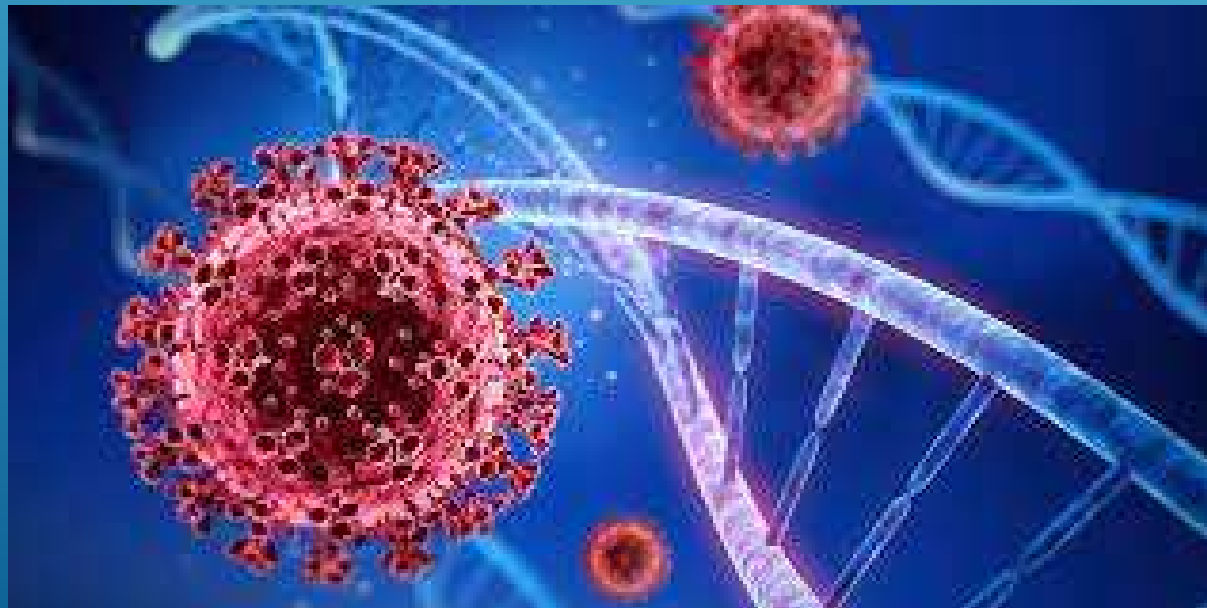


GRIFFITH CITY COUNCIL: COVID 19 JOURNEY



AND HERE
WE GO?

[Coronavirus: Stage 2 of Australia's
lockdown explained - Bing video](#)



2

- How the world has changed and adapted from the Covid-19 Pandemic.
- Like everyone present at today's Risk Conference we have all experienced the same Public Health Orders, closures of facilities, risk of spread to our workers and within our community.
- Everyone present would recall waiting on information from the Australian Government and Department of Health, and the dreaded notification of the total numbers of cases within the Local Government Area from NSW Health.
- The dreaded day arrived on 26 March 2020, our first case within the Griffith Local Government Area.
- Fast forward 2 ½ years there have been many policies, procedures, PPE, regular communication to staff and the community about how we can slow down the spread of the virus. On 19 April 2022, Council engaged Marsh to conduct a debrief of what went well and lessons learnt for what can be improved from their Business Continuity Plan.

MESSAGE FROM GRIFFITH CITY
COUNCIL GENERAL MANAGER
TO ALL STAFF.

A series of four parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against the dark grey background.



APPOINTMENT – COVID 19 _TASKFORCE TEAM

[HTTPS://YOUTU.BE/8OPOQS1Q1HM](https://youtu.be/8OPOQS1Q1HM)



COVID NUMBERS IN GRIFFITH NSW




COVID 19 SAFETY PLAN _ RISK
ASSESSMENT


WHAT A TASK THIS WAS – YOU
THOUGHT YOU HAD IT CORRECT
AND THEN RESTRICTIONS AND
RULES WITHIN THE PUBLIC HEALTH
ORDERS WOULD CHANGE.

COVID-19

Don't forget to check in
and out using the QR code.

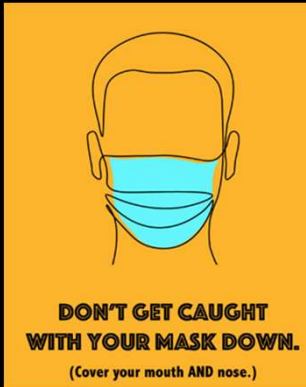


> HELP US STOP THE SPREAD



NSW
GOVERNMENT

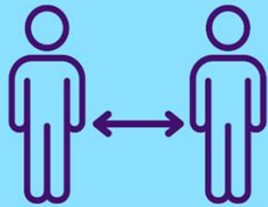




RULES AND GUIDANCE

- MASKS
- COVID 19 SAFETY PLANS
- CHECK IN
- EVENTS
- ISOLATION RULES / EXEMPTION FOR CRITICAL WORKERS

Keep a distance from others.



