ie an injury playing sport or working in the garden etc.

NOTE:: A Non-Work Related Injury Management (NWRIM) plan MUST be developed prior to the injured person returning to work on restriction. Each time the person is reviewed and the restrictions and/or duties change a new plan must be prepared. Clearance by a Doctor or other medical professional is required for all personal injuries prior to work. Suitable duties for personal injury will only be provided where such duties exist. Each case will be evaluated at need. No obligation is placed on Holroyd City Council to provide duties and as such this offer may be withdrawn when duties are no longer available.

Initial NWRIM Plan
 Progress NWRIM Plan
 No:

Name:	Job Title:	
Supervisor:	Section:	
Team:	Today's Date:	
Goals of this plan:		
Hours/Days of Work:		
Date	Week beginning Week beginning	Normal Hours: Normal Hours:
Commencement Date:	End Date:	
Length of program:	Review Date:	
Service/ Treatment Required (ie Physiotherapy)		

Duties:

- (1)
- (2)
- (3)
- (4)
- (5)
- (6)
- (..)

Considerations / Restrictions:

- (1)
- (2)
- (3)
- (4)
- ()

Specific duties to be avoided:

General Comments: (Include the purpose of suitable duties and treatment arrangements)

The responsibilities of each of the above parties are outlined as:

Injured Worker: to co-operate with the NWRIM process and to notify Supervisor of any problems.

Supervisor: to ensure that the injured worker preforms only the duties outlined above, monitors the injured workers ability to preform these duties and notifies the NWRIM Coordinator of any problems.

PIM Coordinator to ensure all parties endorse the NWRIM plan, monitor the injured workers progress, coordinate to resolve problems, change duties as required or medically endorsed.

Nominated treating Doctor to manage treatment of the injured/ill employee including participation in the NWRIM plan. Provide medical advice and certification according to State legislation.

The following parties have agreed to the program:

Injured worker:			
Supervisor			
	<i>Name</i>	<i>Signatures</i>	<i>Date</i>

NWRIM Coordinator			
Nominated treating doctor			
Other parties as required:			
	<i>Title</i>		

Please attach other relevant information

APPENDIX 8

HOME BASED WORK POLICY

POLICY

Council may initiate, or consider requests from staff to enter into, a home based work arrangement in accordance with provisions of this policy.

Council reserves the right to vary or revoke this policy at any time.

SCOPE OF POLICY

This policy applies to all permanent employees of Council who may request, or be requested, to work from a home based worksite on a full-time, part-time or casual basis over an extended period of time.

This policy does not apply to those employees who may be authorised by their Director / Manager to work from home on an intermittent and irregular basis and where such authorisation is sought and given on a day by day basis.

Any question as to the applicability of this policy to a specific case is to be referred to the General Manager for a determination.

DEFINITIONS

Home based worksite: The term “home based worksite” refers to the area designated within the employee’s residence within which the employee will perform his / her Council duties when approved to do so under a home based work arrangement.

Council designated workplace: The term “Council designated workplace” refers to the usual place of work at which the employee performs his / her duties when not performing duties under provisions of a home based work arrangement.

Urgent access: “Urgent access” is that necessity of the employee’s supervisor / manager / or other designated employee to enter the employees home based worksite without prior arrangement. Such access may be necessary on occasions detailed within this policy.

Non-urgent access: “Non-urgent access” is that necessity of the employee’s supervisor / manager / or other designated employee to enter the employees home based worksite after having provided 24 hours prior notice to the employee.

GENERAL TERMS AND CONDITIONS TO APPLY

The terms and conditions contained in this Policy will apply to an employee who is approved to perform his / her ordinary hours of duties, or part thereof, at a home based worksite.

Home based work arrangements are not an entitlement, right or an obligation.

Home based work arrangements may be entered into on a voluntary basis between the General Manager and an employee of Council.

Where an employee proposes a home based work arrangement, the General Manager has the right to refuse to consent to such a work arrangement. Similarly, where a home based work arrangement is proposed by the General Manager, the employee may withhold his or her agreement.

An employee working under provisions of a home based work arrangement is prohibited from contracting out his / her work.

Council shall ensure that employees working under the provisions of a home based work arrangement shall be offered the same opportunities for career development and training as employees working within Council designated workplaces.

LIMITATIONS ON HOME BASED WORK ARRANGEMENTS

Each application for a home based work arrangement is to be considered on a case by case basis.

A home based work arrangement will generally not be considered when an employee is on a rehabilitation program as a result of a work related injury or illness.

JOB CHARACTERISTICS NOT CONSIDERED APPROPRIATE FOR HOME BASED WORK ARRANGEMENTS

Employees performing the duties of a position where the position could be described as having at least one of the following characteristics will not be considered for home based work arrangements:

- The position requires a high degree of supervision or close scrutiny
- The position requires direct client face to face contact at the Council designated workplace
- The position does not lend itself to objective performance monitoring
- The position carries full time training or supervisory responsibilities
- The position requires the occupant to be a member of a team and that regular direct face to face contact on a daily basis with other team members at the Council designated workplace is an integral part of the job's responsibilities
- The position has other characteristics that the General Manager feels are unsuitable for home based work arrangements.

ACCESS TO HOME BASED WORKSITE

Prior to approval of a home based work arrangement, the supervisor / manager and the employee are to agree upon arrangements to facilitate access by management, or other authorised employees of Council, to the employee's home based worksite for work related purposes.

Such arrangements are to be documented within the Record of Home Based Work Arrangement and are to include as minimum access provisions:

- The right of urgent access for:
 - Maintenance of faulty equipment;
 - Occupational health and safety purposes;
 - Urgent security and audit purposes; and
 - Other purposes agreed between management and the employee.
- The right of non-urgent access for:

- Routine maintenance of equipment and supplies;
- Assessing and monitoring security arrangements of equipment and documents;
- Routine occupational health and safety assessments;
- Supervision; and
- Other purposes agreed between management and the employee.

