

**OUTLETS CO-OPERATIVE NEIGHOURHOOD HOUSE LTD
t/as NEWPORT COMMUNITY EDUCATION CENTRE**

Pandemic Response Plan

Key Actions and Business Continuity Process

Responsible Persons

Community Centre Manager – CEO Therese McKenney

Administration – Jessica Martinez

Version History

Version Number	Date	Modified by:	Key Changes
Draft	06/04/2020	manager	Initial drafting of Document by Manager and reviewed and edited by the Committee of Management
V1	13/04/2020	Manager	Reviewed by the CoM. Covid-19 reference has been removed – replaced by Pandemic Response Plan. Section 4 changed to Section 3 (there is no section 4). Reference to Newstart changed to Job Seeker.
V2	28/07/2020	CEO	2 nd wave Pandemic Response CoVid-19 added restrictions LGA Hot Spots
V3	6/08/2020	CEO	Stage 4 Melbourne and regional

Plan Objectives

- Support the COMMUNITY CENTRE community to access accurate, evidence based pandemic information
- Implement measures proven to slow the spread of a pandemic virus.
- Implement containment strategies through accurate, timely and coordinated communication
- Define and prioritise critical business functions in the event of closure of COMMUNITY CENTRE including RTO programs, Learn Local programs, Child Care, Emergency Food Relief and Community Development programs
- Mitigate and minimise impacts of the pandemic on COMMUNITY CENTRE and its key stakeholders, students, families, community participants and members.

Pandemic Action Plan Overview

<p>Stage 1 - Initial Containment</p>	<ul style="list-style-type: none"> • Communicate with the community about the nature of the pandemic, risk reduction measures and ensure community cohesion. • Develop Pandemic Policy to ensure persons who are unwell or experiencing flu-like symptoms remain at home and do not make in-person contact with the community house. • Cleaning all switches, door handles, cupboard doors, desks, taps, kitchen benches, etc. regularly during the day. • Encourage hand hygiene and reduced close contact between Centre users. • All staff and participants to ensure cups, spoons etc. are cleaned immediately after use. • Hand sanitization stations to be set up in key locations with accessible signage. • Investigate innovative community strengthening projects to support the most vulnerable members of the community.
<p>Stage 2 Peak action - Closure of COMMUNITY CENTRE</p>	<ul style="list-style-type: none"> • COMMUNITY CENTRE MANAGER to remain up to date on government legislation, advice, guidelines, and mandatory closure policies. • COMMUNITY CENTRE MANAGER to maintain communication (via DHHS) with cleaning company regarding increasing sanitation, suspected re-opening times, and program resume dates. • COMMUNITY CENTRE MANAGER and admin to remain in remote contact with community outreach partners regarding possible start back. • COMMUNITY CENTRE MANAGER to remain in contact with Staff regarding the progress of Stage 3. • Staff to check emails daily for updates. • COMMUNITY CENTRE MANAGER and ADMIN (CD team) to implement innovative community strengthening projects to support the most vulnerable members of the community.

<p>Stage 3 – Recovery -</p>	<ul style="list-style-type: none">• COMMUNITY CENTRE MANAGER to contact Staff about re-opening process.• Staff to check emails daily for updates.• Management and staff team to come together to plan how we manage programs moving forward.
<p>Stage 4 – Lockdown Melb</p>	<p>Community Centre Manger contact Staff and CoM about lockdown process</p> <ul style="list-style-type: none">• Meeting with Staff re Permitted activities ie: Work• Staff to be briefed re: Centre staying open as per Govt directions• CoM, Staff and CEO come together to strategize procedure• CEO and Admin 2IC, under directions, to contact Clients and Families as to requirements and procedures

Risk Management Plan

Prepared By Manager/Outlets NCEC CEO	Date: 06/04/2020
Reviewed By: Committee of Management	Date: 13/04/2020
Prepared by Manager/Outlets NCEC CEO	Date: 28/07/2020
Prepared by Manager/Outlets NCEC CEO	Updated 6/8/2020

Key:

