



NORTHERN GEELONG

**RENTAL HOUSING
CO-OPERATIVE** LTD

BUSINESS CONTINUITY PLAN IN RESPONSE TO THE CORONAVIRUS OUTBREAK

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Introduction

This document sets out a plan to ensure Northern Geelong Rental Housing Co-operative (NGRHC) continue to provide Community Housing services to renter-members across 59 managed properties supplied by the Homes Victoria via a General Lease.

Plan Purpose

- Provide service and business continuity
- Provide reassurance to renter-members, staff and regulatory bodies

Objectives

- Provide timely and accurate information to our renter-members and staff
- Provide guidance and recommended practices for renter-members and staff

Guidelines to staff around their continuing roles and responsibilities

- Be as prepared as possible
- Identify all risks and mitigation strategies
- Aim to reduce the risk of serious illness and death
- Reduce the emergence/spread of the potential coronavirus outbreak within NGRHC managed properties (to the extent that this may be possible)
- Maintain continuity of renter-member support for as long as possible

- Enable renter-member support to resume as soon as possible
- Provide guidance around roles and responsibilities during this time of crisis

NGRHC Profile

- Number of staff – 4 (working part time on a variety of days)
- Number of renter-members – 70
- Number of managed properties – 59
- Office Hours – Monday to Thursday 9am to 4.30pm
- Service area – predominantly Corio and Norlane, also includes greater Geelong
- Demographic of renter-members – all ages and nationalities
- Long established registered Community Housing provider
- Board of Directors comprises of dedicated and hard-working volunteers
- Member governed not for profit Rental Housing Co-operative

Preparation and Planning at onset of Pandemic

Consideration	Required Outcome	Delivery time frames
Risk recognised	Risk recorded on Risk Register	Risk register updated to reflect risk 13/3/20
Initial Risk Mitigation	Recognise strategies to manage risk	Strategies identified and agreed to implement at a time recognised by Government updates
Set up remote work options for Staff	Arrange for Geelong Technology to set up remote access for all staff	By week ending 13/3/20
Guidance from CoM for future planning	Hold special general meeting of the Committee of Management	Meeting held 19/3/20 to agree on critical actions and further planning.
Federal and Victorian Government Directives	Monitor and comply with Government Directives and World Health Organisation alerts	Weekly updates are received from DHHS and a summary of these updates are to be sent to CoM & members each week.
Communication	Send communications to renter-members by mail, email and text messages	Communication to renter-members sent on 19/3/20 and will continue to be fortnightly while in Phase one and two.
Identify renter-members most at risk	While it is recognised that all renter-members, their households and staff are at risk, some individuals are more at risk than others	Elderly and disabled renter-members are recognised and contacted individually. 26/3/20
Activities and Events	Identify which activities and events are necessary and which are not	All activities and events immediately identified and classified as necessary or not necessary

Key Planning Considerations – Phase one – at START of Pandemic

Renter- members and families

Continuity of support

- Inform renter-members of changes to staff functions and presence at office
- Inform renter-members of changes to maintenance service delivery. Some cyclical maintenance may not be available for an un-specified time and as the spread of Coronavirus continues only emergency maintenance will be performed.
- Set new message on answering machine informing renter-members and general public of the changes already made to NGRHC operations
- Renter-members have an opportunity to request a rent review if their circumstances change.

Communication and debriefing

- During phases one and two communications should go to renter-members weekly.
- At all times convey a message of calmness to renter-members and try to maintain a 'business as usual' with some changes approach.

Our organisation

Organisational planning

- Plan for staff to work from home.
- Purchase any equipment required for staff to perform duties to the best of their abilities from a home office.
- All staff will ensure they have the means to communicate effectively with other employees and renter-members.
- Plan for property inspections to cease.
- Financial analysis and modelling around decrease in income will give estimates of how much NGRHC income might decline.

Communication and debriefing

- Zoom software will be installed on all computers to enable teleconference calls. It is vitally important that the organisation continues to communicate at the highest level possible.
- Information dissemination to renter-members should be brief and not of a medical nature.
- NGRHC will ensure that renter-members are guided to appropriate sources of information regarding the impact on their lives as a result of the Coronavirus and how they can ensure they make themselves safe.

