

G8 Education Limited COVID-19 Response Project

OBJECTIVES

To reduce the risk of physical and psychological injury of team members and children during a crisis.

Improve the organisational resilience of the business.

APPROACH

The GNC Group were engaged to help develop, document and implement G8 Education's response to the COVID-19 pandemic.

The project included process improvements and proactive measures to ensure the safety of team members and children and provide a rapid response in the event of a crisis.



IMPACT



Faster response times & reduction of information silos through planning & collaboration



Reduced risk from medical pandemic through improved processes & training



Reduced risk of psychological injury due to uncertainty by improving communications



Mutual Benefits Funded \$43,509

FEEDBACK

'During the 2019 bushfire season, we identified a need to improve our crisis management processes. With the help of a grant from EML's Mutual Benefits Program, we were able to successfully implement a series of initiatives which enabled us to respond early to the COVID-19 pandemic. We successfully improved organisational responsiveness to crisis situations, reduced the risk of physical and psychological injury to team members during a crisis and strengthened our organisational resilience ... employee feedback has been enormously positive.'

Natalie Boehm, Head of Health and Safety, G8 Education

DELIVERABLES

Improved established Crisis Management Processes for COVID-19.

Strengthened Business Continuity Planning.

✓	Review of infection control & hygiene processes.	✓	Established medical pandemic process aligned to AHPPC framework
✓	Identified & implemented additional hygiene controls.	✓	New processes to proactively identify, manage & report potential risks or exposure.
✓	Improved communications to ensure rapid, timely & accurate distribution of information.	✓	Reached 11000 team members & communicated with nearly 70000 families.
✓	Cross-contamination risk policies developed (decontamination, closing centres & decentralisation)	✓	Transitioned employees to effective remote working arrangements.

NEXT STEPS

The model is being applied to all crisis situations.

Scheduled huddles will continue as will increased cross training for key functions.

