

NAVIGATING THE PANDEMIC RESPONSE LIFECYCLE



Helping Local Government every step of the way.

Stay informed with the latest insights [here](#).

Pandemic stages	PRE-PANDEMIC	PANDEMIC INTERNATIONAL OUTBREAK	EXPONENTIAL PANDEMIC GROWTH AND BUSINESS INTERRUPTION	PANDEMIC RECOVERY	POST-PANDEMIC
Your challenges and how we can help	<ul style="list-style-type: none"> • No Council, community or political impacts. • Uncertainty on how a pandemic will impact Councils' service delivery. • Uncertainty on how pandemics can impact communities. • Opportunities to build resilience within Council and the community. • Council BCP's to include pandemic risks. 	<ul style="list-style-type: none"> • Community uncertainty. • Mobility and work place practices uncertain. • Uncertainty around Council suppliers. • Specific travel restrictions imposed. • Uncertainty of impacts on Council service continuity. • Miscommunication and misunderstanding on potential community impacts. • Altered legislative operating environment relevant to enforcement, health related services, etc. 	<ul style="list-style-type: none"> • Widespread infections, restrictions and lockdowns impacting significantly on the community and Council services. • BCP's enabled with the ability to deliver essential and non-essential services challenged. • High risk of employees, volunteers infection, working from home implemented and associated productivity losses. • IT and operational constraints due to rapidly changing operating environment. • Financial incentive offered to communities resulting in financial loss to Councils. • Increased chances of litigation due to contractual disputes and liability exposures. • Workforce and contractual reorganisation to ensure delivery of critical services and financial sustainability. • Operating environment restricts normal Council meeting activity. 	<ul style="list-style-type: none"> • Depressed community economic activity and constrained revenue capacity (including rates). • Increasing ability for Council to return to normal operations. • Stability in workforce numbers and return to the workplace. • Slowly increasing business confidence and certainty. • Increased evidence of company failures. • Increased expectations on delivery of Government stimulus packages. • Increased interaction with Contractors and award of new contracts. • Supply chain recovery increasing ability of contractors to meet Community needs. • Greater clarity of financial hardship and the communities' ability to pay rates. 	<ul style="list-style-type: none"> • Increased business and community confidence. • Significant hiring and HR demands. • Changes to operational models and market dynamics based on new community needs. • Recovery of financial markets. • Effective Council responses deliver to the needs of their community. • Significant need for contractors to support Councils with service delivery. • Reshuffling of internal duties back to a more normal state after going through a dynamic and constantly changing period. • Councils have increased resilience to respond to future pandemics. • Communities are now more resilient to respond to future pandemics.
	<ul style="list-style-type: none"> • Employee Benefit Programs • Employee Health and Wellbeing Programs • Employee Assistance Programs • Valued Benefits 	<ul style="list-style-type: none"> • Workplace and Community social distancing strategies • Community and Staff communication plans • Workplace profiling • Resilience Testing for WFH arrangements • Work from home strategy and risk assessment 	<ul style="list-style-type: none"> • Business Continuity Plans activated. • Essential functions reviewed. • Advice and support on Council's ability to deliver responses to Federal and State Government directives. • Challenges maintaining obligations. • Ability to deliver legislated and mandated services such as Council meetings. • Review implementation of Health advice impacting delivery of services. • Claim management: Claims support on risks protected via Mutuals our insurance products. • Insurance: Understanding impacts. • Claim insured losses: Claims Preparation for forced closures from governing bodies and settle outstanding claims. • Understand impacts: <ul style="list-style-type: none"> - Variations to traditional exposures – increases and reductions. - Review Councils existing risk tolerance and risk retentions. • Increased dependency on volunteers with an added liability exposure for Council. 	<ul style="list-style-type: none"> • Understanding Supply Chain implications • Impact of changing economy and fluctuating AUD • Maintaining capital program initiatives in competitive environment 	<ul style="list-style-type: none"> • Contract works insurance to add value to Civil Projects within Government Stimulus packages • Cyber risk profiling • Workplace impact assessment • Asset valuations • Principal Controlled Insurance approach due to a rise in contractor insolvency
	<ul style="list-style-type: none"> • Business Interruption Analysis & workshops 	<ul style="list-style-type: none"> • Pandemic Risk Vulnerability Assessment • Workforce impact assessments • Risk Identification and Assessment 	<ul style="list-style-type: none"> • WHS measures activated to comply with Health agency directives. • Stakeholder engagement to transition workforce to revised functions. • Working from home: Home assessments, strategy, up skilling manager/supervisors. • Mental Health and Wellbeing: Staff workshops, training, risk reviews, workplace stress education. • Income Protection and Employee Assistance. • Financial Advice: Expert advice for employees who are financially impacted. • Employee Assistance Programs: Formal programs or ad-hoc support. 	<ul style="list-style-type: none"> • Return to Work Programs • Fitness for Work Assessments • Change Management Advisory • Emotional resilience training • Health Checks 	<ul style="list-style-type: none"> • Health & Wellbeing Programs delivered by Mutuals • Pre-employment fitness assessments • Employee Benefits program
<ul style="list-style-type: none"> • Business Continuity Plan Development, Review and Testing • Return to Work Programs • Fitness for Work Assessments • Change Management Advisory 	<ul style="list-style-type: none"> • Community and service delivery impact assessed • Liability Risk Identification • Workers Compensation Risk Identification • Property Risk • Internal and external communication plans 	<ul style="list-style-type: none"> • Challenges delivering Council essential services. • Challenges with contractors meeting obligations. • Obligations to implement compliant community health practices. • Working from home Cyber Threats: Risk Identification, Quantification and Mitigation. • Workers Compensation: Risk Profile updates, advice and support for employee redundancy risks. 	<ul style="list-style-type: none"> • Workplace impact and staff deployment. • Impact on Government health restrictions on the delivery of services. • Activation of revised Council employment practices. • Risk Management Resources and Advice – Dedicated advice, resources and communications. • WHS Solutions. • Pandemic Rapid Response Advisory: 30 day action plan, specialist advisor secondment, risk assessments, crisis management. 	<ul style="list-style-type: none"> • Emotional resilience training. • Post event response. • Business Continuity Plan Reviews and Testing. 	

We're ready to help. Contact your Account Manager now.

JLT Public Sector is a division of Jardine Lloyd Thompson Pty Ltd (ABN 69 009 098 864, AFSL 226 827) ("JLT") which is part of the Marsh group of companies. This document and any recommendations, analysis, or advice provided is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Copyright © 2020 Jardine Lloyd Thompson Pty Ltd. All rights reserved. LCPA 20/124. S20-0529