External

Visitors

- Plan for the date that visitors will not be allowed to enter the office

Suppliers

- Continue maintenance as normal in the short term (one to two weeks from 3/3/20)
- Develop protocols for maintenance contractors going forward from 18/3/20

Introduction of the Victorian Roadmap 21/9/21

The Roadmap to Deliver the National Plan sets Victoria on a hopeful path to opening while also preserving our health system and ensuring Victorians can still get the healthcare they need, when they need it most.

The Roadmap has been developed based on expert modelling from the Burnet Institute and is set against COVID-19 thresholds including hospitalisation rates, and the vaccination targets already set out in the National Plan to transition Australia's National COVID-19 Response.

Roadmap easing thresholds: In addition to reaching the vaccination threshold at each point in the roadmap, easing restrictions will depend on public health advice as to the current epidemiology. In addition, easing at 70% and 80% fully vaccinated will be subject to health system capacity. Source 5/10/21 <https://www.coronavirus.vic.gov.au/victorias-roadmap#about-the-roadmap>

Worker Vaccination Requirements 1/10/21

The government announced on 1/10/21 that all workers in Melbourne and regional Victoria on the Authorised Worker list (which includes community housing workers) will require their first COVID-19 vaccine dose by 15 October and their second dose by 26 November to continue working on site.

Outbreak Contact Details

There have been a number of recent outbreaks in social housing so it's a good reminder to keep contact details for DFFH (RREMoutbreak@dffh.vic.gov.au) and the covid hotline (1800 675 398) handy. Also, please remember that a positive case is a reportable event to the Housing Registrar and DFFH.

NGRHC Risk Management Plan 2021.22

NGRHC manages risk by documenting risk, assessing risks and implementing mitigation strategies. The Risk Management Plan – Coronavirus 21.22 Lists 6 categories of risk and mitigation strategies (see diagram below). This document should be used in conjunction with the Business Continuity Plan.

NGRHC aims to appropriately balance the need to deliver the services with the need to keep members and staff safe from infection. The safety of members, staff and contractors always comes first. Specific service delivery arrangements may need to be reviewed and updated when conditions with the outbreak change.

Victoria's Roadmap – Implementation

Consideration	Required Outcome	Delivery time frames
Leading this stage	Vicki (manager) will disseminate instructions to staff	When directive comes from the Government as vaccination levels progress.
Start date of Roadmap	All particulates to Roadmap will start from this date	21/9/21
Key Activities	<ul style="list-style-type: none"> Review operational functions Review staff capability Stop all exposure Follow public health recommendations 	All staff should Continue to adhere to hygiene protocols. Encourage Vaccinations
Work options for staff	All staff to work from home if they can work from home.	<p>Face coverings must be worn indoors</p> <p>All authorised workers must carry a permit that is certified by their employer when ever they are travelling to work and attending work. This is required from 11.59pm on Tuesday 17/8/21</p> <p>Offices can permit staff to attend work on site for work, up to a capacity of 25% or a maximum of 10 people, which ever is greater</p>
Community Facilities (inc. meetings)	All face to face meetings has ceased	<ul style="list-style-type: none"> Video calls are to be used for all meetings. Video calls are to be used for contacting applicants for vacancies where possible. Visitors to the office must sign in, wear a mask and physically distance.
Federal and Victorian Government Directives	Keep members updated with Government directives each week	Updates are received almost daily from heathalerts@dhhs.vic.gov.au
Communication	Renter-members are to be kept up to date	Information overload is setting in for staff and renter members. Key communications should be sent at 70% double dose and 80% double dose alerting to changes that affect them directly to the Co-op. Newsletters and other communications will continue as normal
Vacancies	Contact with applicants is to be via video calls.	Initial contact is by video call only. Upon the time of house inspection the applicant may go to the house and meet a staff member who will let them into the house. While applicant is in the house a staff member may be in contact by video call or waiting outside the house.