VH = **Very High**
H = **High**
M = **Medium**
L = **Low**

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
A COMMUNITY CENTRE Staff or Community Member reports flu-like symptoms	M	VH	VH	<ul style="list-style-type: none"> COMMUNITY CENTRE staff to disinfect all communal contact points are surfaces. Staff, Service Users, Volunteers, Room hirers to minimise bodily contact where possible. Staff, Service Users, Volunteers, Room hirers to practice good hand hygiene and safe sneeze and cough practices. COMMUNITY CENTRE will provide hand sanitising stations at key locations throughout the centre. COMMUNITY CENTRE will ensure information regarding good hygiene practices is available in community languages. COMMUNITY CENTRE will ensure safe hygiene information and posters are available on site. ALL Staff supplied with PPE –Mask, Face screen, gloves – gown optional 	<ul style="list-style-type: none"> Staff and program participant experiencing fever, breathing difficulties such as breathlessness, cough, sore throat fatigue or tiredness. To notify their Manager or Program Co-ordinator immediately. Affected member to complete the Self-Assessment for Pandemic Virus Risk flowchart. ALL Staff to complete CoVid Training certificate. Affected member to contact 1800 675 398 to discuss the outcome of the self-assessment. Member must follow the hotline advice regarding self-quarantine.

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
					<ul style="list-style-type: none"> • COMMUNITY CENTRE to support staff or students required to quarantine by maintaining telecommunication. • If member undergoes swab testing, and the result is positive, they must advise DET and ACEQA ASAP. WorkSafe and list COMMUNITY CENTRE as a contact point if DHHS requests their travel and community engagement information.
A confirmed case of a Pandemic Virus is present at COMMUNITY CENTRE	M	VH	M	<ul style="list-style-type: none"> • Staff and program participants are advised to avoid international travel, and to self-quarantine for 14 days following travel. • Staff and program participants who have come into contact with a confirmed case outside of COMMUNITY CENTRE are required to self-quarantine • COMMUNITY CENTRE staff to disinfect all communal contact points are surfaces. • Staff and program participants to minimise bodily contact where possible • Staff and program participants are to practice good hand hygiene and safe sneeze and cough practices • COMMUNITY CENTRE will provide hand sanitising stations at key locations throughout the centre. • COMMUNITY CENTRE closure. Staff to work from home (WFH) - were possible 	<ul style="list-style-type: none"> • COMMUNITY CENTRE to ensure the space is cleaned in accordance with DHHS disinfection guidelines. • COMMUNITY CENTRE MANAGER to contact DHHS or relevant hotline for advice regarding closure. • COMMUNITY CENTRE Management team will communicate with staff and students regarding the risk of contact. • Centre closure for deep clean • Staff to Work from Home (WFH) – were possible • Centre to supply IT equipment and resource Staff required to maintain working from home.

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
Mental Health – Staff	M	H	H	<ul style="list-style-type: none"> Centre ensures to support all staff and volunteers CEO will conduct Staff meeting weekly – CoM invited to participate Information of links for support made accessible Condense days and times when open to public – limit public contact Working off site – contact through emails, zoom and phone Be open to Staff concerns Ensure up to date information on CoVid and resources are available 	<ul style="list-style-type: none"> Weekly communication one to one and group meetings. Accessibility to support services – Beyond Blue, DHHS, WorkSafe, CoVid hotline Lessening workload and condensing days and times of operation to limit community contact Ensure Staff have input into decision making re CoVid directions.
<p>COMMUNITY CENTRE Closure</p> <p>Temporary – Restrictions</p> <p>Classes/Courses</p> <ul style="list-style-type: none"> Recreation/HW - cancel Acfe Suspended <p>Rentals – Suspended</p> <p>Maintaining Essential Services – Open</p> <ul style="list-style-type: none"> ER/Childcare 	M	VH	H	<ul style="list-style-type: none"> Staff to be assigned to Work from Home – were possible If restrictions-imposed CENTER to maintain delivering Essential Services - Emergency Relief and Child Care - minimising days and hours. If restrictions – Centre follows LL Acfe DET directions – online or limited number as per room allowance face-to-face Centre supplies Staff/Students – PPE, Hand Sanitiser, aerosol antibacterial surface spray, Supply appropriate Product to maintain HIGH sanitising to all rooms Distancing applied to ALL rooms – Signs on door of occupancy limit. Distancing markers and directions displayed. Access to hand sanitiser to ALL patrons/clients 	<ul style="list-style-type: none"> Ensure appropriate workstations are supplied. Laptops/PCs and software provided Appropriate connections wifi and meeting platforms MANAGER/Admin to maintain contact with patrons via email/phone/Zoom CENTRE remaining OPEN only known Staff to be employed and days times condensed for delivery – Childcare/ER Meeting stations – distancing and hand sanitiser available/accessible