OBLIGATION OF EMPLOYEE TO ATTEND COUNCIL DESIGNATED WORKPLACE

Notwithstanding any agreement made within a Record of Home Based Work Arrangement, Council may require the employee to attend a Council designated workplace during the normal working hours of the employee.

Without limiting the scope of this requirement, the employee may be required to attend a Council designated workplace for reasons such as training, employee counselling and work related activities.

Costs incurred in travelling between the employee's home based worksite and the Council designated workplace are to be borne by the employee.

WORKERS COMPENSATION

Workers compensation arrangements apply to all injuries arising out of or in the course of employment, whether the injury occurred while the employee was working from the home based worksite or at the Council designated workplace.

Whether an employee injured at home was actually at work at the time of the injury will be determined using the usual sources of compensation evidence, such as reporting procedures and medical evidence.

Journey claim provisions do not apply where there is no journey between home and the place of work. However, if an employee working from an approved home based worksite, is required to travel for work purposes and is injured, such a claim would normally be covered subject to satisfying legislative requirements.

PROVISION OF FURNITURE, EQUIPMENT, PLANT AND SUPPLIES

Unless otherwise agreed between the General Manager and the employee, when the employee initiates a home based work arrangement, it is the employee's responsibility to provide furniture, equipment and plant necessary to perform the duties of the home based work activities. The maintenance, repair and depreciation costs of furniture, equipment and plant provided by the employee are to be the responsibility of the employee.

When Council initiates a home based work arrangement, Council shall provide, or bear the cost of, any furniture, equipment or plant necessary to enable the employee to perform the duties of the home based work activities. The maintenance and repair of such equipment is the responsibility of Council.

If a home based work arrangement is approved, regardless of which party initiated the arrangement, Council will be responsible for:

- Provision of stationery and expendables to the employee at no cost to enable the employee to perform the duties of his / her home based work activities.
- Reimbursement of work related telephone calls and other work related out of pocket expenses in accordance with provisions of the Local Government (State) Award 2007.
- Payment of an allowance per kilometre as detailed within Use of Skills Clause (iv)(c) of the Local Government (State) Award 2007 when the employee uses their private vehicle for travel on official business at Council's request. Travel between the employee's home based worksite and the Council designated workplace is excluded from this provision.

Upon expiration of a home based work arrangement, all furniture, equipment, plant and supplies provided to the employee by Council are to be returned to Council.

SECURITY OF COUNCIL DOCUMENTS, INFORMATION AND PROPERTY

It is the responsibility of the employee working under a home based work arrangement to ensure that Council property, documents, information and records are properly secured and protected from unauthorised access and / or removal. Generally, the level of security applied should be that applying at the Council designated workplace.

INSURANCE

When a home based work arrangement is initiated by the employee, it is the employee's responsibility to contact their insurer to ensure that such arrangement does not jeopardise their household and / or contents insurance coverage. The cost of any additional premium charged is to be borne by the employee.

When Council initiates a home based work arrangement, Council shall bear the cost of any additional premium that may be levied by the employee's insurer.

All equipment provided by Council and listed within the Record of Home Based Work Arrangement is insured under provisions of Council's insurances.

PUBLIC LIABILITY

Persons visiting the home based worksite as a direct result of the employee's approved Council duties and activities are covered by Council's Public Liability insurances.

CLIENT / CUSTOMER CONTACT

Unless otherwise approved by the General Manager, any work-related appointment with a non-employee of Council is to take place at the Council designated workplace or a site the subject of a development or construction certificate application, which the officer is required to inspect in the course of work.

LOCAL GOVERNMENT AUTHORITY APPROVAL

Establishment of a home based worksite may require the approval of the Council in whose LGA the employee resides.

When the employee initiates a home based work arrangement, it is the responsibility of the employee to obtain such approval. In all other cases, Holroyd City Council shall request, or assist the employee in requesting, such approval.

OCCUPATIONAL HEALTH AND SAFETY

Under the Occupational Health and Safety Act 2000, Council must provide a safe and healthy workplace. Employees also have a responsibility under the Act to take reasonable care of their own health and safety as well as the health and safety of any persons visiting the home based worksite. The home based employee must cooperate with Council to ensure this, and may be required to undertake training as part of the process.

The home based worksite must be a suitable and safe place in which the employee can carry out their tasks. In due regard to the privacy of the employee, and by prior arrangement, the General Manager, or authorised representative, may inspect a home based worksite for suitability and occupational health and safety purposes.

Such an inspection is to be conducted prior to initial approval of the home based work arrangement and at any time during the term of the arrangement.

When a home based work arrangement is initiated by the employee, the employee is required to meet the cost of any modifications to the home based worksite that are necessary, in the opinion of Council, to ensure that the site meets all occupational health and safety requirements.

When a home based work arrangement is initiated by Council, the Council is required to meet the cost of any modifications to the home based worksite that are necessary, in the opinion of Council, to ensure that the site meets all occupational health and safety requirements. Such modifications may only be undertaken with the prior approval of the employee.

Except in the case of an accident / incident occurring in the home based worksite, the scheduling of such inspections shall be in accordance with the access arrangements detailed with the Record of Home Based Work Arrangement.

ACCIDENTS / INCIDENTS WITHIN THE HOME BASED WORKSITE

Any accident / incident occurring at the home based worksite is to be reported to Council's Risk Manager as soon as possible and within 24 hours of the accident / incident occurring.