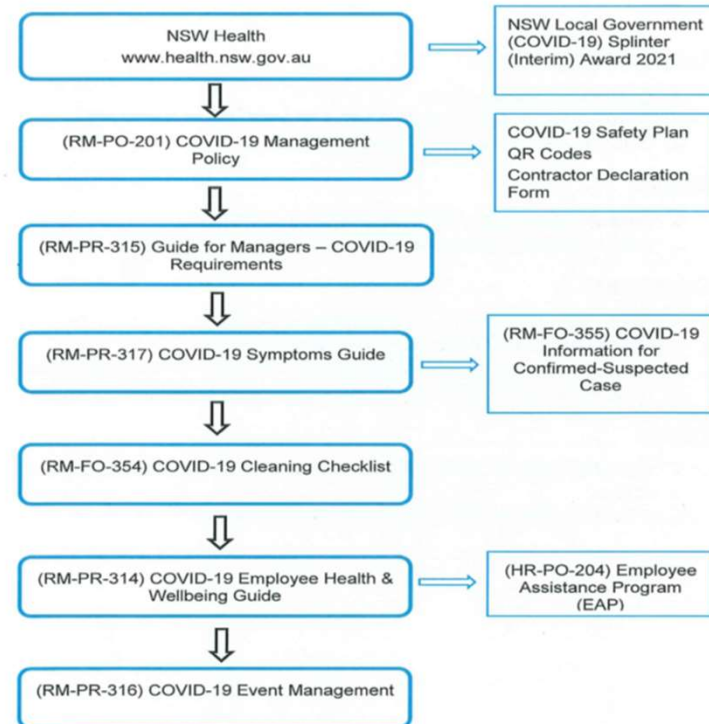
ALTHOUGH WE AS A COUNCIL GAINED INFORMATION FROM THE AUSTRALIAN GOVERNMENT AND DEPARTMENT OF HEALTH ON A DAILY, WE AT TIMES HAD TO LOOK AT WHAT WE WERE DOING AND THINK FORWARD AND THINK WHAT COULD BE OUR NEXT CHALLENGE.



COVID SAFE FOLDER



Overview of Covid-19 Management Process:





Fast forward 2 years from the initial report of a worldwide pandemic which caused the world to come to a halt. Councils have a lot more information on Covid-19.

Councils would agree that they have put a lot of resources, time and money into;

- Developing policies and procedures,
- Increases to the budget for additional PPE,
- Increased communication to staff and the community about how we can slow down the spread of the virus.

CONCEPT OF THE BCP



Council took an opportunity to stop and reflect over the past 2 years.

The Concept for Griffith City Council Covid-19 Pandemic was: **“Learn from the past, to prepare for the future”**



LEARNING FROM THE PAST



In order to move forward into the present and future, Council had to celebrate what worked well and identify improvements that could be made from 2020 to present.



THE DEBRIEF

In April 2022, Council engaged Marsh to conduct a debrief on Council's response of our Business Continuity Plan (BCP) on the Covid-19 pandemic to:

- analyse the effectiveness of the BCP response; and
- the impact on the organisation's ability to operate and validate the overall effectiveness of the framework.

The debrief reviewed the ways Griffith City Council responded to the pandemic and what impact it had and may continue to have on Council.

PURPOSE OF THE DEBRIEF



The purpose of the de-brief explored:

- The extent of the impact on the organisation
- What was done well
- What needs improvement
- Key weakness and vulnerabilities
- Effectiveness of the response so far, and
- Reliability of resources

DEBRIEF SCOPE



The scope of the debrief was to engage Marsh to facilitate a post Covid-19 event, with key stakeholders of the Continuity Management (CMT) Team to:

- Explore and identify any gaps
- Improve the effectiveness of Councils BCP documents and strategies
- Rebuild the capacity and capabilities to respond
- Build confidence of the Continuity Management Team (CMT) plan owners and Council as a whole.

IMPACT OF THE PANDEMIC



The Covid-19 Pandemic was triggered within the Griffith LGA in early March 2020.

Following there were Public Health Orders issued, which resulted in major operation to transition the workforce to:

- Work from Home
- Reduce and/or close most customer facing operations.

TIMING OF THE DEBRIEF



The pandemic is not your usual or typical disruption.

At the time of the debrief, the pandemic was seemingly in control, however, could not be considered over.

Leading up to 2022 winter season, and envisaging another spike in reported numbers for COVID-19, with the annual flu season, Griffith City Council felt it was time to conduct a debrief.



WHAT WORKED WELL?



The debrief revealed the following key observations for Griffith City Council, that worked well:

- Leadership from the General Manager, the Mayor and the Covid-19 Task Force Team
- The capability of the organization to respond to the public health orders and
- Transition the workforce to remote working in such a short period of time with little notice

WHAT COULD WORK BETTER?



- Managing leave arrangements with staff well-being as a priority
- Some staff and managers were caught by surprise
- Challenges in managing staff remotely
- Managing external contractors, in particular geographic locations and issues with border closures

WHAT COULD WORK BETTER?



- Routing checks on staff and colleagues well-being, especially those in high demand business units eg. Customer Service
- Some business units experienced shortage of supplies



IMPROVEMENTS?



The debrief has enabled a review of all the actions taken and the discovery of areas for improvement.



EVALUATION OF THE DEBRIEF



The debrief evaluation was to ensure Council had a systematic approach in the response to a disruptive event, and to ensure the situation is managed effectively.

The debrief was a great opportunity to improve current measures and assess Council's response to the Covid-19 event against key areas of the Business Continuity Plan.

OUTCOME



A flooding event in March 2012, provided Council with a clear understanding of the requirements and responsibilities of being a resilient organisation, and relied on the experience from the past natural disaster event.

It was noted Council need to continue to test and train staff on the requirements of the BCP, particularly if critical members of the CMT are absent.

The pandemic has shown weaknesses within the organisations strategic resilience through the Business Continuity Plan, which has been highlighted within the debrief. 25

OUTCOME

The debrief has enabled Council to review all actions and recommendations which can be implemented as Council continues to navigate through this uncertain environment.

The debrief has provided Council with critical information which can achieve better outcomes for the future, whereby we can **“Learn from the past, to prepare for the future”**



THANK YOU

GRIFFITH CITY COUNCIL COVID-19 DEBRIEF