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
				<ul style="list-style-type: none"> • Daily OPENING AND CLOSING of daily procedures (<i>refer to CoVid Opening/Closing procedures template</i>) • CoVid Childcare – refer to Childcare Procedures • CoVid ER – refer to Community attending Centre Procedures 	<ul style="list-style-type: none"> • CoVid Family, ER and Staff Notices Templates – Procedures implemented displayed and distributed
Loss of Funding due to reduced numbers of service users and room hirers	M	VH	H	<ul style="list-style-type: none"> • COMMUNITY CENTRE has limited control over this risk. • DHHS has confirmed that Manager role funding will not be impacted. • COMMUNITY CENTRE MANAGER and COMMUNITY CENTRE CoM to investigate the potential of Government assistance for sustainability support. • COMMUNITY CENTRE MEANAGER in liaison with CoM and Bookkeeper advice will exhaust all avenues to ensure key staff – Childcare, Admin and CEO continue to receive full salary. 	<ul style="list-style-type: none"> • MANAGER to keep up to date with information regarding funding from all sources and the impact reduction in numbers may have to bottom line. • MANAGER to carefully review impact on budget and make recommendations to CoM re: any changes to services. Staff – Job Keeper + long term Teachers and Workers • As a last resort, once other leave entitlements are exhausted, stand down staff without pay as per Fair Work guidelines (and support them in finding financial support ie: Job Seeker) • Redirecting skilled team members to apply for additional funding sources.
Stage 4 Lockdown Continue delivery of Essential Services	VH	VH	VH	Travel Permits – Staff x4 Minimise days of Operations and delivery of Childcare and ER	<ul style="list-style-type: none"> • Travel Permits hard copy and electronic to all staff x4 • Staff to work form Home or attend training/PDs online at home.

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
					<ul style="list-style-type: none"> Centre Staffed on Wed-Fri CC/ER as per Travel Permit, unless authorised for specific call in my CEO which will then be confirmed, if so required.
Community attending Childcare	H	VH	VH	<p>CEO to advise Com, Staff as to delivering essential service – email, with delivery notice, Families the Chief Exec Medical Officer – DHHS letter and link to Working Permit and Childcare application with directions</p> <p>Hand Sanitising and Distancing Markers for Families (<i>refer to CoVid procedure Notice to families</i>)</p> <p>Children intake and pick up routine (<i>refer addendum #cc.1</i>)</p> <p>Children arriving, staff will take and record temperature by Non-contact Thermometer (<i>refer to CoVid Drop off and pick up Family Notice</i>)</p> <p>Cleaning and Sanitising Childcare Room, Equipment, resources, and toys. (<i>refer addendum #Daily Cleaning checklist.1</i>)</p>	<ul style="list-style-type: none"> CEO send information to families as to accessing Childcare in Stage 4 Centre to contact families who are vulnerable, not fully IT literate (or embarrassed to apply) – to understand how to complete Childcare Permit application, if required. Centre to assist parents as to STAY HOME and only complete Childcare Permit if NO other option Staff to adhere Checklist and procedures as per Addendums #*
Community Attending Emergency relief	H	VH	VH	<p>CEO to advise Staff on delivery of ER – minimise days of operation and prepacked items for clients</p> <p>Staff – supplied with PPE – Face Screen, Masks, gloves – hand sanitiser</p> <p>Inform Clients of day and times of ER service</p> <p>Clients informed on Personal safety, hygiene – supplied on needs basis</p> <p>Receipt of food - OzHarvest - boxes sealed</p>	<ul style="list-style-type: none"> Notice of day of delivery for ER displayed publicly. Staff to handle boxes and delivery in full PPE supplied. Gloves changed and hand sanitised between the different clients and supplies. Face screens worn Supplies wiped, washed, sanitised where applicable.