In cases of such accidents / incidents occurring the General Manager or authorised delegate has the right to visit the employee and, in the company of the employee or his / her delegate, inspect the home based worksite for purposes of conducting an accident / incident investigation.

FIRST AID

Council will provide the employee with a Class C First Aid Kit that is to be kept within the home based worksite. The employee's supervisor is to check the First Aid Kit when undertaking home based worksite visits.

DISPLAY OF NOTICES

Council is to provide the employee with a copy of a publication "WorkCover Working for You" notice that is required to be displayed within a workplace under terms of the and occupational health and safety legislation.

The employee is to ensure that this notice is displayed within the home based worksite.

PROCEDURE FOR APPROVAL AND RECORDING OF HOME BASED WORK ARRANGEMENT

The procedure for approving and recording of home based work arrangements is as follows:

- (i) An employee requesting to enter into a home based work arrangement is to initiate action by submitting a written request to their immediate supervisor.

- (ii) The Supervisor is to arrange a suitable time to meet with the employee and discuss the proposal. The supervisor is to ensure the employee is provided with a copy of this policy prior to the meeting. Following the meeting between the supervisor and the employee, if the employee wishes to proceed with the proposal, the supervisor is to refer the matter to the appropriate manager.
- (iii) The manager is to meet with both the employee and the supervisor and discuss the proposal in detail. If the manager considers the proposal is feasible and meets the criteria detailed within this policy the manager, in consultation with the employee, is to develop a 'Record of Home Based Work Arrangement'
- (iv) The manager is to pass the 'Record of Home Based Work Arrangement' to the appropriate Director for recommendation to the General Manager.
- (v) If the Director considers the proposal is feasible and meets the criteria detailed within this policy, the Director is to task a supervisor / manager from within the Department to conduct a home based worksite assessment and return the checklist to him/her upon completion
- (vi) Having received and considered the outcomes of the home based worksite assessment the Director is to forward:
 - the Record of Home Based Work Arrangement;
 - the Home Based Work OH&S Checklist; and
 - the Director's recommendation to the General Manager for final determination.
- (vii) If approved, the signed original of the home based work arrangement is to be placed on the employee's Staff File and the file referred to the Pay Officer and the Risk Manager for notation. A copy of the agreement is to be given to the employee and another to the employee's supervisor / manager.

CONDUCT OF HOME BASED WORKSITE ASSESSMENT

The supervisor / manager conducting the home based worksite assessment should utilise the checklist provided at Appendix 2 to this policy and confine their attention to that part of the home that constitutes the designated home based worksite and points of access and egress.

The home based worksite assessment should:

- Identify and clearly record the location of the designated home based worksite
- Establish whether the duties are suitable for work from home
- Establish what, if any, equipment will be necessary for an employee to safely undertake home based work
- Establish that the proposed working environment is healthy and safe.
- Establish that the person who will be working from home has the information and training necessary to do the work safely

FORM OF AGREEMENT FOR IMPLEMENTING HOME BASED WORK ARRANGEMENTS

The following details are to be recorded in relation to each home based work arrangement:

- The employee's name
- The employee's position indicating whether it is the employee's substantive position
- The name and position of the employee's supervisor
- The employee's Department / Branch / Section
- The address and phone number of the home based worksite

- A list of the duties to be performed
- The days and hours of duty at both the home based worksite and the Council designated workplace the agreed procedures for recording work hours, including actual starting and finishing times.
- Duration of the arrangement and agreed period of notice
- The method of disseminating personnel management information to the employee where access to that information may be reduced
- Methods of measuring work performance, provided that systems based automated work measurements will not be used as the sole means for determining or monitoring individual work performance
- Details of Holroyd City Council assets and supplies to be used at the home based worksite, including maintenance and resupply arrangements
- Details of the employee's assets and supplies to be used at the home based worksite for official use, including maintenance and insurance coverage
- Details of accident notification procedures

TERMINATION OF HOME BASED WORK ARRANGEMENTS

A home based work arrangement expires at the end of the agreed period stated within the Record of Home Based Work Arrangement.

A home based work arrangement may also be terminated:

- By mutual agreement between Council and the employee at any time.
- By either Council or the employee, serving on the other party, one weeks written notice of intent to terminate the arrangement.
- By Council if the employee is required to undertake a rehabilitation program following a work related injury or illness.

A home based work arrangement may be re-negotiated prior to its expiration. If either Council or the employee wish to continue the home based work arrangement they are to notify the other party no less than one month prior to the expiration date of the current arrangement.



(employee name)

File Reference: (insert reference number)

RECORD OF HOME BASED WORK ARRANGEMENT

The purpose of this agreement is to formalise the arrangement between Holroyd City Council and **(employee name)**, the employee, to enable the employee to perform duties, as detailed within this agreement, from the employee's home based worksite in accordance with the terms and conditions of this agreement and Council's Home Based Work policy.

DEFINITIONS

Home based worksite: The term "home based worksite" refers to the area designated within the employee's residence within which the employee will perform his / her Council duties when approved to do so under a home based work arrangement.

Council designated workplace: The term "Council designated workplace" refers to the usual place of work at which the employee performs his / her duties when not performing duties under provisions of a home based work arrangement.

Urgent access: "Urgent access" is that necessity of the employee's supervisor / manager / or other designated employee to enter the employees home based worksite without prior arrangement. Such access may be necessary on occasions detailed within this agreement.

Non-urgent access: "Non-urgent access" is that necessity of the employee's supervisor / manager / or other designated employee to enter the employees home based worksite after having provided 24 hours prior notice to the employee.

GENERAL TERMS AND CONDITIONS TO APPLY

The terms and conditions detailed within this agreement and all other provisions contained within Council's Home Based Work Policy apply to this home based work arrangement unless specifically stated otherwise within this agreement.

