



SERVICE DELIVERY VACCINATION POLICY

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1. PURPOSE

- 1.1 For Council to approve the Service Delivery Vaccination Policy that sets out the policy and process for determining the vaccination requirements for users of Council's services to minimise the risk of transmission of the Covid-19 virus between staff and customers, customers and customers and between staff and staff in different service settings.

2. EXECUTIVE SUMMARY

- 2.1 The City of Port Phillip is committed to promoting the health and wellbeing of the community, it's customers and its workers. This commitment extends to the COVID-19 pandemic, where the Council must work with the community to eliminate, or if that is not possible, minimise so far as is reasonably practicable, the risk of infection from COVID-19 in our offices, services, facilities or operations both now and into the future.
- 2.2 Vaccination is critical to reduce disease transmission, to minimise the severity of any breakthrough infections and to reduce the likelihood of severe disease. It will also assist to reduce disruption to Council services and sites, if a service or site needs to be closed as a result of transmission of the coronavirus 2 (SARS-CoV-2) -19 at that service or site.
- 2.3 The Chief Health Officer (CHO) has mandated customer vaccination requirements for customers attending certain services or activities and where Council provides these services or activities, Council's customers attending these services and/or activities will need to be vaccinated and provide proof of vaccination.
- 2.4 For Council services and activities where there is no prevailing CHO mandate, the policy proposes a risk-based approach to assess the residual risk (After other Covid-safe plan measures have been put into place) of transmission of the Covid-19 virus between staff and customers, customers and customers and between staff and staff in different Council service settings.

Where the residual risk is rated as low, customers will not be required to be vaccinated to attend the Council service or activity.

Where the residual risk is rated as medium to high, customers will be required to be vaccinated to attend the Council service or activity, with two exceptions:

- Services that CoPP are funded to provide, where the funder requires us to deliver the service, regardless of the vaccination status of the customer or client.
- Some essential compliance based in home services (e.g. Local Laws, Animal Management) or in business services (e.g. Health inspections) that are not pre-booked and/or where an essential face-to-face service is required for a client in need.

This approach balances Council's obligations to provide a service whilst minimising risk in service settings for Council's customers with Council's Occupational Health and Safety obligations to its staff and workforce.



It should be noted that the CEO is currently engaging with relevant staff representatives on a Workforce Vaccination Policy that will require all Council staff to be vaccinated. This policy will be finalised in the near future after the engagement period has concluded.

- 2.5 For the purposes of this policy, customers are considered to be fully vaccinated against COVID-19 for the purposes of attending a Council service or activity if the customer:
- Has received both doses of the COVID-19 vaccine and acceptable evidence of vaccination status has been provided to CoPP by the customer, or
 - Has a valid medical exemption to COVID-19 vaccination issued by an authorised medical practitioner, or
 - Is a child aged under 16.
- 2.6 Council recognises the essential right to a service of Council’s customers and must balance this against its responsibility for the health and wellbeing of all its customers. To achieve this balance, service managers have a positive obligation under this policy to develop and deliver alternate service delivery mechanisms for unvaccinated customers who are unable to access face to face services, wherever this is reasonable and not cost prohibitive.
- 2.7 Council values and recognises the need to comply with relevant privacy legislation and will ensure that any customer records that contain details of a customer’s vaccination status are managed in accordance with this legislation and Council’s record management and privacy policies.
- 2.8 Communication of vaccination requirements for Council’s customers will commence on policy approval at both a service level and a whole of community level. Council will maintain a description of vaccination requirements for each Council service setting on its website and the CEO will provide a 6-monthly report on the service impact of this policy to a future Council meeting.

3. RECOMMENDATION

That Council:

- 3.1 Approves the Service Delivery Vaccination Policy
- 3.2 Notes that the policy includes the provision of alternative service options for unvaccinated customers, where this is reasonably practical.
- 3.3 Notes that on approval, communication of this policy to customers will be undertaken at a service level and to the wider community.
- 3.4 Notes that the CEO will provide Council with a report on the service impacts of this policy after 6 months from implementation.
- 3.5 Delegates to the CEO the authority to amend the policy as required, to ensure that it remains up to date with prevailing Chief Health Officer directions and to ensure that the CEO can meet their Occupational Health and Safety obligations under relevant legislation.



4. KEY POINTS/ISSUES

4.1 Background

- 4.1.1 The Victorian Governments Roadmap to Deliver the National Plan sets out how Victoria can safely reopen, while also supporting the State health system to ensure Victorians can still get the healthcare they need, when they need it most.
- 4.1.2 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.
- 4.1.3 The Roadmap is based on the community reaching vaccination thresholds at 80% and 90% as well as prevailing public health advice. Under the Roadmap, Victorians will need to show proof of vaccination to gain entry to many businesses and services re-opening across Victoria.
- 4.1.4 The economic and social impact of the COVID-19 pandemic has been significant for our City and for many in our community and the re-opening of our services, community services, local businesses, hospitality venues, entertainment venues, sporting and community events as part of the “vaccinated economy” is not only welcome but an essential part of our economic and social recovery.
- 4.1.5 As a provider of many services within the City of Port Phillip, Council is required to support the roadmap by ensuring compliance with government directions across its different service settings and activities. This policy will allow Council to play its part in our economic and social recovery by re-opening its services to our community.
- 4.1.6 Importantly the policy ensures that we will leave no-one behind by providing where this is reasonably practical, alternative service options for those in our community who remain unvaccinated.