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
					<ul style="list-style-type: none"> • Clients informed – phone and face-to-face as to the day and times • Clients given Masks and hand sanitiser • Social distancing markers for clients to wait. • Minimise to ONE day of service • Inform DHHS of service delivery
<p>Information distribution</p> <ul style="list-style-type: none"> • Hard Copy – Notices • Email • Social Media – FaceBook, Website 	H	VH	VH	<p>CEO, Admin 2IC –</p> <p>Notices to be Publicly displayed on external and internal Notice Boards</p> <p>Ensure information distributed through various methods as true and honest.</p> <p>Ensure information distributed is not copyright or TM</p> <p>Ensure information distributed is for Community information and from DHHS, ECEC, DET and Chief Exec Medical Officer and available to be distributed to the wider community.</p>	<ul style="list-style-type: none"> • CoVid Information to be produce us handouts to patrons/clients • CoVid Information to be displayed internal and external on Notice Boards. • Safety, hygiene procedures displayed and VERBALLY explained to all entering Centre. • DHHS QR codes to be accessible CALD • DHHS link to VERBAL information CALD

Stage 2 Checklist

Pre-implementation Checklist

OUTSTANDING ACTIONS MUST BE COMPLETED BEFORE STAGE 3	DATE	ACTIONS TAKEN
Bookkeeper has prepared a "Handover Report/File" to enable other members of Admin Team to fulfil bookkeeping role in the event of incapacitation.		
Contact details for Room bookings/ Room Hire patrons are collated and accessible by COMMUNITY CENTRE Management staff.		
Staff have ensured their contact phone number is up to date and listed on the "Staff Contact Details" page in shared drive.		
Laptops have been set up with the appropriate software for staff who will be working remotely.		
Staff who will be working remotely have been able to test any new software required.		
Staff have developed necessary materials to launch innovative community strengthening programs to support vulnerable members of the community.		

Implementation Checklist

IMPLEMENTING STAGE 3 CHECKLIST	DATE	ACTIONS TAKEN
• Understood the Government issued orders?		
• Have a clear internal communication channel?		
• Have a clear community communication channel?		
• Have a clear state and federal information channel?		
• Implemented your Incident Response Plan?		
• Started an Event Log?		
• Activated staff members and resources for Pandemic Response?		
• Appointed a spokesperson?		
• Briefed team members on the changes in operations		
• Allocated specific roles and responsibilities?		
• identified critical activities that have been disrupted?		
• Kept staff informed?		
• Contacted Students, Families, Community Members		
• Understood and complied with any regulatory/compliance requirements?		
• Initiated media/public relations response?		

Roles and Responsibilities

ROLE	DESIGNATED EMPLOYEES	ALTERNATE
COMMUNITY CENTRE MANAGER CEO	Name: Therese McKenney	Name: CoM
Emergency Responsibilities: <ul style="list-style-type: none"> ensure the Business Continuity Plan has been activated oversee smooth implementation of the response and recovery section of the plan communicate with key stakeholders as needed provide important information to the Communication Officer (2IC) for distribution keep key staff apprised of any changes to situation. Remain up to date on relevant government advise and guidelines. 		

ROLE	DESIGNATED EMPLOYEES	ALTERNATE
COMMUNITY CENTRE T&C Manager	Name: Therese McKenney	Name: CoM 2IC Admin: Jessica Martinez
Emergency Responsibilities: <ul style="list-style-type: none"> ensure the “Pandemic Response: Education Programs” has been activated communicate with key stakeholders as needed Provide guidance to educators working remotely provide important information to the Communication Officer for distribution keep education staff apprised of any changes to situation. 		