LOCATION OF HOME BASED WORKSITE AND POINT/S OF CONTACT

The home based worksite to which this agreement applies is located at **(insert address)** and is the area being **(insert location in premise)**.

It is agreed that for purposes of contacting the employee during working hours agreed under this arrangement, the telephone number to be used is **(insert telephone number/s)**.

For the purpose of disseminating information, written instructions, etc from Council to the employee, the following means are to be used:

(insert appropriate details)

DURATION OF THIS AGREEMENT

This agreement comes into effect on *(insert date)* and will remain in force until *(insert date)* unless otherwise terminated in accordance with provisions of this agreement.

STATUS OF EMPLOYMENT AND DUTIES TO BE PERFORMED

Whilst working under the terms and conditions of this agreement, the employee will be employed on a *(insert employment status)* in their position of *(insert job title)*.

Whilst working under the terms and conditions of this agreement, the employee will perform the following duties:

(insert list of duties to be performed)

Notwithstanding the above, the Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

HOURS OF WORK

It is agreed that, whilst this agreement is in force, the employee will work the following arrangement of hours:

Home Based Worksites: *(insert details of hours and days to be worked at the home based worksite)*.

Council Designated Workplace: *(insert details of hours and days, if any, that the employee will work at the Council Designated Workplace)*.

It is agreed that the arrangement of hours prescribed within this agreement may be varied by agreement and / or a different arrangement of hours to that prescribed within this agreement may be agreed between management and the employee.

Any agreement to alter the arrangement of hours as provided for in this agreement must be genuine with no compulsion to agree.

SUPERVISION

Whilst working under the terms and conditions of this home based work arrangement, the employee's supervisor will be *(insert name and/or job title of supervisor/manager)* and the employee will remain a member of the *(insert section and department)*.

RECORDING AND REPORTING HOURS WORKED

(insert details of how the employee is to record and report hours of work).

WORK PERFORMANCE AND MEASUREMENT

(insert details of how work performance will be measured and any agreed or required objectives to be achieved).

CONTRACTING OUT

The employee is prohibited from contracting out **(his/her)** work.

COUNCIL'S RIGHT OF ACCESS TO HOME BASED WORKSITE

The employee agrees, during the life of this agreement, to allow access by management, or other authorised employee/s and / or agents of Council, to the employee's home based worksite for work related purposes.

The employee agrees to allow the employer right of urgent access for:

- Maintenance of faulty equipment;
- Occupational health and safety purposes;
- Urgent security and audit purposes: and
- **(insert other purposes as agreed between Council and the employee)**

The employee agrees to allow the employer right of non-urgent access for:

- Routine maintenance of equipment and supplies:
- Assessing and monitoring security arrangements of equipment and documents:
- Routine occupational health and safety assessment:
- Supervision; and
- **(insert other purposes as agreed between council and the employee)**

OBLIGATION OF EMPLOYEE TO ATTEND COUNCIL DESIGNATED WORKPLACE

The employee acknowledges and agrees that Council may require the employee to attend a Council designated workplace during working hours established under this agreement and that costs incurred by such travel are to be borne by the employee.

PROVISION OF FURNITURE, EQUIPMENT, PLANT AND SUPPLIES

It is agreed that, during the life of this agreement, the employee will provide the following furniture, equipment, plant and supplies at no cost to Council in relation to the supply, maintenance, repair and / or depreciation of the listed furniture, equipment, plant and supplies:

(insert details of furniture, equipment, plant and supplies to be provided by the employee)

It is agreed that, during the life of this agreement, Council will provide the following furniture, equipment, plant and supplies at no cost to the employee in relation to the supply, maintenance, repair and / or depreciation of the listed furniture, equipment, plant and supplies:

- Class C First Aid Kit.
- Notices for display in accordance with provisions of workers compensation and occupational health and safety legislation.
- **(insert further details of furniture, equipment, plant and supplies to be provided by Council)**

It is further agreed that, during the life of this agreement, Council is responsible for:

- Provision of stationery and expendables to the employee at no cost to the employee to enable the employee to perform the duties of **(his/her)** home based work activities: and
- Reimbursement of costs to the employee for work related telephone calls and other work related out of pocket expenses in accordance with provisions of the Local Government (State) Award 2007
- Payment of an allowance per kilometre as detailed within Use of Skills Clause (iv) (c) of the Local Government (State) Award 2007 when the employee uses their private vehicle for travel on official business at Council's request. Travel between the employee's home based worksite and the Council designated workplace is excluded from this provision.

Upon expiration of this Home Based Work Arrangement all furniture, equipment, plant and supplies provided to the employee by Council are to be returned to Council.

SECURITY OF COUNCIL DOCUMENTS, INFORMATION AND PROPERTY

The employee acknowledges and agrees that it is her responsibility to ensure that Council property, documents, information and records are properly secured and protected from unauthorised access and / or removal.

CLIENT / CUSTOMER CONTACT

The employee acknowledges and agrees that, unless otherwise approved by the General Manager, any work-related appointment with a non-employee of Council is to take place at the Council designated workplace or a site the subject of a development or construction certificate application which the officer is required to inspect in the course of work.

REPORTING OF ACCIDENTS / INCIDENTS WITHIN THE HOME BASED WORKSITE

The employee acknowledges that **(he/she)** is required to report any accident / incident occurring at the home based worksite to Council's Risk Manager as soon as possible and within 24 hours of the accident / incident occurring.

TERMINATION OF THIS AGREEMENT

This agreement may be terminated prior to the agreed expiration date:

- By mutual agreement between Council and the employee at any time prior to the expiration date.
- By either Council or the employee, serving on the other party, one week's written notice of intent to terminate the arrangement.
- By Council if the employee is required to undertake a rehabilitation program following a work related injury or illness.