		Visitors may come to the office to sign papers but physical distancing must occur and masks worn.
Inspections/Real Estate	Currently routine inspections are suspended. While no lockdown restrictions are in place inspections can be conducted on at risk properties	Conduct a risk assessment before going to properties. Face coverings must be worn indoors and outdoors. Cap of 10. Maintain physical distancing 4m
Maintenance	While no lockdown restrictions are in place maintenance work can continue	Physical distancing must be adhered to, masks must be worn inside and preference is given to renter-members being away from their premises while work is carried out if possible (for more involved maintenance). Renter-members should be in another room while maintenance is performed (for more simple maintenance). As per directive – all authorised workers must be first dose by 15/10/21 and double dose vaccinated by 26/11/21

70% Double Dose

Consideration	Required Outcome	Delivery time frames
Leading this stage	Vicki (manager) will disseminate instructions to staff	When directive comes from the Government as vaccination levels progress.
Start date of 70% Double Dose	All particulates to 70% Double dose will start from this date	When directive comes from the Government as vaccination levels progress. Indicative date 26/10/21
Key Activities	<ul style="list-style-type: none"> Review operational functions Review staff capability Stop all exposure Follow public health recommendations 	All staff should Continue to adhere to hygiene protocols.
Work options for staff	All staff to work from home if they can work from home.	All authorised workers must carry a permit that is certified by their employer when ever they are travelling to work and attending work. This is required from 11.59pm on Tuesday 17/8/21 Face Coverings must be worn indoors. Offices can permit staff to attend work on site for work, up to a capacity of 25% or a maximum of 10 people, which ever is greater
Community Facilities: (inc.	Outcome of activities depends on vaccination levels	<ul style="list-style-type: none"> Fully vaccinated up to 20 people outdoors

meetings)		<ul style="list-style-type: none"> • If unknown vaccination no change from previous roadmap implementation stage • Visitors to the office must sign in, wear a mask and physically distance.
Federal and Victorian Government Directives	Keep members updated with Government directives each week	Updates are received almost daily from heathalerts@dhhs.vic.gov.au
Communication	Renter-members are to be kept up to date	To avoid further Information overload for staff and renter members. Key communications should be sent at 70% double dose and 80% double dose alerting to changes that affect them directly to the Co-op. Newsletters and other communications will continue as normal. Maintain a positive 'can do' attitude. Update members on Wednesdays for sake of consistency with any relevant information.
Vacancies	Contact with applicants is to be according to vaccination status.	<ul style="list-style-type: none"> • As per guidelines for meetings if fully vaccinated can attend office • If unknown vaccinations no change from previous
Inspections/Real Estate	Resume minimal inspections for at risk properties	<p>Conduct a risk assessment before going to properties.</p> <p>Fully vaccinated indoors with a 30 cap 4sqm rule. Face mask must be worn indoors and outdoors</p>
Maintenance	While no lockdown restrictions are in place maintenance work can continue	<p>Physical distancing must be adhered to, masks must be worn inside and preference is given to renter-members being away from their premises while work is carried out if possible (for more involved maintenance). Renter-members should be in another room while maintenance is performed (for more simple maintenance).</p> <p>As per directive – all authorised workers must be first dose by 15/10/21 and double dose vaccinated by 26/11/21</p>

80% Double Dose

Consideration	Required Outcome	Delivery time frames
Leading this stage	Vicki (manager) will disseminate instructions to staff	When directive comes from the Government as vaccination levels progress.
Start date of 80% Double Dose	All particulates to 80% Double dose will start from this date	When directive comes from the Government as vaccination levels progress. Indicative date 5/11/21
Key Activities	<ul style="list-style-type: none"> Review operational functions Review staff capability Stop all exposure Follow public health recommendations 	All staff should Continue to adhere to hygiene protocols.
Work options for staff	All staff to work from home if they can work from home.	<ul style="list-style-type: none"> Go to work if you are fully vaccinated Face Coverings must be worn indoors only
Community Facilities (inc. meetings)	Outcome of activities depends on vaccination levels	<ul style="list-style-type: none"> Fully vaccinated: indoors DQ4 and 150 cap, outdoors DQ2 and 500 cap If unknown vaccination no change from previous roadmap 70% stage Visitors to the office must sign in, wear a mask and physically distance.
Federal and Victorian Government Directives	Keep members updated with Government directives each week	Updates are received almost daily from heathalerts@dhhs.vic.gov.au
Communication	Renter-members are to be kept up to date	To avoid further Information overload for staff and renter members. Key communications should be sent at 70% double dose and 80% double dose alerting to changes that affect them directly to the Co-op. Newsletters and other communications will continue as normal. Maintain a positive 'can do' attitude. Update members on Wednesdays for sake of consistency with any relevant information.
Vacancies	Contact with applicants is to be according to vaccination status.	<ul style="list-style-type: none"> As per guidelines for meetings if fully vaccinated can attend office If unknown vaccinations no change from previous
Inspections/Real Estate	Resume normal routine inspections	<p>Conduct a risk assessment before going to properties.</p> <p>Fully vaccinated indoors cap of 150, outdoors cap 500. Masks to be worn indoors.</p>