ROLE	DESIGNATED EMPLOYEES	ALTERNATE
Bookkeeper	Name: Therese McKenney	Name: Joe Boyar-Auditor
Emergency Responsibilities: <ul style="list-style-type: none"> Working remotely to ensure bills are paid Processing timesheets and payroll information for contingency staff Maintaining contact with CoM ATO – BAS, PAYG – JobKeeper 		

- PLSA – Portable Long Service Leave, Superannuation
- Acquittals and progress reporting
- Ensuring processes and undertaken actions are documented in the event a handover is required

ROLE	DESIGNATED EMPLOYEES	ALTERNATE
CoM/ Interim Communications Officer	Name: Therese McKenney	Name: 2IC Admin: Jessica Martinez
Emergency Responsibilities: <ul style="list-style-type: none"> • Collate important information from MANAGER and Board of Governance for distribution • Remain up to date on Government advice and guidance and distribute this when appropriate • Assist CoM and Administration team in maintaining communication with hirers, program participants and stakeholders 		

ROLE	DESIGNATED EMPLOYEES	ALTERNATE
Community Programs	Name: 2IC: Jessica Martinez	Name: Therese McKenney
Emergency Responsibilities: <ul style="list-style-type: none"> • Team to develop innovative community strengthening projects to support most vulnerable members of the community ie: frail aged, socially isolated • Develop projects to assign volunteers or COMMUNITY CENTRE staff who cannot work remotely to community members who need practical support in reducing the burden of state pandemic action • Coordinate COMMUNITY CENTRE staff on the outreach projects • Maintaining contact with COMMUNITY CENTRE MANAGER regarding the progress of the Business Continuity Plan 		

Key Contact Sheet

Person	Email	Responsibilities
Therese McKenney	outlets@outletsco-op.com.au	Centre Manager/CEO/Director
Jessica Martinez	admin@outletsco-op.com.au	2IC Administration
Duyen Thi Nhu Ngo		Child Care
Sharmeen Naeem		Support Child Care
Mary Burbidge		Chair
Janine Fisher		CoM
Joan Shephard		CoM
Denis Henstridge		CoM

Recovery Phase

Objectives

- Prepare COMMUNITY CENTRE for recommencement of select programs and projects.
- Work with the state government to safely re-establish community centre spaces.
- Ensure key staff are healthy and prepared for the return to on-site work.
- Stagger the return of staff and programs to ensure a smooth transition back to normal programming.
- Communicate plans for recommencement of programs with staff, volunteers, community members, room hirers and other stakeholders.
- Assess the financial standing of COMMUNITY CENTRE and the long-term sustainability of continued programs.
- Repair partnerships and relationships with other organisations and community members that may have declined over the hiatus.

Recovery Plan

Critical Business Activities	Preventative/Recovery Actions	Resource Requirements/ Outcomes	Recovery Time Objective	Responsibility	Completed
Room Hirers	Ensure that hirers are following hygiene procedures at all times and that they are ensuring that all participants are practicing social distancing	That within first three weeks of term we have 80% of hirers back in the centre. This will involve conversations and face to face meetings (via zoom preferably)	1-2 weeks of re-opening centre	MANAGER, ADMIN	
Learn Local (ACFE) Programs	When program returns ensure that program participants are following hygiene procedures at all	All learning spaces are to be disinfected and cleaned	April 20	MANAGER, ADMIN LL Teachers	

	times and that they are ensuring that they are practicing social distancing appropriately.	before and after every class			
Neighbourhood House and Centre managed programs	Ensure that program participants are following hygiene procedures at all times and that they are ensuring that they are practicing social distancing appropriately.	Start to utilise online programs as much as possible and start to run innovative programs that meet the needs of our community	Within 2-3 weeks or reopening that we start to scale up our programs. Some may be able to come back quicker as they don't contain high risk groups but this will be on a program by program basis	MANAGER, CoM	