4.2 Key points

- 4.2.1 The purpose of this policy is to promote the health and wellbeing of the community, our customers and our workers in the COVID-19 pandemic. While Council continues to deliver its services under tailored COVID-Safe plans, vaccination is critical to reduce disease transmission, minimise the severity of any breakthrough infections and reduce the likelihood of severe illness.
- 4.2.2 The policy’s approach to vaccination is risk-based. Where the residual risk of delivering a face-to-face service is medium or high, customers will be required to be fully vaccinated. A customer is deemed to be fully vaccinated if the customer:
 - a) Has received both doses of COVID-10 vaccine and acceptable evidence of vaccination status has been provided;
 - b) Has a valid medical exemption to COVID-19 vaccination issues by an authorised medical practitioner;



c) Is under the age of 16.

4.2.3 There are two exemptions to 4.2.2;

- a) services that Council are funded to provide, where the funder requires us to deliver the service, regardless of the vaccination status of a customer.
- b) essential compliance-based services that are carried out in residential or commercial premises such as Local Laws, Animal Management and Health Services.

4.2.4 Council's Service Managers have completed an initial Service Delivery Assessment of the services and activities they provide to inform the need for customers to be vaccinated to attend a face to face service or activity. This will enable Council to communicate these requirements to customers at both a service and whole of community level once the policy is approved by Council.

It is anticipated that these requirements will be published on the Council website by Friday 5th of November at the latest.

4.2.5 The policy requires service managers to identify, develop and promote alternative service delivery options for customers who are not vaccinated so that no one gets left behind. Service access options for customers who are unvaccinated or who choose not to access a face to face service will also be published on the Council website by Friday 5th of November at the latest.

4.2.6 All persons who are required to be vaccinated under this policy will be required to provide evidence acceptable to Council on their vaccination status, through the following mechanisms:

- Sighting of evidence on entry to the service or facility
- Sighting of evidence on booking the service or facility. For regular customers processes will be established to sight and (with the customers consent) record the sighting of evidence, to avoid having to ask the customer to provide evidence each time they access the service.

4.2.7 Council values and recognises the need to comply with relevant privacy legislation and will ensure that any customer records that contain details of a customer's vaccination status are managed in accordance with this legislation and Council's record management and privacy policies.

Council will not provide personal customer information; including a customer's vaccination status to other customers or parties without the express and prior, written consent of the customer.

To provide assurance to customers who receive services in a group setting, Council may communicate to a group of customers accessing a group service, that all customers attending the group are double vaccinated.

4.2.8 Refusal of access to a face to face service to unvaccinated customers may create a risk of Occupational Violence towards Council staff, particularly, for walk in services, for example an Assist Customer Service Counter or a Library.

This risk will be mitigated will be mitigated by:



- Communication of vaccination requirements to customers at a service and whole of community level through Council’s websites and media channels. In particular, promoting the need for us to work together as a community to enable us to re-open and promoting respect towards Council officers who are there to serve the community.
- Engagement of external “concierge” services, where this is needed, to manage the process of sighting vaccination status on entry.

4.2.7 For the policy to reflect the prevailing Victorian public health orders, regular review and amendment by the CEO will be necessary.

Amendment may also be required to enable the CEO to minimise any unforeseen impacts on service delivery and/or to exercise their Occupational Health and Safety obligations towards Council staff.

Consequently, Council is requested to provide delegation to the CEO to amend the policy as required, this will include an obligation to advise Council of any material amendments to the policy.

5. CONSULTATION AND STAKEHOLDERS

- 5.1 A working group was established with several service managers to develop this policy.
- 5.2 All service managers were engaged in consultation with and a service delivery risk assessment was undertaken for their respective areas.
- 5.3 The Health and Safety Committee was consulted on this policy.

6. LEGAL AND RISK IMPLICATIONS

- 6.1 The draft policy has been reviewed by Council’s legal advisors.

7. FINANCIAL IMPACT

- 7.1 The main cost associated with this policy are the resources required to enforce the vaccination requirements and the cost to deliver alternative services. Currently it is envisaged that these costs can be managed through existing budgets. If additional resources are required these will be presented to Council through the quarterly budget review process.

8. ENVIRONMENTAL IMPACT

- 8.1 There is no direct environmental impact resulting from the Service Delivery Vaccination Policy.

9. COMMUNITY IMPACT

- 9.1 Adopting the Service Delivery Vaccination Policy will promote the health and wellbeing of our customers, our community and our staff.

10. ALIGNMENT TO COUNCIL PLAN AND COUNCIL POLICY

- 10.1 This policy aligns with the outcomes of the following strategic directions:



- Inclusive: A City that is a place for all members of our community. This policy seeks to leave no one behind through alternative service offerings.
- Liveable: A City that is a great place to live, where our community feels confident that our services are safe to access.
- Vibrant: A City that has a flourishing economy, where our community and local businesses thrive through the minimisation of the further impacts of COVID-19.
- Well Governed City: A City that is a leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts.

11. IMPLEMENTATION STRATEGY

11.1 TIMELINE AND COMMUNICATION

The Policy will come into effect from the date of endorsement, 3 November 2021.

Communication to our customers at a service level will take place once the policy has been approved by Council.

Communication to our community will include information being provided on Council's website, promotion of the policy through social media channels, pro-active media and through local signage as appropriate for the service setting.

12. OFFICER DIRECT OR INDIRECT INTEREST

- 12.1 No officers involved in the preparation of this report have any material or general interest in the matter.

ATTACHMENTS

1. Service Delivery Vaccination Policy