ACKNOWLEDGEMENTS AND AGREEMENT

I, **(employees name)** acknowledge that I have received a copy of Council's Home Based Work policy and that the policy forms the basis of this specific agreement.

I understand the content of Council's Home Based Work Policy and this agreement.

I have entered into this agreement willingly and without duress.

Signature of Employee: _____ Date: _____

Director's comments and/or recommendation to approve: _____

Signature of Director: _____ Date: _____

The Home Based Work Arrangement that forms the basis of this agreement is approved.

Signature of General Manager: _____ Date: _____

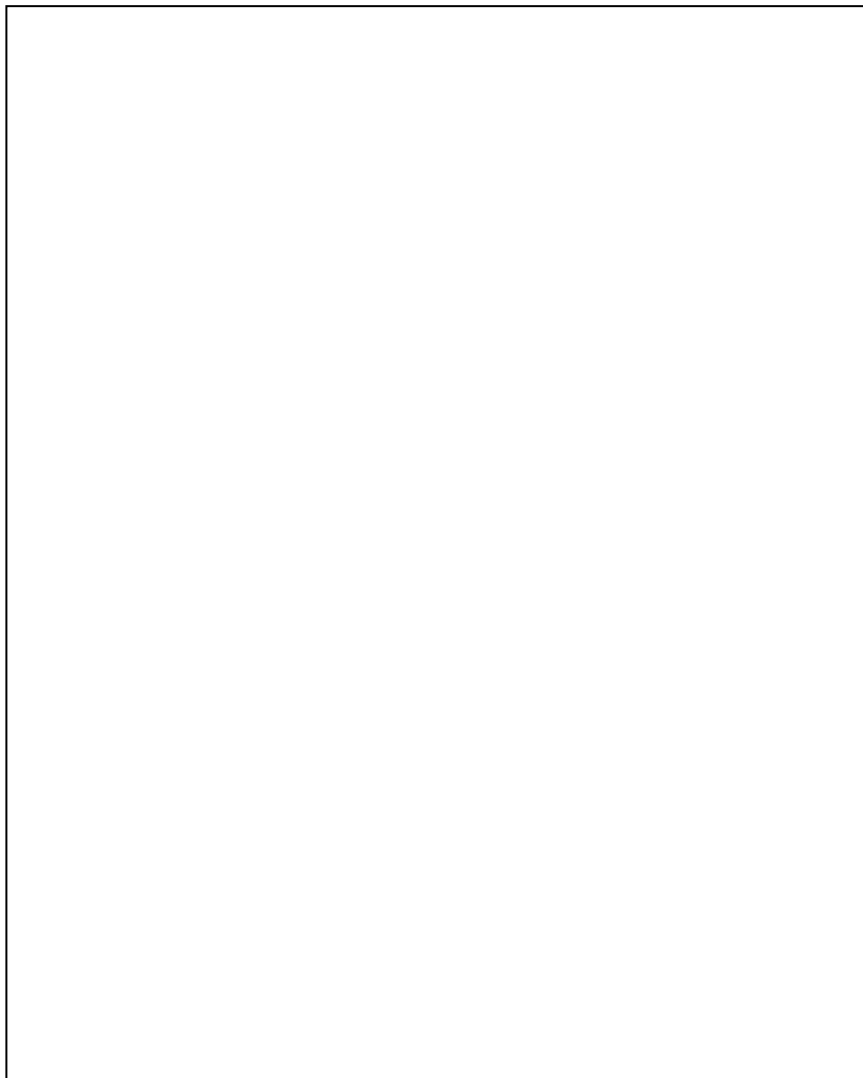
- **Photocopy of completed document to employee.**
- **Original for Staff file, see reference number on page one.**

HOME BASED WORK OH&S CHECKLIST

1. Designated Home Based Worksite

Describe by words, identifiable boundaries and/or diagram, the area of the employee's residence which is to be the designated home based worksite eg Study, former bedroom 3, Lounge Room (north west corner) etc.

2. Diagram (where necessary to identify the designated home based worksite)



3. Layout

- ◆ Is there sufficient space for required tasks to be carried out? Yes No
- ◆ Is there sufficient space for the equipment and the employee? Yes No
- ◆ Is there sufficient general storage space Yes No
- ◆ Are materials and equipment that are used regularly stored within easy reach and between shoulder and mid-thigh height? Yes No
- ◆ Is there sufficient space around storage areas to enable easy and **safe access**? Yes No

4. Workstation/s

- ◆ Is the workstation / desk adequately designed for tasks being performed? Yes No
- ◆ Is there sufficient space at the workstation for documents to be spread out within easy reach? Yes No
- ◆ Is there easy access to equipment such as a telephone and keyboard? Yes No
- ◆ Is there adequate and safe height adjustability of work surfaces? Yes No
- ◆ Do standing workstations / desks meet the needs of the user? Yes No
- ◆ Is the computer adequate for the task being performed? Yes No
- ◆ Is there adjustability for the screen brightness? Yes No
- ◆ Is there adjustability of the screen height? Yes No
- ◆ Is there a need for foot rests? Yes No
- ◆ Is a document holder provided? Yes No
- ◆ Has training been given to employees on exercises and pauses? Yes No

5. Housekeeping

- ◆ Are the floors of relevant passageways, corridors, storerooms or stairways kept free from obstruction? Yes No
- ◆ Are the floors of relevant passageways, corridors, storerooms or stairways properly maintained? Yes No
- ◆ Has management developed a system for quickly fixing or replacing faulty equipment? Yes No
- ◆ Are all filing cabinets, cupboards, stable (for example, attached to the floor or wall to prevent them falling over)? Yes No