Maintenance	While no lockdown restrictions are in place maintenance work can continue	Physical distancing must be adhered to, masks must be worn inside and preference is given to renter-members being away from their premises while work is carried out if possible (for more involved maintenance). Renter-members should be in another room while maintenance is performed (for more simple maintenance). As per directive – all authorised workers must be <u>first dose by 15/10/21</u> and <u>double dose vaccinated by 26/11/21</u>
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Risk Management Plan – Coronavirus (extract)

Northern Geelong Rental Housing Cooperative 2021-2022 Risk Management Plan - Coronavirus								
<ul style="list-style-type: none"> This Risk Register is to be used to record all risks (hazards or safety issues) identified by staff and management. The Risk Rating is to be determined by using the Risk Matrix Top ten risks to be reviewed every month at Committee of Management meeting 1-2 High risk (action Now) 3-4 Moderate Risk (action soon) 5-6 Low Risk (Action when Practicable) 								
Risk No	Risk Category	Likelihood	Risk Source	Consequence	Impact	Risk Rating	Related Policy or Procedure	Mitigation Strategy
1	Operational	Very likely	Staff - Contracting the virus	<ul style="list-style-type: none"> * Office unstaffed * Health of staff compromised * Unable to respond to members needs * All staff could be sick at the same time 	Very High	1	Business Continuity Plan	<ul style="list-style-type: none"> * Encourage staff to get vaccinated * Follow Department Guidelines * Office to be deep cleaned * No visitors to the office * Follow Victoria's Roadmap for mitigation strategies * Report infection to HR & DFFS * Staff must quarantine and not return to work until all clear from Doctor * Any wage payments for Staff over and above Government payments for the time of Quarantine will be at the CoM's discretion. Staff may be asked to use some of their leave * Advise members * Members to call Impact Trades directly and advise Luke of any emergency maintenance required.
2	Operational	Very likely	Members - Contracting the virus	<ul style="list-style-type: none"> * Health of members compromised * Members unable to work * Financial impact on Co-op * Participation may be limited 	Very High	1	Business Continuity Plan	<ul style="list-style-type: none"> * Encourage membes to get vaccinated * Follow Department Guidelines * Report infection to HR & DFFS * Follow Victoria's Roadmap for mitigation strategies * Continue to update members with important information * If member advises of infection staff are not to send any maintenance contractors to the house until test results come back all clear.
3	Operational	Very likely	Maintenance - Contractor gets virus	<ul style="list-style-type: none"> * Individual contractor ceases work on maintenance * Virus may be passed onto other * Maintenance work on certain jobs may be left unfinished * Work will need to be resigned * Work area will need a deep clean 	Very High	1	Business Continuity Plan	<ul style="list-style-type: none"> * Follow Department Guidelines around Authorised workers * All contractors (who are authorised workers) follow vaccination guidelines * All contractors sign declaration that they are following guidelines
4	Financial	Likely	Members income decreases	Less income for the Co-op	High	1	Business Plan	<ul style="list-style-type: none"> * Monitor budget * Adjust maintenance being carried out * Understand short term loss will have little impact if numbers of members are low * Understand long term loss will have larger impact if numbers of members are high
5	Operational	Very likely	Disruption to Meetings	<ul style="list-style-type: none"> * Meetings may cease * Effect on members, feelings of disconnection * Co-op business may not be carried out effectively 	High	1	Business Continuity Plan	<ul style="list-style-type: none"> * Meetings via Zoom until 80% vaccination rate is achieved * Encourage members to get vaccinated * Follow Victoria's Roadmap to resume meetings * Keep good communication with Members via text, phone, email and Newsletter
6	Operational	Likely	Disruption to Inspections	<ul style="list-style-type: none"> * Routine inspection schedule disrupted * Unidentified maintenance * At risk properties may decline 	Medium	2	Asset Management Plan	<ul style="list-style-type: none"> * Conduct a risk assessment before any visits to members properties * Communication with households to remind staff of maintenance issues * Resume inspections at 80% vaccination rate * possible Zoom inspections * Extra inspections when permitted