Financial Modelling

Wages:	Current Government incentives	Wages: Option 1
<p>Our NHCP funding we receive from state government is for the payment of the MANAGER's wages and the money we receive from other sources is for the provision of programs. Under NHCP guidelines the intent would be to continue to employ those staff that can continue to ensure that the organisation continues to operate and also be able to engage the community in new ways.</p>	<p>Below is what the federal government will be providing to businesses (which includes not for profits like us). I would suggest on conservative estimates we would get approximately \$20,000 in payments/tax credits between now and July</p> <p>Government stimulus</p> <p>Assistance to business for keeping workers employed in their jobs</p> <p>The measures are designed to boost cash flow for employers by providing up to \$100,000, with a minimum payment of \$20,000, to eligible small and medium sized businesses and not-for-profits that employ ,managerable. This will be delivered by:</p>	<p>Jobkeeper sought and offered to Staff to accept or refuse. (5x accepted 1x refused) -3 Staff re: Child Care till 19 July CCS transition As per CCCFR Agreement Staff to work form home and engage in PD, on line meeting (refer to Risk Mgt) Employment Guaranteed by CoM directed by CEO to maintain normal week salaries.</p> <p>-2 Long term P/T Tutors continue JobKeeper</p>
<p>Step 1</p> <p>By terminating our casual programs staff we can have a cost saving (amount TBA).</p>	<ul style="list-style-type: none"> • Providing up to \$50,000, with a minimum payment of \$10,000, back to eligible businesses (i.e. businesses or not-for-profit entities with an aggregated turnover under \$50 million) from 28 April 2020. The payments will be tax free and will flow automatically through the PAYG system. • Making an additional payment from 28 July 2020 which is equal to the payment made from 28 April 	<p>Current Room Hire per month/ Possible loss per month of room hire</p> <p>Currently our room hire is approximately \$1000 per month and that with the current reopening date of 14/4/20 we would lose approximately \$8500 this month as we have a few hirers still hiring as they are classed as essential programs.</p>
<p>Option 1 - (NCEC Outlets accept)</p> <p>Continue to pay the wages as we have and hopefully in early April (pending government decisions) staff are back</p>		<p>Programs – Courses</p> <p>non-PreAccredited – cancelled *Pre-Accredited – continue On-Line Social Groups – cancelled Health/Wellbeing – exercise - cancelled</p>

<p>in the Centre and working towards implementing programs as described above in the plan. This would need to be a fortnight by fortnight term by term decision, following Vic Govt directions.</p>	<p>2020. So, eligible entities will receive at least \$20,000 and up to a total of \$100,000 under both payments.</p> <p>The link regarding stimulus package is below</p> <p>https://treasury.gov.au/sites/default/files/2020-03/Fact sheet-Cash flow assistance for businesses 0.pdf</p>	
<p>Option 2</p> <p>Reducing all staff hours (actual savings TBA)</p>		

Recovery Checklist

NOW THAT THE CRISIS IS OVER HAVE YOU		ACTIONS
• Refocused efforts towards recovery?	<input type="checkbox"/>	
• Deactivated staff members and resources as necessary?	<input type="checkbox"/>	
• Continued to gather information about the situation as it affects you?	<input type="checkbox"/>	
• Assessed your current financial position?	<input type="checkbox"/>	
• Reviewed cash requirements to restore operations?	<input type="checkbox"/>	
• Contacted relevant funding bodies regarding the recommencement of programs	<input type="checkbox"/>	
• developed goals and timeframes for recovery?	<input type="checkbox"/>	
• kept staff informed?	<input type="checkbox"/>	
• kept community members informed?	<input type="checkbox"/>	
• set priorities and recovery options?	<input type="checkbox"/>	
• Made changes to the recovery plan in recognition of any unforeseen events in stage 3	<input type="checkbox"/>	
• captured lessons learnt from your individual, team and business recovery?	<input type="checkbox"/>	

Notes and comments

DATE	DECISION	ACTION	RESPONSIBILITIES
13/04/2020	<ul style="list-style-type: none"> Edit plan 	<ul style="list-style-type: none"> Edit plan as per CoM comments and feedback 	TMc
27/07/2020	<ul style="list-style-type: none"> Revised plan update with 2nd Wave restrictions 	<ul style="list-style-type: none"> Edit and Add 	TMc
1-6/09/2020	<ul style="list-style-type: none"> Stage4 Lockdown + Road map 	<ul style="list-style-type: none"> Edit, add, adapt 	TMc
24/09/2020 – Dec 2020	<ul style="list-style-type: none"> Road map out of Lockdown – Recovery 	<ul style="list-style-type: none"> Adapt and develop 	TMC