- ◆ Are they sufficient for the needs? Yes No
- ◆ Are they located clear of doors, corridors and frequently used passages? Yes No
- ◆ Are sharp corners of furniture and other fittings situated so as to avoid a hazard? Yes No
- ◆ Is there equipment or a system to address fire (for example smoke detectors, fire extinguishers)? Yes No
- ◆ Are there earth leakage circuit breakers in place? Yes No
- ◆ Are the floors of relevant passageways, corridors, storerooms or stairways adequately illuminated? Yes No
- ◆ Does management ensure that all equipment is regularly maintained to manufacturer's specifications? Yes No

6. Lighting

- ◆ Is there sufficient lighting for the performance of tasks? Yes No
- ◆ Is the employee able to control incoming natural lighting? Yes No
- ◆ Is artificial lighting causing reflections from work surfaces or shadows over the task? Yes No
- ◆ Does the employee find they have tired, sore or irritated eyes at the end of a day? Yes No

7. Air Quality

- ◆ Are there problems or complaints about temperature, draughts, odours or lack of fresh air? Yes No
- ◆ Does the employee suffer from dry, irritated eyes at the end of the day? Yes No
- ◆ Does the workplace seem stuffy? Yes No

8. Noise

- ◆ Is it difficult to hear a normal voice within a 1 metre distance? Yes No
- ◆ Are there distracting or disruptive noises in the area? Yes No

9. Based upon the information recorded above, what modifications / improvements are required to the home based worksite prior to enable approval of a home based work arrangement?

10. Are the duties which the employee will perform suitable for a home based work arrangement? Yes No

Additional Comment (where applicable).

11. What additional equipment, if any, will be necessary for the employee to safely undertake home based work?

12. Photographs of work station taken on *(insert date)* or *(add extra attachments, photographs etc. or delete page if unnecessary)*

HYGIENE POSTER

HCC staff information

Cough etiquette and respiratory hygiene around the workplace

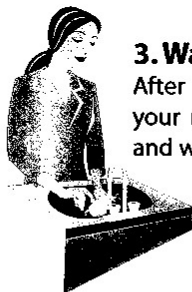
During the winter months, Holroyd City Council staff are asked to be mindful of spreading contagious illness such as coughs, colds and flu. Following these simple steps can help reduce the incidence of cold and flu in the workplace.



1. Cover your cough
When coughing or sneezing, turn away from people you are facing and use a tissue to cover your nose and mouth.



2. Dispose of your tissues
If possible, store used tissues in a sealed bag before disposal in the office bin.



3. Wash your hands
After coughing, sneezing or blowing your nose, wash your hands with soap and water.


REMEMBER: Hand washing is the single most effective way to reduce the spread of germs that cause respiratory disease.



4. See a doctor if symptoms persist
The doctor may suggest that it is better to be at home recovering than to be at work spreading germs. Doctors certificates will be required for any absences from work.




This poster has been produced in the interests of staff health and safety. Any questions about tips regarding colds, flu or leave conditions should be directed to Council's HR team.




Holroyd City
Built Around People

STOP GERMS SPREADING



Always Wash Your Hands


Always wash your hands thoroughly after using the toilet and before breaks and meals. Washing your hands is one of the best ways to help prevent the spread of infection and disease which can lead to dermatitis, skin irritation and food poisoning.



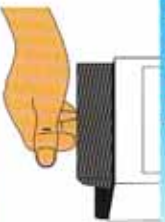
The Science of high performance cleaning

Western Australia Tel: (08) 9337 4844
South Australia Tel: (08) 8346 4322
New South Wales Tel: (02) 9725 5511
Victoria Tel: (03) 9580 5722
Queensland Tel: (07) 3380 8100


1 Wet Hands




2 Apply Soap




3 Lather



4 Rinse



5 Dry Thoroughly



APPENDIX 11

INFLUENZA NOTIFICATION

Influenza is a contagious disease. There are increasing numbers of people in Australia with influenza.

To limit the spread of influenza in this workplace, everyone must follow these rules.

DO NOT COME TO WORK if you have:

- Chills, shivers and a fever (temperature $> 38^{\circ}\text{C}$)
- Onset of muscle aches and pains
- Sore throat
- Dry cough
- Trouble breathing
- Sneezing
- Stuffy or runny nose
- Tiredness



If some of the above apply to you, please go home and wait until you have recovered before returning to work.

If you have recently arrived from overseas or returned from overseas, please ask to speak to the influenza Manager.

If you start to feel sick at work **DO NOT** leave your work area.

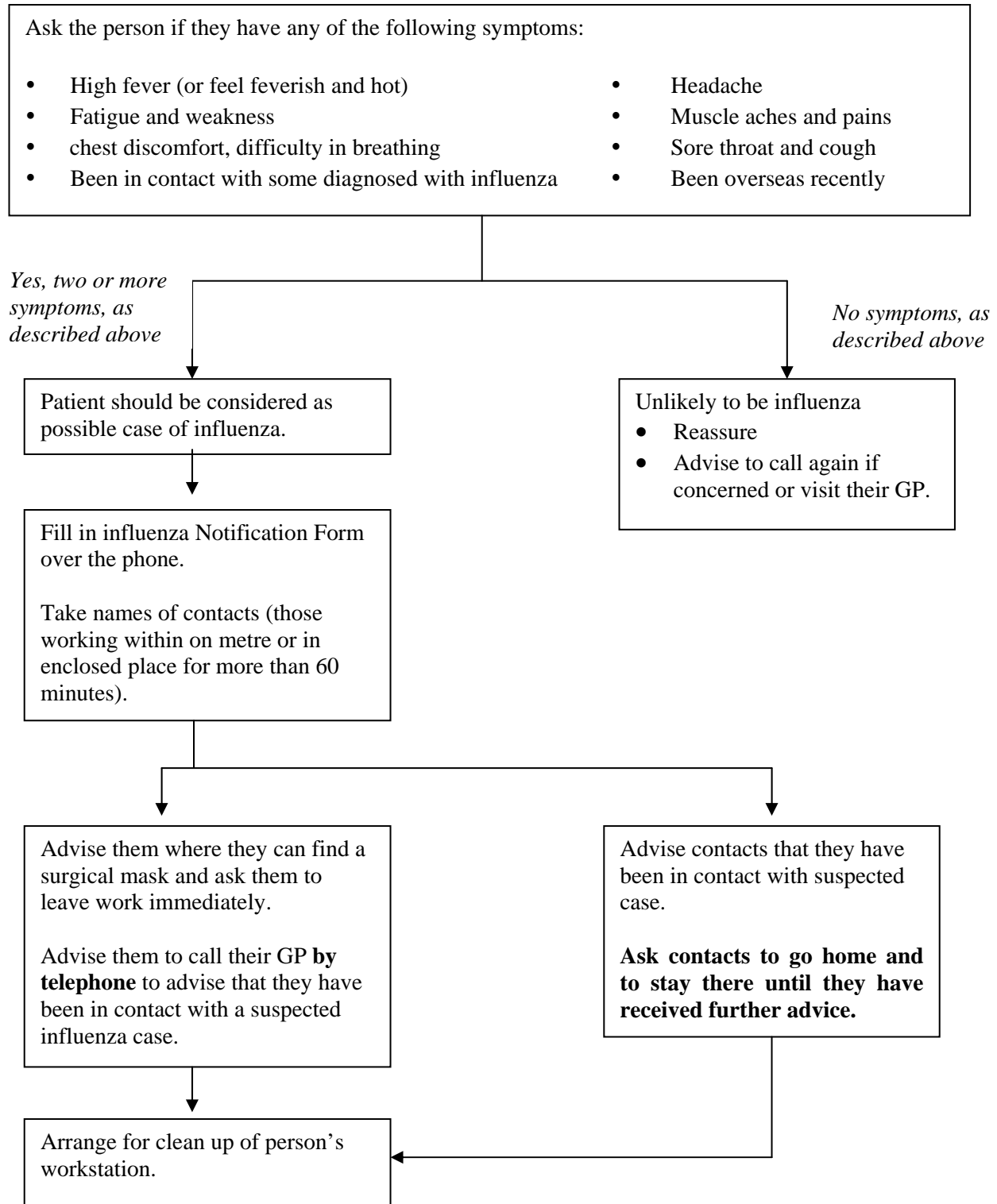
Call your influenza manager Helen Connell on x 9754.

APPENDIX 12

SCREENING CHECKLIST for Detection and Management of Suspected Pandemic Influenza Cases

PROCESS

1. The influenza manager receives a call from a person suspecting they may have influenza
2. Do not visit the person if this can be avoided – manage the process over the telephone.
3. Follow the flow chart instructions below.



APPENDIX 13

SUSPECTED INFLUENZA CASE AT WORK NOTIFICATION FORM

DETAILS OF AFFECTED STAFF

Name:	Worksite:	Location of Isolation:
Job Title	Date of Birth:	Nationality: (if visitor to site)
Address:		
Telephone No. (W) (H) (M)		
<p>Symptoms Noticed:</p> <p><input type="checkbox"/> Fever Time of fever on-set:</p> <p><input type="checkbox"/> Body aches</p> <p><input type="checkbox"/> Headache</p> <p><input type="checkbox"/> Fatigue</p> <p><input type="checkbox"/> Dry cough</p> <p><input type="checkbox"/> Cold</p> <p><input type="checkbox"/> Other – provide details:</p> <p>.....</p> <p>Time of Isolation:</p>		
<p>Travel history over the past 8 days:</p> <p>Countries visited:</p> <p>Flights taken:</p>		
Where referred:		
Contact List (See separate page)		

DETAILS OF REPORTER

Name:
Job Title
Telephone No. (W) (H) (M)

APPENDIX 14

CONTACT LIST

Pandemic influenza contacts are people who have close physical (less than one metre) or confined airspace contact with an infected person, within four days of that person developing symptoms. These are likely to include family members and/or other living companions, work mates (if in close contact situations or confined airspace environments) and some recreational companions.

Note that the definition of a contact is likely to change once the nature of the pandemic strain is known. Employers therefore, should refer to the government websites during a pandemic for further guidance.

Retain this list and provide to the Department of Health or his/her designated officer on request.

Person whom the affected staff has interacted with since displaying symptoms			
Name	Address	Telephone No.	E-mail
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

APPENDIX 15

INTERNAL COMMUNICATIONS STRATEGY

Pandemic Influenza Holroyd City Council Local Government Area

BACKGROUND

The Pandemic Influenza is a global outbreak of a new strain of human influenza, often through a mutated strain, spreading rapidly from person to person when few, if any, people have immunity to the new strain.

The World Health Organisation says this type of pandemic influenza will effect the Holroyd area, the timing of this outbreak is unpredictable therefore staff must be prepared.

The characteristics of the pandemic may necessitate limited contact with other human beings, restriction of movement and travel, quarantine of the sick and ceasing public gatherings. The impact on Council would be high staff absenteeism and also in the areas of closing libraries, child care centres, pools, shopping centres, schools, public meetings or gatherings (events), and public transport.

The pandemic could last months, and may consist of peaks and troughs of illness. At least 80% of staff would be effected either by falling ill, caring for ill family members or caring for children if unable to attend school or child care.

Staff must do everything possible not to spread infections and must be prepared if an outbreak occurs. This strategy has identified the need to communicate internally about spreading infections and coping with high absenteeism. It must be acknowledged that a separate communication strategy needs to be developed to communicate with residents. The first stage is to produce the internal strategy.

OBJECTIVES

The communications strategy proposes a range of communications methods to achieve the greatest possible exposure to information during and after a pandemic influenza outbreak. The key objective is to support staff and members of the community during their illness by informing them where to obtain useful information from, to ensure a quick and efficient recovery.

The key elements are:

Educate

- By educating staff so that have a clear understanding of the most efficient ways to prevent spreading contagious illness
- Staff must understand the procedures of leave arrangements if outbreak occurs
- Staff must be aware of the Doctors in the local area.

Support

- Sustain the morale of the staff who are not ill
- Contact ill staff members to check on recovery.

Communication Methods

- Access to work from home
- Keeping staff informed about arrangements
- Contacting staff.

AUDIENCE

- Council staff
 - in council building
 - staff at council services, child care centres, swimming centres, libraries...

Primary Target Audience

- Local Media, newspapers and radio stations
- Community of adjoining councils.

Secondary Target Audience

KEY MESSAGES

- Cover your cough
- Dispose of your tissues in a bag and then into a bin
- Wash your hands
- If you are sick, see your Doctor immediately and stay at home until recovered
- Check council web site for updates during an outbreak, public transport closures, cancellation of community groups meeting
- Limit social contact if you or a family member are infected
- Prevention is better than cure
- Stay in touch
- Make sure work processes are up to date and are well documented in case someone has to take over your role
- Follow guidelines regarding “face to face” contact
- Provide reference to other useful information
- Refer to policies as outlined in the Plan of Management

EVALUATION OF COMMUNICATION STRATEGY

1. Survey staff, if they know where to find information if pandemic influenza outbreak occurs, before and after communication strategy is implemented.
2. Survey staff, do they know the best preventative measures to reduce the spread of illness, before and after the communication strategy is implemented.
3. Survey staff about how much they know about the procedures taken if leave is required during an outbreak.

EXTERNAL COMMUNICATIONS STRATEGY

Pandemic Influenza Holroyd City Council Local Government Area

BACKGROUND

The Pandemic Influenza is a global outbreak of a new strain of human influenza, often through a mutated strain, spreading rapidly from person to person when few, if any, people have immunity to the new strain.

The World Health Organisation says this type of pandemic influenza will effect the Holroyd area, the timing of this outbreak is unpredictable therefore staff must be prepared.

The characteristics of the pandemic may necessitate limited contact with other human beings, restriction of movement and travel, quarantine of the sick and ceasing public gatherings. The impact on Council would be high staff absenteeism and also in the areas of closing libraries, child care centres, pools, shopping centres, schools, public meetings or gatherings (events), and public transport.

The pandemic could last months, and may consist of peaks and troughs of illness. At least 50% of staff would be effected either by falling ill, caring for ill family members or caring for children if unable to attend school or child care.

This strategy has identified the need to communicate with residents through periods of high absenteeism. During an outbreak Council's services will be under staffed and possibly closed for periods of time Council must communicate with the residents of Holroyd about where they can obtain information on the operation of Council's services.

Council must also provide timely and accurate pandemic information and also information on counter measures that all residents can access.

Some communication methods will not be implemented until an outbreak.

OBJECTIVES

The communications strategy proposes a range of communications methods to achieve the greatest possible exposure to information during and after a pandemic influenza outbreak. The key objective is to support staff and members of the community during their illness by informing them where to obtain useful information from, to ensure a quick and efficient recovery.

The key elements are:

Educate

- Educate residents so they feel prepared
- Educate residents when an outbreak occurs on where they can obtain information about preventing the spread of contagious illness.

Support

- When an outbreak occurs, keeping an updated list of other services still open in the local area and around the local area
- Residents must be aware of where they can find a list of Doctors and Medical Centres in the local area.

Communication Methods

- Have up to date information accessible to all residents, provide a phone service, internet, local papers, mail outs. So all residents have access to the information.

AUDIENCE

- Holroyd residents
- Council staff.

Primary Target Audience

- Local Media, newspapers and radio stations
- Community of adjoining councils.

Secondary Target Audience

KEY MESSAGES

- Cover your cough
- Dispose of your tissues in a bag and then into a bin
- Wash your hands
- If you are sick, see your Doctor immediately and stay at home until recovered
- Check council web site for updates during an outbreak, public transport closures, cancellation of community groups meetings
- Limit social contact if you or a family member are infected
- Prevention is better than cure
- Stay in touch
- Make sure work processes are up to date and are well documented in case someone has to take over your role
- Follow guidelines regarding “face to face” contact
- Provide reference to other useful information
- Make sure your family and friends have access to updated information and preventative measures.

EVALUATION OF COMMUNICATION STRATEGY

1. Survey residents, if they know where to find information if pandemic influenza outbreak occurs, before and after communication strategy is implemented.
2. Survey residents, do they know where to find information on the best preventative measures to reduce the spread of illness, before and after the communication strategy is implemented.

APPENDIX 17

Corporate & Financial Services Department

Admin Section

Human Resources Section

Risk Section

Finance Section

IT Section

Customer Service

Engineering Services Department

Parks & Building Section

Works Depot – Admin Staff

Engineering Admin section

Traffic Development Section

Works Depot – Field Staff

Assets & Engineering Support

Environmental & Planning Services Department

Environmental Health Section

EPS Admin section

Strategic Planning Section

Development Planning Section

Library & Community Services Department

Children's Services Section

Library Services Section

Community Services outlying centres

Community Services Section

LCS Admin section

General Manager's Section

Holroyd Centre

GM's area

Media Relations Section